

# smart study guide



[ A student guide to study skills,  
assessments and referencing. ]



# Contents

Welcome to Smart Study	<b>5</b>	Harvard Referencing System	<b>22</b>
Smart study habits	<b>6</b>	Single author	<b>22</b>
Searching for information	<b>9</b>	E-book	<b>22</b>
Evaluating sources of information	<b>10</b>	Books by multiple authors	<b>22</b>
Assessment tasks	<b>12</b>	E-book by multiple authors	<b>24</b>
Why reference?	<b>14</b>	Two books by same author	<b>24</b>
What should be referenced?	<b>15</b>	No date	<b>24</b>
In text referencing	<b>16</b>	Edited books	<b>24</b>
Bibliography or list of references	<b>16</b>	Compiled works	<b>24</b>
Quotes	<b>18</b>	Author refers to another	<b>26</b>
How do I fully reference?	<b>20</b>	Translated book	<b>26</b>
		Organisation as author	<b>26</b>
		Corporate author	<b>26</b>
		Newspaper or magazine article	<b>28</b>
		Articles from a database	<b>28</b>
		Personal communications	<b>28</b>
		Government publications	<b>28</b>
		Acts of Parliament	<b>30</b>
		Class handouts	<b>30</b>
		Online audio	<b>30</b>
		Online video	<b>30</b>
		Internet sites	<b>32</b>
		Blogs and wikis	<b>34</b>
		TV program or DVD	<b>34</b>
		Music CD	<b>34</b>
		Harvard bibliography	<b>36</b>



# {DIGITAL EDITION}

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# Welcome to smart study guide

This resource is for students at North Coast TAFE. It is a referencing guide adapted from the Harvard referencing style.

Smart Study aims to help you to succeed in your course and achieve your goals.

Learning to study is like learning to dance or to operate a computer; there is a lot of preparation and planning involved in order to succeed.

This guide includes useful tips to develop your skills in time management, researching, note taking and referencing. More detailed advice is available in handouts from the Learning Centre at Port Macquarie Campus Library or the library home page.

Smart study habits help you to get everything done on time, increase motivation and reduce anxiety. You will understand and remember things you have learnt more effectively.

Free student support services are also available to assist you. These include learner support, career advice and confidential counselling (see the back cover for details).

This guide acknowledges the use of material from the *Kempsey TAFE Referencing Guide 2006* and the referencing presentation produced by Andrew Blundell in 2010. Excluding Government information, sources listed in this guide are fictional.



# Smart study habits

Studying, getting assessments in on time and passing exams is very demanding and can be stressful for students.

**Learning how to study** can make your time at TAFE more satisfying and less worrying.

**Time management** is one of the most important study strategies. Putting all assessment dates in your diary or calendar helps you plan and prioritise tasks.

**Planning study time each day** outside of class helps reduce the risk of last minute panic when assessments are due. If there is nowhere quiet at home, the library is a great place.

**Setting SMART goals** will help keep you motivated when your study becomes demanding. SMART goals are:

- Specific
- Measurable
- Achievable
- Realistic
- Time framed

**Clarify details** of all tasks with your teacher before you begin and always check the assessment criteria.

**Active reading**, taking notes and highlighting key points will assist in completing assessments, save time and make revision quicker and simpler.

**Managing stress** includes looking after yourself, eating and sleeping well and taking time out from study for relaxation and socialising.

Too much stress can be overwhelming so remember that **TAFE has free and confidential counselling (see back page for details).**





# Searching for information

It is important with any form of research that you understand your assessment question, develop a search strategy and then read widely.

Get to know the assessment question. Identify the topic, key concepts, and then identify the direction of the question eg describe, analyse, compare.

strategies.

Your campus library should hold most of the information you are going to need to complete a TAFE assessment. Library staff can help you access the library catalogue, databases and provide information on the best ways to search for quality information on the Internet.

.....  
**When you have an understanding of the question, you then need to plan how you will look for information.**  
.....

When you have an understanding of the question, you then need to plan how you will look for information. It is important you search as many sources of information as possible. Look in books, magazines, in online databases and on the Internet.

For help using databases, a library catalogue or search engine you may need to consult the help function or search tips, remembering that different searches may need different

In most cases books, journals and databases are written and checked for quality and authority.

The Internet however allows anybody to author and publish information. There is no quality control on the Internet, but there are sites such as academic institutions and government bodies who publish information that is generally accepted as trustworthy.

.....  
**The Internet however allows anybody to author and publish information.**  
.....



# Evaluating sources of information

Evaluate all the sources you read, whether from a book, magazine or online.

## • Authority

Can you identify the author?

What is the author's background, experience, occupation or qualification?

Is the information popular or scholarly?

## • Accuracy

Does the writer state sources of information?

Is the information or source well organised and easy to read?

Is the information free from errors in spelling and grammar?

What domain does an Internet site belong to? (eg edu, gov, com, org)

Do links on this site lead to other reputable sites?

## • Objectivity

Is the information biased?

Who published the information?

## • Currency

Is there a date attached to the information?

When was the site put on the Internet?

When was the information last updated?

Do the links on the site work?

## • Coverage

What subjects are included?

What is missing?

Once you have found quality information, downloaded articles, copied pages, or made notes, it is important to keep the bibliographic information. This usually consists of the author, date, title, publisher and place of publication (see example on pp.19-20).



# Assessment tasks

In your studies you may be asked to: write an essay or a report, answer specific questions, keep a journal, produce a portfolio or make an oral presentation.

## Essays and reports

Both should be based on referenced research and include an introduction, body and conclusion but they are different in layout and style.

**Essays** are written in paragraphs and usually present a point of view or argument based on research. There are no headings, illustrations or attachments.

**Reports** use headings and sub headings to organise information and findings. Summaries may be listed in dot point format and often contain attachments such as statistics or illustrations. Reports include findings and can make recommendations.

**Both essays and reports** require formal language, with correct grammar and spelling. Personal pronouns should not be used. You should proofread your work before presenting it for assessment.

## Short answers

Some assessments require you to answer specific questions. These do not require introductions or conclusions but you do need to reference any material you draw on. Make sure that you answer the question and do not stray away from the point with irrelevant information.

## Journal entries

These could be weekly or periodic diary entries or blogs that reflect on your learning experiences. Use informal, personal language and check with your teacher about what to include.

## Portfolios

You may be required to present drafts or finished pieces of your work in a portfolio. Your teacher will clarify how your work is to be presented.

## Oral Presentations

Presentations need an introduction, body, conclusion and referencing. They are more effective when supported by visual materials such as posters, *PowerPoint*, *Prezi*, handouts or models.

.....  
**Smart Study handouts contain more detailed information – these are available from the library homepage.**  
.....

**Remember to be aware of the word count in all assessment tasks and keep a copy of your submitted work.**



# Why reference?

Most of the work you produce requires referencing to demonstrate that you have researched and considered the ideas of others when presenting your assessment.

Referencing is also necessary because it prevents you from plagiarising. Plagiarism is using someone else's thoughts, words or ideas and writing them as if they were your own. It is technically stealing. It is a breach of ethics and can lead to an automatic fail result.

Referencing strengthens your argument and tells the reader where the original idea can be found.



# What should be referenced?

Anything that you have read or heard that has influenced your writing:

- a concept or idea
- paraphrased information
- a direct quote
- personal communication
- class notes
- script or screenplay
- a contestable argument

**General knowledge** does not need to be referenced, for example:

Canberra is the capital of Australia.

**But if you read that:**

'The Yass – Canberra plains were chosen because of the snow in Dalgety ...' this would have to be referenced.

A **contestable argument** that would need to be referenced may be:

It is a fact that Lady Denman, rather than Surveyor Scrivener actually proclaimed the name Canberra.



# In text referencing

This is a short notation within the essay, report or written answer, indicating where the source of the information or idea can be found.

- Always include the author's surname, the year of publication and the page number(s) if available.
- If the author is not known but the organisation is, list the organisation as the author.
- If there is no author use the title of the work.

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## What is the difference between a Bibliography and a List of References?

A bibliography is comprehensive, as it lists all the reading you did, including background reading.

A list of references, on the other hand, contains only the works you have cited in the text of your assessment.



# Quotes

Avoid making your essay/report just a chain of quotes. You need to show evidence that you have understood or evaluated what you have read.

**Indirect quotes** are ideas, concepts, thoughts and arguments from someone else that you have paraphrased into your own words. These must be referenced to acknowledge the source.

## **Put the in text reference in brackets:**

Regional cultural programs are critical to the health and well being of a community (Blundell, 2009, pp.13-17).

## **Mention the author in text:**

Blundell (2009, pp.13-17) argued regional cultural activities are significant in all community development.

## **Mention the author and the date in text in your words:**

In 2009 Blundell (pp.13-17) argued regional cultural activities are significant in all community development.

Note: use the latter two examples rather than the first. These show that you understand that this is the author's argument not necessarily fact.

**Direct quotes** are word-for-word and should be kept to a minimum. They should be no more than 10% of your essay or report.

## **Short Quotes**

If the quotation is less than about thirty words, it should be contained *within the text of your assessment, inside single quotation marks.*

For example:

Cultural planning in regional communities is central to provide services other than roads, rates and rubbish. Academic and arts critic Drew Blundell (2009, p.60) claimed 'a town without art is a place without heart'.

## **Longer quotes**

Longer quotations should be set out as separate passages without quotation marks. The passage should be indented and typed in a smaller font with narrower line spacing than the rest of your text.

For example:

Many local government advocates believe that planning in regional communities is central to providing services other than roads, rates and rubbish. This strategy is supported by academic and art critic Drew Blundell (2009, p.17) who argues that:

Regional communities facing the challenges of shifting industries have the opportunity to revitalise and to tap into regional flagship programs if the community cultural program continues. Bureaucrats determined on changing a successful program risk inflicting more harm on towns that are already hurting.



# How do I fully reference?

The easiest way to approach referencing is to prepare for it from the moment you begin your research. This preparation will save you rushing around the day before your assessment is due, trying to find your sources again so that you can complete your bibliography.

As soon as you find a source, list the details that you'll need for the bibliography.

Keep a record of the details - author, date, title and page number when you are reading and taking notes.

Similarly with online sources record the web address, author

or organisation (if known), title of the article, the date of retrieval and the date the site was updated (if available).

.....  
**Bibliography record sheets like below are available from your library, just ask your librarian.**  
 .....



## Example of a simple record sheet

Author or Organisation	Date	Title	Media Type	Publisher and place	Volume, page, number	URL
David Jones	2007	<i>The nuances of good salesmanship</i>	Book	Business Press, Sydney, NSW.	p.7, p.12, pp.46-83	
Sidney Myer	2011	'Retailing in Australia: 1945 – 1965': Article in <i>Business Monthly Magazine</i>	Magazine	Constabulary Press, East Ryde, NSW.	volume 22, number 3 (March 2011) pp.23-32	
Australian Capitalist Association	2011	<i>Profit or loss?</i>	Webpage			www.australiansales.com.au/art13~2011 retrieved 14 August 2011, updated 1 June 2011.



# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
Single author	<p>The assumption that a child's personality is largely moulded by parental nurturing has been challenged (Homer, 2003, p.27).</p> <p>or</p> <p>Bland (1998, pp.1-3) argued that parents do significantly influence the personality development of their children.</p> <p>or</p> <p>It was argued by Shaw in 2007 (pp.1-33) that parents do not mould the personality of their children to any significant extent.</p>	<p>Homer, OJ 2003, <i>Contemporary Australian Families</i>, Odyssey Press, Melbourne, Vic.</p> <p>or</p> <p>Bland, R 1998, <i>Are Parents the Problem?</i>, 2nd edn, Papaya Press, Adelaide, SA.</p> <p><b>No edition number is given if the source is the first edition of a publication.</b></p> <p>or</p> <p>Shaw, G 2007, <i>Healthy Families</i>, People's Press, Prahran, Vic.</p>
E-book	<p>Nilsen's (2009) research into the history of residential building showed various waves of change from the 1950s.</p>	<p>Nilsen, L 2009, <i>The Rise and Fall of Suburbia</i>, New Migrant Press, Canberra, retrieved 1 November 2011, <a href="http://northcoast.tafensw.edu.au/library/Pages">http://northcoast.tafensw.edu.au/library/Pages</a></p>
Books by multiple authors	<p>It has been argued that early exposure to commercial television inhibits creativity in children (Black, Smith &amp; Carver, 2006, pp.59-63).</p> <p>or</p> <p>Wilkinson, Blundell &amp; Martin in 2010 (pp.14-50) suggest that violence in the media desensitises audiences to real violence.</p> <p><b>Where there are more than three authors, list the first author's name followed by et al which means 'and others'.</b></p> <p>'Violence in cartoons can be harmful to toddlers...' (Mason et al, 2009, p.7).</p> <p><b>All authors are listed in the bibliography/reference list.</b></p>	<p>Black, B, Smith, H &amp; Carver, L 2006, <i>Idiot Boxers?</i>, Marigold Press, Melbourne, Vic.</p> <p>or</p> <p>Wilkinson, K, Blundell, A &amp; Martin, JM 2010, <i>Violence in the Media</i>, Socialist Press, Sydney, NSW.</p> <p>Mason, J, Eddie, M, Corliss, H &amp; Black, N 2009, <i>Pacifism is Primary</i>, Spinifex Press, Honolulu, Hawaii.</p>

# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
E-book by multiple authors	Citing sources is important in academic research especially in all tertiary preparation courses (Martin & Blundell, 2011, p.23).	Martin, J & Blundell, A 2011, <i>Referencing: an Academic Requirement</i> , Stressfree Print and Publications, Port Macquarie, NSW, retrieved 1 November 2011, <a href="http://northcoast.tafensw.edu.au/library/Pages">http://northcoast.tafensw.edu.au/library/Pages</a>
Two or more books in one year by same author	Employers look for communication skills in all areas (Rushton, 2007a, pp.27-31).	<b>List in alphabetical order by title:</b> Rushton, L 2007a, <i>Communicating Culture</i> , People's Press, Lima. Rushton, L 2007b, <i>Facilitating Integrated Learning</i> , Waratah Press, Darwin, NT.
No date	Some aspects of academic study are more challenging than others (Douglas, nd, p.203) and for this reason...	Douglas, G nd, <i>Studying at University: a Student Guide</i> , Waupub, Walcha, NSW.
Edited books	Climate change science is based on empirical evidence, not opinion (Parnaut, 2011, p.67). <b>Refer to the editor or editors just as if they were the author.</b>	Parnaut, H (ed) 2011, <i>Climate Change Conspiracy?</i> , Phoenix House, Melbourne, Vic. <b>Where you are referring to the whole book or a section written by the editor, use the editor's name.</b>
Compiled works	<b>These are books where each chapter or item is contributed by a different author or where someone compiles a collection of works. In text, refer only to the specific item that you use. The details of the book it was published in are listed in the bibliography.</b>  Lewis (2008, p.65) argued that individual action on climate change is driven by multiple factors.	Lewis, C 2008, 'Grass roots influence' in Garret, P, Wong, S & Turnbull, J (eds), 2010, <i>Community Coherence and Social Caretakers</i> , Trinity Press, Shanghai, China.

# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
When one author refers to another	<p><b>Name the original author, then the secondary author.</b> Ocean acidity is rising (Brown in Jones, 2010, p.34).</p> <p><b>If you use a direct quote cited by another author</b> Brown (quoted in Jones, 2010, p.34) suggests that 'acidity levels in the ocean are rising at an alarming rate'.</p>	<p><b>List only the secondary source (the source that you read).</b> Jones, G 2010, <i>Ocean Acidity</i>, Teatree Press, Darwin, NT.</p> <p><b>If you have used a direct quote cited by another author, list both authors in bibliography.</b> Brown, D 2009, <i>Fish Stock in Shock</i>, University Press, Brisbane, QLD. Jones, G 2010, <i>Ocean Acidity</i>, Teatree Press, Darwin, NT.</p>
Translated book	Popowski's (1796) work provides an approach to the subject that was widely popular at the time.	Popowski, E 1796, <i>The Coming of Age: a Discussion of Rites of Passage</i> , trans. S Muller, Phoenix Press, Baulkham Hills, NSW.
Organisation as author	'Student support services are a high priority' (North Coast TAFE, 2010, p.15).	North Coast TAFE 2010, <i>Excellence in Training</i> , TAFE NSW, Sydney, NSW.
Corporate author	'Restaurants reviewed in this guide were selected randomly and received no financial rewards' (Australian Catering and Cafes Council, 2011).	Australian Catering and Cafes Council 2011, <i>Good Food Guide</i> , Gourmet Press, Canberra, ACT.



# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
Newspaper, journal or magazine articles	<p><b>Author known</b> Macpherson (2010, p.1 &amp; p.4) reported that Australian timbers were favoured by many instrument makers in Tasmania.</p> <p><b>Author unknown - the title becomes the author.</b> 'Australia Day has been ruined by hooligans' ('Forget the beer and the barbie', 2010, p.1).</p>	<p><b>Author known</b> Macpherson, A 2010, 'Sound Australian timber', <i>Sydney Daily</i>, 27 July, p.1 &amp; p.4.</p> <p><b>Author unknown – the title becomes the first entry.</b> 'Forget the beer and the barbie', 2010, <i>Lake Macquarie News</i>, 20 December, p.1.</p>
Articles retrieved from databases	<p><b>If using an article sourced from a database, provide the title of the database and the Internet address of the referring location.</b> An examination of the literature (Dale &amp; Hill, 2010) showed that work related stress claims...</p>	<p>Dale, P &amp; Hill, M 2010, 'Work overload in library professionals', <i>Library Journal of Australasia</i>, vol.23, no.3, pp.187-99, retrieved 1 November 2011, Australia and New Zealand Reference Centre database, <a href="http://northcoast.tafensw.edu.au/library/Pages">http://northcoast.tafensw.edu.au/library/Pages</a></p>
Personal communications	<p><b>Includes private letters, email, conversations and personal interviews.</b> Ms Sarah Towers, youth worker (personal interview 7 January 2007), stated that the anti graffiti project would begin in early June. <b>The information may be included in text:</b> In a telephone conversation on 7 January 2007, youth worker Sarah Towers explained...</p>	<p><b>Information obtained by conversation, letter, interview or email, without supporting data is referenced in the text only, NOT in the bibliography.</b></p>
Government publications	<p>The number of Australian households with access to the Internet grew in the years 2008 to 2009 (Australian Bureau of Statistics, 2010).</p>	<p>Australian Bureau of Statistics 2010, <i>Global Financial Position Australia</i>, March Quarter 2010, cat. no. 6974, ABS, Canberra, ACT.</p>

# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
Acts of Parliament	<p>Marriage is a union between a man and a woman (<i>Marriage Act 1961</i>)</p> <p><b>Future references do not include the date.</b></p>	<p><i>Marriage Act 1961</i> (Cwlth)</p> <p><b>If gathered from an Internet site, insert URL and date retrieved.</b></p>
Class handouts	<p><b>Author unknown - use the title of the handout.</b></p> <p>Analysing texts involves looking for clues (<i>Critical Evaluation</i> handout, 2010).</p> <p><b>Handouts written by class teacher – acknowledge the teacher as the author</b></p> <p>There is much debate in society regarding refugees and asylum seekers (Martin, 2009).</p>	<p><b>Handouts where no reference details are available</b></p> <p><i>Critical Evaluation</i> (handout) 2010, Language Skills, North Coast TAFE, Port Macquarie, NSW.</p> <p><b>Handouts written by class teacher – acknowledge the teacher as the author</b></p> <p>Martin, W (handout) 2009, <i>Refugees &amp; Asylum Seekers</i>, Contemporary Society, North Coast TAFE, Port Macquarie, NSW.</p>
Online audio (podcasts)	<p>Community gardens are popping up all over the country as tools for community building and often used as strategies to combat depression ('The clever community', 2011).</p>	<p><b>State the title of the program, the year, the broadcaster, date of transmission, retrieval date and then URL.</b></p> <p>'The clever community' 2011, (podcast radio program), <i>Freedom Radio</i>, 27 July 2011, retrieved 24 August 2011, <a href="http://freedomradio.com/podcasts/feeds/cc">http://freedomradio.com/podcasts/feeds/cc</a></p> <p><b>Works without an author are listed by the first significant word in their title.</b></p>
Online video (Youtube)	<p>This inaugural tree day honoured four remarkable women who gave much to the community (Bowers, 2011).</p>	<p>Bowers, P 2011, <i>Tree Fiesta Speech</i>, 27 July 2011, retrieved 17 August 2011, <a href="http://au.youtube.com/watch?t=abKWME04fe">http://au.youtube.com/watch?t=abKWME04fe</a></p>
(TV program)	<p>Homosexuality is less of an issue for TV presenters in 2011 (Benson, 2011).</p>	<p>Benson, E 2011, 'Gays in the media', <i>Out and About</i>, 13 June 2011, retrieved 18 November 2011, <a href="http://outv.com.au/oa/stories/june112011.html">outv.com.au/oa/stories/june112011.html</a></p>

# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
Internet Author known	Kernahan (2006, p.7) asserted that literacy issues impacted severely on the whole society, economically and socially. or Literacy issues impact severely on society, economically and socially (Kernahan, 2006, p.7).	Kernahan, K 2006, <i>Costing Literacy</i> , retrieved 19 February 2008, updated 1 April 2007, <a href="http://www.literacyinaction.com.au/costlit/pdf">http://www.literacyinaction.com.au/costlit/pdf</a>
Internet Author is unknown but the source organisation is known	'Fitness levels in the general public have been negatively impacted by time spent on computers' (Association of Sports Therapists, 2009).	<b>Use the organisation or government as author.</b> Association of Sports Therapists 2009, <i>Fat Screen?</i> , retrieved 15 September 2010, <a href="http://www.fatfacts.asn.au/pt1">http://www.fatfacts.asn.au/pt1</a>
Internet Author and organisation unknown	<b>State the title of the article as the author and give the publication date and a page number if there is one available.</b> International aid agencies have committed to supporting aid programs in East Timor in recognition of the endemic poverty ( <i>Neighbours in Need</i> , 2009).	<b>Use the title of the article as the author.</b>  <i>Neighbours in Need</i> 2009, retrieved 26 June 2010, <a href="http://www.foreignaidfocus.com.au/report175">http://www.foreignaidfocus.com.au/report175</a>



# Referencing using the Harvard System

Source	In-text referencing examples	Bibliography/ Reference list
Blog or Wiki	Raven (2011) claims that dogs are the best therapy for the melancholy of loneliness.	<p><b>State the owner of the blog, year, title, retrieval date and then URL.</b>            Raven, B (blog) 2011, <i>Why I Love My Dog</i>, retrieved 24 August 2011, <a href="http://www.beauraven.com/blog/">http://www.beauraven.com/blog/</a></p> <p><b>Anyone can contribute to a blog or a wiki - (write, review and edit) - there is no evidence that information is reliable.</b></p>
Television programs, motion pictures, videos and DVDs	<p><b>In text references to these sources should include the title and date of production. Note that television programs are identified as video recordings.</b></p> <p>The impact of social networking sites on society is conveyed powerfully in <i>Fakebook</i> (2011)</p> <p>The video recording <i>Out There</i> (2009) focussed on stereotyping of gays.</p> <p>Live cattle exports are triggering demonstrations across the country (<i>Cow Hide</i>, 15 July 2011).</p>	<p><b>Even if you watch a video of a film indicate that it was produced as a motion picture.</b></p> <p><i>Fakebook</i> (motion picture) 2011, Sphinx Studios, Los Angeles, Director, Dya Avatar.</p> <p><b>For a video recording:</b>  <i>Out There</i> (videorecording) 2009, New Television, Sydney, NSW.</p> <p><b>For a recording of a TV show:</b>  <i>Cow Hide</i> (DVD) 2011, Community TV, Melbourne, Vic, Director, Trevor Corliss.</p>
Music CD	'The road is full of music, stories everywhere' (Rose, 2011).	<p><b>List the artist, year, format, track, CD title, recording company and place.</b>            Rose, C 2011 (CD), 'Roadie' <i>On Travelling Free</i>, Siren Sounds, Sydney, NSW.</p>

# Bibliography

Your bibliography should appear on a separate page at the end of your assessment. List your sources in alphabetical order as in the example below.

Australian Bureau of Statistics 2010, *Global Financial Position Australia*, March Quarter 2010, cat. no. 6974, ABS, Canberra, ACT.

Black, B, Smith, H & Carver, L 2006, *Idiot Boxers?*, Marigold Press, Melbourne, Vic.

Bowers, P 2011, *Tree Fiesta Speech*, 27 July 2011, retrieved 17 August 2011, <http://au.youtube.com/watch?t=abKWME04fe>

'The clever community' 2011, (podcast radio program), *Freedom Radio*, 27 July 2011, retrieved 24 August 2011, <http://freedomradio.com/podcasts/feeds/cc>

'Forget the beer and the barbie', 2010, *Lake Macquarie News*, 20 December p.1.

Homer, OJ 2003, *Contemporary Australian Families*, Odyssey Press, Melbourne, Vic.

Kernahan, K 2006, *Costing Literacy*, retrieved 19 February 2008, updated 1 April 2007, <http://www.literacyinaction.com.au/costlit/pdf>

Lewis, C 2008, 'Grass roots influence' in Garret, P Wong, S & Turnbull, J (eds), 2010, *Community Coherence and Social Caretakers*, Trinity Press, Shanghai, China.

Macpherson, A 2010, 'Sound Australian timber', *Sydney Daily*, 27 July, p.1 & p.4.

Martin, W 2009, (handout) *Refugees & Asylum Seekers*, Contemporary Society, North Coast TAFE, Port Macquarie, NSW.

North Coast TAFE 2010, *Excellence in Training*, TAFE NSW, Sydney, NSW.

*Out There* (videorecording) 2009, New Television, Sydney, NSW.

Parnaut, H (ed) 2011, *Climate Change Conspiracy?*, Phoenix House, Melbourne, Vic.

Raven, B (blog) 2011, *Why I Love My Dog*, retrieved 24 August 2011, <http://www.beauraven.com/blog/>

Rose, C 2011 (CD) 'Roadie', *On Travelling Free*, Siren Sounds, Sydney, NSW.



# Notes:

## Common Abbreviations

ch	chapter
edn	edition
ed (eds)	editor (editors)
nd	no date
p (pp)	page (pages)
ser	series
suppl	supplement
rev	revised
vol	volume

**At North Coast TAFE we strive to provide a safe and harmonious learning environment for all students and staff.**



# Student Support Services

*These services are free, confidential and available to all students.*

## **Learner Support**

All TAFE students may receive one to one or small group tutorial support to assist with planning and writing assessments, basic maths, computer skills, presentations, research and referencing.

## **Counselling and Careers Service**

TAFE counsellors provide assistance with career and study choices and can help with time management around work, study and family. They also provide professional counselling for personal issues including relationship problems, anxiety, health issues and grief and loss.

## **Disability Support**

TAFE Disabilities Consultants offer a friendly, confidential and individualised service, such as learning aids, classroom support and additional tuition.

## **Aboriginal Learning and Liaison Officer (ALLO)**

Tutorial support and mentoring are available for Aboriginal students. The ALLO can also advise on career and study choices.

## **Library Services**

TAFE library staff provide assistance to help you locate information. Library orientation and information literacy sessions will assist you in your study.

## **Student Mentoring Program**

Some campuses have a mentoring program where more experienced students support new students. Contact your student association for information.

**Ask your teachers or librarians about how to access any of these student services at your campus.**