Dear student

We are pleased that you have decided to study with North Coast TAFE.

Our focus is on providing personalised, high quality, industry-relevant educational programs and services and, by being as flexible as possible in our delivery, helping you manage your study program with other work and home commitments.

Personal attention is a hallmark of North Coast TAFE’s approach, so please let us know about your needs whenever they change.

Teachers and other North Coast TAFE staff place great emphasis on you as an adult learner and decision maker, and believe in relationships based on mutual trust, support and respect.

Our teachers are committed to assisting students to achieve the skills and knowledge relevant to the contemporary workplace. Qualifications received from North Coast TAFE are nationally recognised and are highly regarded internationally. Many of our courses also give you advanced standing towards a university degree.

This booklet provides you with the information you need to know while studying at North Coast TAFE. As well as presenting essential information about studying at TAFE NSW, the booklet explains policies, procedures and rights and responsibilities - both yours and ours.

There is also information on support services available to students. These services range from career and personal counselling, to library and canteen facilities, as well as literacy and numeracy support.

Student Association Officers are available at each campus to assist you where appropriate. Each campus has a Student Association and a Student Association Board through which you may participate in social and sporting activities.

Keep this guide with you so you can refer to it whenever needed, and if you need more information, search our website or contact your local campus. If you are seeking information about future courses or careers, you can also contact our Customer Service Centre on 1300 628 233.

I trust that you will have a successful and enjoyable time with us.

ELIZABETH MCGREGOR
Institute Director
North Coast TAFE

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2014 calendar

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* Enrolments for non-subsidised short courses are accepted throughout the year.

Ecologically sustainable development at North Coast TAFE

North Coast TAFE incorporates environmental sustainability in all of its operations. Sustainable development at North Coast TAFE campuses provides students with an environmentally sensitive place in which to study. If you are interested in our ecological sustainability initiatives, such as car pooling, contact your Student Association Officer.
GENERAL CAMPUS INFORMATION

On enrolment, each campus issues its own campus Information Sheet which outlines the following in detail specific to that campus.

Telephones
Public telephone facilities exist at most campuses.

Transport
Most campuses are serviced by local bus companies and taxi services.

Car sharing and pooling
If you are having problems travelling to your classes, have space in your car, or are interested in car pooling, please put the information on the Student Association noticeboard. This allows you to match up with people with similar classes. For northern campuses, visit Northern Rivers Car Pool at www.ncarpool.com.au and for southern campus students, go to Carpool Mid North Coast at www.carpoolmnc.org.

Student recreation areas and facilities
Each campus has a variety of recreational facilities for students to access.

Canteen
Many North Coast TAFE campuses have on-site canteens. Most campuses offer other refreshment facilities, including kitchens (normally with hot water and microwave) and vending machines.

Lockers
These are available at some campuses through the Student Association. All you are required to do is claim an empty one and then supply your own padlock and key. All lockers emptied by students at the end of each year are cleared by campus staff and the contents labelled for collection.

Security
Security officers/general assistants ensure the campus is secure at the completion of each day’s classes. They also patrol campus grounds and report suspicious or inappropriate behaviour to the police. You should not leave your bag or personal possessions unattended while on the campus. North Coast TAFE cannot accept responsibility for the theft of students’ belongings.

First Aid
All accidents that occur while on North Coast TAFE premises must be reported immediately to your teacher, head teacher or another member of staff. A Work Health and Safety Incident Report must be completed, which will be forwarded to the Work Health and Safety Committee for investigation. There are trained first aid officers available throughout each campus. Any person requiring first aid should advise a member of staff so that they can be directed to the most appropriate first aid officer. Our first aid officers are not permitted to issue students with pain killers or any other kind of medication. If you suffer from headaches, we advise you to carry your own supply of pain relief.

For access to your nearest first aid officer, contact the campus Administration Office.

Emergency evacuation procedures
In the event of an emergency/evacuation:

> remain calm
> cease work immediately
> follow directions if asked to leave the building. If so, do so immediately in an orderly manner and take valuables
> go to the designated assembly area
> stay with your class
> wait to have your name called from the roll
> do not re-enter the building until directed by campus staff.

Emergency Evacuation Areas are marked on campus maps throughout the campus. Please note:

> the nearest evacuation assembly area to your classrooms
> where you are in the building
> your nearest exit points
> other assembly areas.

Accommodation
Are you looking for a place to live? Do you have a spare room you’d like to rent out? Do you want to share with another TAFE student?

The accommodation noticeboard at your campus can be used for students offering room and board, as well as for students requiring accommodation. You can also check the Yellow Pages under ‘accommodation’ for real estate agents, backpacker and hostel information.

The TAFE counsellor may be able to assist with crisis accommodation, but finding suitable accommodation is your responsibility and North Coast TAFE does not recommend specific accommodation providers.

Childcare
If you require information about, or are offering childcare, please check the Student Association noticeboard at your campus.

Most campuses do not offer on-campus childcare facilities. However, there are several community-based options for students needing childcare facilities. These can include:

> Family Day Care
> Centre Based Care
> Out of School Hours care (OOSH).

Students may be eligible for fee relief in the form of childcare assistance. If you are a sole parent and a JET client, you may get priority. You can also call the Childcare Access Hotline on 1800 670 305. This is a Commonwealth Government service which also offers a translator and TTY service.

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RIGHTS AND RESPONSIBILITIES

When you enrol online, or sign and date your enrolment form, you declare that the information you have supplied is true and correct and agree to abide by the regulations relevant to TAFE NSW, and the following:

As a student, you have a right to:
> attend classes (once you have paid, or been granted an exemption from the tuition fee)
> be treated fairly and with respect by staff and students
> learn in an environment free of harassment and discrimination
> have a supportive and stimulating environment in which to pursue your goals
> have access to counselling if desired or required
> privacy concerning your student records that contain personal information, subject to statutory requirements
> be given information about assessment procedures at the beginning of the subject and progressive results as they occur
> lodge a complaint without fear of retaliation or victimisation
> have access to certain information through the Government Information and Public Access Act.

As a student, you have a responsibility to:
> treat other students and staff with respect and fairness
> follow any reasonable direction from a member of staff
> refrain from swearing, drinking and eating in classrooms and other learning areas
> refrain from smoking where indicated
> behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing property, cheating or being under the influence of alcohol or intoxication
> not use mobile phones, pagers or other similar devices at any time in the class
> do all assessment tasks by the due date or ask for an extension
> not behave in any way that could offend, embarrass, threaten or endanger the safety of others
> use the Internet in accordance with North Coast TAFE’s Internet Access policy
> park or drive vehicles on TAFE NSW property in accordance with instructions
> respect the environment by responsible use of resources like water and power and using recycling facilities where available.

We have the responsibility to:
> provide you with the opportunity to study, learn and develop skills in a safe and healthy educational and social environment
> safeguard the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course, visits to industry and simulated workplace settings
> ask students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people, and offer the services of a TAFE counsellor should a student request it in relation to making this declaration
> do our best to make sure that you can complete your course at the campus of your choice and in ways that are convenient to you
> not make casual changes to the running of a course or its time, date, fees, or location
> make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
> advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you.

We have the right to:
> choose to run any course or withdraw it, and where necessary hold a course at a campus other than that advertised
> alter the fees, times or dates for the whole or any part of a course
> not necessarily guarantee that you will be able to complete your course at the campus where you first enrolled, at the times or on the days you were first offered, and/or in the manner you were first offered; for example, by class attendance or external studies.

Student responsibilities in work placement:
In many TAFE NSW courses, some of the learning and assessment occurs in the workplace or a simulated workplace. A simulated workplace is very similar to a real workplace and may have clients, but is usually within a TAFE NSW campus. TAFE NSW has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time. To help you understand your responsibilities in the workplace, you will be given a code of practice which indicates expected standards of behaviour. Your teacher will explain to you and your workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your teacher.

You need to take particular care if people in the workplace clients may be in vulnerable circumstances - for example, people who are frail, children, young people, people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (for example, massage therapy or...
nursing care. A Prohibited Employment Declaration form must be signed by students in courses where contact will be made with children and young people. Your teacher will give you more information about this.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your teacher or an enrolling officer can provide you with more information about this policy.

If you are unsure about whether it may prevent you from completing a course you could discuss the matter with a staff member from TAFE NSW Counselling and Career Services. In some circumstances students may be required to undertake a Criminal Records check or a Working with Children Check.

Management of risk of harm to students and staff
North Coast TAFE is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations, it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violence that may suggest that you could pose a current risk of any type to TAFE students, staff and/or visitors, it is a condition of your enrolment to advise the campus manager, a TAFE counsellor or your head teacher prior to attending your first class. For these purposes, ‘violence’ is not restricted to physical acts. It includes any behaviour in the last ten years that seriously interferes with the physical or psychological safety and well being of others such as:

> actual violence to any person
> possession or use of a weapon or any item with the intention to cause harm or injury to others
> threats of violence or intimidation of others
> suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

If you don’t disclose this information when signing the enrolment form or enrolling online, then you are in breach of this regulation and risk causing your enrolment to be invalid.

North Coast TAFE is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the current risk and, if necessary, provide you with support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every student’s needs and maximise your success in your studies.

Work Health and Safety policy
North Coast TAFE is committed to providing a safe learning environment through meeting relevant work health and safety standards and having staff trained in appropriate prevention and risk management processes, fire and evacuation procedures, maintaining buildings, and appropriate security services. Students are required to comply with the work health and safety requirements of TAFE NSW and should familiarise themselves with the evacuation plan for their campus including assembly points and exits. Each campus has its own Work Health and Safety Committee, and any work health and safety concerns can be raised with, or reported to this committee, a relevant staff member or the campus manager.

In the interests of health and safety, you are required to observe standard safety practices, including wearing appropriate clothing and using personal protective equipment (PPE) when required. This includes the wearing of appropriate protective footwear as necessary.

Students must inform their teacher of any injuries suffered, or incidents where injuries could have potentially occurred while on TAFE premises or property, or during class activities away from TAFE premises, and complete the appropriate incident report form.

Requirements for students attending workplace learning in the Aged Care, Nursing, Community Services and Children’s Services sectors
Students enrolled in courses in Aged Care, Allied Health, Health Services Assistance, Enrolled Nursing, Disability, Children’s Services and Community Services undertake workplace learning as part of their studies. Most workplaces require students to have a current national police check or a completed Prohibitive Employment Declaration. Some workplaces also require students to be vaccinated against certain diseases. Meeting these requirements is usually not negotiable and will be at your cost.

You will get more specific information once enrolled and you can access up to date information on the NSW Department of Health website (type “clinical placement” in the search area).

National Criminal Record Check from NSW Police

Protective clothing and equipment
All TAFE staff, students and other persons using or visiting our premises are required to comply with current WH&S legislation. This aims to ensure that where hazards cannot be eliminated by other means, staff students and visitors are responsible for wearing/using the appropriate personal protective clothing and equipment (PPE) for the specific task or area. Students can be refused entry to these areas if they do not have the required clothing/equipment.
Non-smoking policy
NSW Government policy states that smoking is not permitted in any building or within five metres of any building on campus. North Coast TAFE, in line with the Smoke Free Environment Act 2000, extends restrictions on passive smoking to prevent tobacco smoke penetrating non-smoking areas. Campus management plans showing the extended restricted areas are in place and all staff, students and visitors are asked to cooperate to ensure tobacco smoke is kept well away from all buildings and restricted areas.

Harassment and discrimination
It is against the law to harass or discriminate against another person on the basis of an attribute such as (but not limited to) age, gender, sexual preference, race, disability, homosexuality, marital status or pregnancy. Harassment includes inappropriate conduct that is unwelcome, demeaning, unreciprocated, intimidating and/or offensive against an individual or a group of people. Behaviour that may be acceptable in private, social or cultural settings among some groups of people may be unacceptable in a workplace situation or educational institution. Behaviour that is acceptable to one person may not be acceptable to another. The person being harassed, not the harasser, is the one who decides whether they feel harassment has occurred.

North Coast TAFE has produced a video that raises student awareness and gives suggestions on how to deal with harassment and bullying. We want all staff and students to work and learn in a positive environment, free from harassment. You will be shown the video and asked to sign a sheet to say that you have seen it.

If you or another student has been discriminated against or harassed, students are encouraged to ask the person treating them in this way to stop and remind them that discrimination and harassment are not accepted at TAFE NSW. If you don’t feel you can do this, you can seek advice and support from the campus counsellor, who will refer you to your course head teacher to make a formal complaint. It may constitute a breach of the Student Discipline Policy or be a criminal offence, and will be dealt with promptly and effectively.

Child protection
North Coast TAFE is committed to ensuring that its students and teachers work in a safe environment free from sexual, physical and emotional abuse. TAFE is committed to ensuring that it meets this expectation through the range of programs and services that it undertakes. In the course of their work, all staff members have a duty to take reasonable care to protect young people against risks of harm that should have been foreseen. This is achieved by:
> planning for a safe environment
> assessing the levels of risk
> supporting young people in ways that are responsive to their needs
> being aware of indicators of abuse and neglect
> reporting concerns about risk
> participating in relevant training, such as the Child Wellbeing ‘Keeping them Safe’ training
> following departmental guidelines.

All of our staff are required to report to NSW Community Services (via a senior TAFE manager) if, during the course of their work, they observe or receive information indicating that a child or young person under 18 years, involved in any TAFE related activity, is at risk from abuse or neglect.

If you have any problems, complaints or allegations relating to child protection, you can discuss the issue with your course head teacher or the campus counsellor and the matter will be dealt with promptly, fairly and confidentially.
If you choose to pay your TAFE NSW government-subsidised fee in two instalments, you will be expected to pay both, even if you might qualify for an exemption or concession at the time the second instalment is due.

Assessment of application for limited government-subsidised places
Where a course has both subsidised and non-subsidised places, you can indicate your interest in a subsidised place on your application and we will assess your eligibility based on how you show that you:

- clearly meet all entry requirements for the course
- have a realistic plan to use the qualification to gain employment
- have a demonstrated commitment and progress to achieving employment
- provide other information to support your application.

Where there are more applicants than places, students will be ranked according to the above criteria and subsidised-fee places offered on that basis. Students who do not receive a subsidised place can still enrol for the full course fee.

Additional costs
In addition to the TAFE NSW government-subsidised fee or concession fee, you may also need to pay course-related charges or additional costs such as those for personal protective or industrial equipment and licence fees or purchase textbooks.

Note that:

- specific cost details are outlined within the course information for each course or by phoning 1300 628233.
- eligible temporary visa holders may be required to pay a tuition fee in addition to the TAFE NSW Government-subsidised fee.

Australian apprentices and trainees
In 2014, if you enrol in an approved apprenticeship or traineeship course without evidence of being an apprentice or a trainee, you will be asked to pay the relevant subsidised or non-subsidised fee for the qualification.

If you subsequently provide evidence that you are an apprentice or a trainee, you will be refunded the difference between the fee paid and the capped apprenticeship or traineeship TAFE NSW fee.

Temporary visa holder enrolment
Most temporary visa holders are eligible to study at TAFE NSW. The enrolment process and conditions are different to those for local students and international students (on a student visa). Your enrolment in TAFE NSW is subject to the availability of places and payment of fees. You will also need to meet any entry requirements for your chosen course.

Fees
You must pay the fees that apply to your course, unless you are exempt. Some temporary visa holders may be required to pay a tuition fee in addition to any TAFE NSW government-subsidised fee, depending upon their visa sub-class.

You are not able to obtain your course results and awards if any fees are outstanding.

Visa expiry date
Enrolment is only accepted in courses that finish before the expiry date of your visa. If your visa does not have an expiry date you can still enrol, but TAFE NSW is not responsible for the non-completion of a course if the Department of Immigration and Border Protection (DIBP) requires you to leave Australia.

Verification of residency status
TAFE NSW verifies the residency status of students with the DIBP. If there is a false claim regarding residency status, a student is liable to be excluded from TAFE NSW. You are also required to notify your campus Administration Office if your visa sub-class or conditions change while you are studying at TAFE NSW.

To enrol at your chosen TAFE NSW campus you must:

- produce a passport or documentation from DIBP showing details of your current visa (certified true copies of documents may also be accepted)
- complete a TAFE NSW Enrolment Form indicating your residency status and visa sub-class
- complete the TAFE NSW Temporary Visa Holders Supplementary Enrolment Form (some temporary visa holders are not required to complete this form but you need to check this with your local campus Administration Office).

Further fee information
For more information search for ‘fees, refunds, concessions and fee exemptions’ when you visit our North Coast TAFE website or contact us on 1300 628233.

Note:
1. Course offerings and commencements are subject to sufficient resources and demand and we may make changes without notice to course details, locations, delivery modes and fees and charges.
2. The delivery arrangements and fees for your course may change before or during your enrolment.

Only when your enrolment is complete and you have paid the applicable fees, can you:

- attend class and use amenities and services (including travel concessions)
- receive an active TAFEcard (which provides access to library resources)
- sit for examinations or
- receive educational awards.

Payment of fees
For the safety and security of students and staff, cash is not accepted. You may pay fees and course related charges by EFTPOS, VISA card, MasterCard, cheque or money order payable to TAFE NSW-North Coast Institute at your local campus during normal office hours, online via Student e-Services or by phoning our Customer Service Centre on 1300 628233. You may also request an invoice and pay via B-PAY or at your local Post Office. Students who are re-enrolling are encouraged to make their payments via the internet, by phoning the Customer Service Centre on 1300 628233 or by one one of the remote payment options offered.

You will be issued with a receipt - it is important to retain this receipt as proof of payment.
Refunds
Refund of the TAFE NSW fee and any course related charges for a government-subsidised course will only be made in specific circumstances. You will need to complete a Refund Application Form and provide evidence of payment and a copy of the enrolment form, and post or return them to your North Coast TAFE campus of enrolment.

For all other courses, including non-subsidised courses, different refund requirements may apply.

A refund of the TAFE NSW fee may be given in the following circumstances:

> you have overpaid the TAFE NSW government-subsidised fee
> you enrolled in a course that has been cancelled by the campus or Institute
> you formally advise the campus, before classes commence and with no attendance or participation, that you are withdrawing from the course
> you have paid the full TAFE NSW government-subsidised fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment or the date of first attendance at class (ie you will be eligible for a concession fee).
> you are offered and accept a place in a course at university or at the same/another TAFE NSW campus within the first three teaching weeks
> you completed the Certificate IV in Tertiary Preparation (TPC) or one of the preparatory courses prior to completing the TPC.
> you enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an Assessment Review Committee
> you made a full-year payment and withdrew with no participation in Semester Two. You may be eligible for a refund of the Semester TWO TAFE NSW Government-subsidised fee.
> the campus delegate is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, eg if you had met with a serious misadventure and you were unable to continue your enrolment
> pregnancy/childbirth or extended hospitalisation or illness greater than two weeks, supported by a medical certificate and resulting in extended absence from classes may be eligible for a refund of the fee for the second semester.

A refund will not be paid:

> if materials, equipment or resources received remain the property of the student
> if you do not attend or do not give adequate prior notification that you cannot attend a practical session or workshop
> for a short course if you notify us of your withdrawal less than seven days prior to the course commencement
> if you have actively participated in a course.

Active participation is:

> submitting an application for recognition of prior learning (RPL)
> accessing activities and unit support pages on an online learning support website
> submitting assessments or attending exams or tests
> attending practical sessions, if applicable
> completing units or making satisfactory progress in learner support
> contacting your teaching section for support and assistance.

Fee exemptions and concessions

Before enrolling in a TAFE NSW government-subsidised course, contact your local North Coast TAFE campus or phone 1300 628233 to find out if you are eligible for a fee exemption or fee concession.

If you are applying for a fee exemption or concession fee, you need to supply appropriate documentation.

There are no fee exemptions or concessions for non-subsidised courses.

Fee exemptions

Enrolments in special access courses are exempt from the TAFE NSW fee for a government-subsidised place. You may need to pay course related charges or additional course costs. These courses teach skills in areas such as career opportunities, employment skills, literacy and school mentoring.

In 2014, Australian Aboriginal and Torres Strait Islander students are exempt from paying the TAFE NSW Government-subsidised fee.

In 2014, when enrolled in a government subsidised course, students who receive a Disability Support Pension, Veteran’s Affairs Compensation Pension and students with a disability (clients of a Teacher/Consultant for students with a disability) are exempt from paying the TAFE NSW government-subsidised fee for one TAFE NSW course enrolment per year (but are then eligible for a $106 concession fee for each subsequent course enrolment in that year).

Concessions

In 2014, students who receive one or more eligible Commonwealth Centrelink benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full TAFE NSW fee if enrolled in a government-subsidised place. The government-subsidised concession fee is $106 per course enrolment. You will need to provide your Centrelink Customer Reference Number to support your application.

Note: Students who are recognised as a dependent child/spouse/partner of a recipient of an eligible benefit or allowance may also be eligible for the concession fee in a subsidised course.

The concession fee is not payable by instalments.

Abstudy

This provides an income tested living allowance and assistance scheme to Aboriginal and Torres Strait Islander students, in both full and part-time study. It also means an exemption from the

Experiencing financial hardship?

If you are experiencing financial hardship that affects the payment of your course fees or course related charges, we encourage you to contact your TAFE counsellor, with whom you can speak confidentially about your circumstances and seek appropriate advice and support.

Students with disabilities may prefer to contact their Disability Consultant for a confidential discussion about any financial hardship circumstances.
TAFE NSW government-subsidised fee, if you are enrolled in a Centrelink approved course. Contact our Counselling and Career Development Unit, an Aboriginal Learning Liaison Officer or the Campus Administration Office to help you with this. For further details and information about Centrelink requirements for Abstudy assistance, we recommend that you phone Centrelink on 13 2317.

Austudy
This provides financial assistance for full-time students who are aged 25 and over, who are not in receipt of Youth Allowance. For more information phone 13 2490.

Youth Allowance
This provides financial assistance to Australian residents who are:
> aged 16-24 and studying full-time
> aged 18-20 and looking for full-time work combined with part-time study or other approved activities
> studying full-time and received Youth Allowance before turning 25, and who are continuing the same course after turning 25
> temporarily ill and will commence looking for work or studying once they are able.

If you receive Youth Allowance while looking for work or studying you may also be eligible for a range of other benefits such as Rent Assistance, Remote Area Allowance, an interest-free Advance Loan, Health Care Card and Pharmaceutical Allowance. For more information about Youth Allowance phone 13 2490, or visit the website www.humanservices.gov.au. To make an appointment with Centrelink, phone 13 1021.

Family Payment
This normally stops when a student is 18, but can be paid to parents of 18-24 year old students when the parent receives a pension, or benefit from Centrelink and Austudy is not available.

Health Care Card
All students on Austudy or low income earners should apply for a Health Care Card. It assists with medical, hospital, ambulance and chemist costs.

Pensioner Education Supplement
If you currently receive a pension, including parenting allowance for sole parents, you may be eligible for the Pensioner Education Supplement if you are studying full-time or part-time. Contact Centrelink for details.

Rehabilitation Allowance
This is paid to people with disabilities who undertake study as a means of retraining. Assistance is available for full-time, part-time or correspondence study. Contact Centrelink for details.

Travel concessions
TAFE NSW students may be entitled to concession or free travel on some public and private transport, including State Rail travel. Conditions apply. International students are not entitled to travel concessions. For further information call in to your local Campus Administration Office.

The Vocational Training Assistance Scheme (VTAS) is available to trainees and apprentices who live in New South Wales and who travel more than 120 kilometres in a round trip, to attend off-the-job training in conjunction with their vocational training course. Contact an Australian Apprenticeships Centre (AAC) for details. An application form and assistance can be obtained from your local campus Administration Office.

Centrelink
We cannot advise whether Centrelink will consider a course as eligible for payment of Youth Allowance, Austudy or Abstudy. Centrelink will consider the length of the course and your personal circumstances when deciding if you are eligible for payment of Youth Allowance, Austudy or Abstudy.

Contact Centrelink to discuss your options. You should also remember that if the way the course is delivered changes (eg from full-time to part-time or flexible) you will need to notify Centrelink immediately, as it may affect your eligibility for payments.

Important Note: Changes in your circumstances may affect your payments or entitlements. You MUST tell Centrelink within 14 days if you have stopped studying, changed the number of hours you are studying or changed educational institutions.

Financial assistance

VET FEE-HELP - Study now, pay later!
The Commonwealth Government student loan scheme allows eligible students to defer the payments on their non-subsidised course fee until they reach the income threshold (currently $51,309 for 2013-2014 taxation year).

You can find out more by searching information about VET FEE-HELP on our North Coast TAFE website.

Instalments
If you enrol in a full year government-subsidised North Coast TAFE course (or if the course runs for more than one semester), you have the option of paying your full year TAFE NSW government-subsidised fee in two equal instalments (unless you are only paying the concession fee).

The first payment must be made when you enrol. A fee reminder is sent when the second payment is due.

Part-payment plans
North Coast TAFE, together with a range of finance partners, offer fee-payment options or part-payment plans to assist you in managing the costs of your non-subsidised course. If you cannot pay the full course tuition fee upfront, we recommend that you choose an option that is suited to your needs and personal circumstances and includes:
> defer all or part of the course fee through VET FEE-HELP (where available)
> pay by instalment
> arrange for a third party to make payment on your behalf
> arrange a personal loan for the cost of the course.

Scholarships
There is a wide variety of scholarships available to eligible students. For current information search for ‘scholarships’ on our North Coast TAFE website.

Australian apprentices and trainees
As an Australian apprentice, you may be eligible for financial assistance from the NSW state government such as:
> travel and accommodation if you have to travel more than 120 kilometres (round trip) to attend off-the-job training courses
> $100 rebate on car registration for apprentices.

For more information about what is available, phone the NSW Department of Education and Communities - State Training Services on 13 2811, or visit their website: www.training.nsw.gov.au/individuals/apprenticeships_traineeships/financial_help.
The Australian government also supports Australian apprentices through a range of services and various assistance that you may be eligible to receive. Information can be obtained through your employer’s Australian Apprenticeship Centre (AAC) by phoning AAC General Enquiries on 13 3873, or visiting the website: www.australianapprenticeships.gov.au.

For concession travel on public transport from home to campus and home to work you need to complete a State Rail Authority Apprentice Travel Concession Application Form which is available from the Administration Office at your campus.

TAFEcard

TAFEcard is a student identity and campus services card and it displays your photograph, name and TAFE NSW student number. It facilitates:

- student identification on campus and in final exams
- registration with the TAFE NSW library network
- identification of eligible student travel concessions
- the ability to purchase and load value to your TAFEcard when photocopying and printing.

It is essential to have your TAFEcard with you at all times while at TAFE NSW. The card must be brought to all examinations for identification purposes and to use resources at a TAFE library. Your enrolment is not complete unless you have your TAFEcard photograph taken. The TAFEcard will be posted to you. If you are enrolling on behalf of someone else, find out from the enrolling officer how the student can arrange for the issue of their TAFEcard. There may also be a replacement fee for lost or stolen cards. Use of your TAFEcard is subject to the terms and conditions of the card. Please do not let anyone else use your TAFEcard. Report lost, stolen or damaged TAFEcards immediately to the campus Administration Office.

Change of address or personal details

If you change your address or other personal details, it is most important that you tell us so that results and certificates are delivered to the correct place. You can update your details online through TAFE NSW Student e-Services by logging onto www.tafensw.edu.au/eservices/ using the username and password supplied with your enrolment (unless the password was changed by the student during first login).

If you are unable to access the internet, please contact the Administration Office at your campus where you will be required to fill out an official form and sign it. Only you can do this. Changes could include withdrawal from subjects, change of class and subject and/or unit, transferring between campuses, change of address, name, telephone number or employer details (the latter applies to apprentices only).

Recognition of prior learning and advanced standing

Recognition of prior learning (RPL) is a process through which North Coast TAFE uses to recognise the skills and knowledge that you have gained through previous studies, work, and life experiences. If those directly relate to parts of the qualification you are enrolling in, you may be eligible for advanced standing. If this is the case, your competence in the unit may be recorded. This makes you exempt from attending these classes, or undertaking assessment activities and may mean you complete your course in a shorter time period.

You can apply for RPL if you have formal qualifications from TAFE, university, school or another registered training organisation (RTO) in Australia, which includes the same, or similar subjects to those in the qualification you are enrolling in.

Recognition also takes into account work in related occupations both in Australia and overseas; skills and knowledge gained by working for a community or voluntary organisation such as a church, school, sporting club, kindergarten, bushfire brigade, surf life-saving club or a fundraising organisation; or through hobbies, sport, or leisure activities etc. On-the-job training programs can also be considered.

Overseas study, work, or life experiences can also qualify for RPL. You need to supply supporting documents, such as testamurs, reports, or references, and they must be translated into English for the application for RPL. Contact your campus counsellor for organising assistance with this.

There is no fee to apply for RPL for individual students currently enrolled in TAFE NSW courses. Enterprises or individuals requiring a customised service may access a commercial recognition service.

Contact your head teacher to discuss applying for RPL or ask at your campus Administration Office for a copy of North Coast TAFE’s Recognition of Prior Learning brochure.

Detailed information is available when you search for ‘RPL’ on North Coast TAFE’s website.

Assessments

To gain a TAFE NSW qualification, you must demonstrate competence in each of the units you enrol in. This means you will be assessed in every unit.

Assessment could be a test of practical skills and/or a written test of knowledge. Some assessments are done at the TAFE campus, or in your workplace or at home and submitted to your teacher by a specified date.

Assessments will vary depending on the course and may be a combination of a range of approaches, so see the specific course information flyer for your course on our website for more detail.

Your teacher will give you an outline of the course, the assessment scheme and any special requirements that apply, along with the Assessment Guide for both the course and the units you are studying and a copy of Every Student’s Guide to Assessment in TAFE NSW, also found on our North Coast TAFE website.

You must submit work required for assessment events such as projects or reports, and attend class tests on required dates. If, for any reason, you are unable to attempt an assessment task, you should let your teacher know in advance of the due date. You may negotiate an extension of time, otherwise a penalty is applied. If it is due to illness you must advise your teacher as soon as possible, preferably prior to the scheduled time.

Assessment appeals

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement. Appeals against an
assessments must be lodged within six months of being formally notified of the result of the assessment. Help for this can be obtained at your campus Administration Office. Grounds for appeal may include failure to:

> provide appropriate advice to the candidate before and during the assessment
> provide reasonable adjustment where necessary
> take literacy, numeracy and language requirements of the student into consideration
> consider the conditions of the day and make appropriate adjustments
> consider all available evidence
> make an assessment decision consistent with the evidence provided.

Formal examinations

In some courses, you may be required to do a formal Category A or B final examination. These are held outside normal class times and at the same time and date throughout NSW. They are normally held over a two to three week period in June and November.

Campuses will display the dates and times on noticeboards and it is your responsibility to check the details there or online via Student e-Services. No information about these examinations will be provided by phone or fax.

You must present your TAFEcard for identification purposes at all examinations. Remember to be seated no later than 15 minutes prior to the examination’s scheduled start.

For more information, search ‘exams’ on North Coast TAFE’s website.

Reasonable adjustment

If you have a disability and have to sit a final exam or class assessment as part of your subject assessment, you may be eligible for ‘reasonable adjustment.’ This needs to be organised with the local disability teacher/consultant no later than three weeks prior to the scheduled examination date.

Results

Course completion - testamurs

Testamurs are formal documents which certify that you have successfully completed your course. They are printed in Sydney and posted to the address listed on your enrolment form. If you want a replacement testamur, you must complete an Application for Replacement Testamur form and pay a fee to the Administration Office at the campus where you studied.

North Coast TAFE reserves the right to revoke or cancel a testamur if it is subsequently established that the quality assurance process has not been fully applied. This includes, but is not limited to, inadequate assessment, false or misleading assessment documentation and administrative errors in issuing the testamur or establishing eligibility of the qualifications and competencies. You will be notified in writing of the proposed action, and invited to provide a written response where relevant.

Course results - transcripts

Transcripts of your academic record are posted to you either in July (for studies completed mid-year) or in January (for studies completed at the end of the previous year). Transcripts are valuable because they show the names and results of all of the units you have enrolled in. Information about course results can also be obtained from your teacher or campus Administration Office at your enrolled campus after correct personal identification.

Your results, including a report to the employer if you are an apprentice or trainee, will be withheld if you have any fees or library fines owing or unreturned library books or resources, or if you have been excluded from a TAFE NSW institute, campus or establishment or any TAFE courses or units.

Exam results

Result notices are posted to your home address approximately four weeks after the examination period. It is important your current address is registered correctly with the campus Administration Office before the examination period.

You are able to view your results on the TAFE NSW Student e-Services website at www.tafensw.edu.au/eservices/.

TAFE2uni pathways - a head start to a university degree

A TAFE to university pathway is a great way to get practical ‘job ready’ skills and then gain entry to a university at an advanced stage by receiving credits for units studied as part of your TAFE qualification.

A TAFE Certificate IV or Diploma could give you between 6-12 months credit in a university degree and some advanced diplomas offer even more credit. This enables you to complete a degree program in a shorter timeframe.

North Coast TAFE graduates may also be eligible for guaranteed places into some degree programs at our partner universities. Search for ‘TAFE2Uni’ on our North Coast TAFE website for the latest updates and links to websites of our partner universities.

For more information on credit transfer arrangements at other universities throughout NSW and Australia, visit the TAFE NSW TAFE to University website at www.tafensw.edu.au/career/pathways/tafe_to_university.htm, or go to the website of your preferred university and search ‘TAFE’.

It is essential that, as a prospective student, you contact the university you are planning to attend and enquire about current TAFE advanced standing arrangements, as these change and are updated frequently. To find out more about TAFE to university pathways available on the NSW North Coast, visit midcoastuniportal.com.au.
Suggestions, complaints and allegations

We value your suggestions and complaints as they help us to address your concerns and improve the quality of our service. Accordingly, we have procedures for responding to suggestions, complaints and allegations, so that we do our best to remedy problems promptly and deal with each matter fairly.

If you have any problems, complaints or allegations, we encourage you to try first to resolve them by discussing your concerns with the teacher in charge of your course or seeking support and advice from the campus counsellor. You should report your problem as soon as it arises so we have a better chance of helping you within a reasonable timeframe, depending on the nature and seriousness of the problem/complaint.

You can make a suggestion orally or in writing. If you have a request for remedial action or help which cannot be immediately and completely dealt with by the staff member receiving the request, you will need to put it in writing. We can assist you with this. We prefer that you give your name and sign your complaint as anonymous complaints can be acted on only in certain circumstances.

You can search for a suggestion or complaint form on our North Coast TAFE website or it is available from your campus Administration Office. Your complaint will be directed to the appropriate person for investigation, so a solution can be implemented as soon as practicable.

You will be advised of the action that has or will be taken. If you are still dissatisfied, you may wish to talk to a senior staff member of North Coast TAFE or request an appeal process if you are unhappy with the outcome. Whatever the problem, you can feel confident we will deal with it promptly and effectively.

Wireless (WiFi) Networks

North Coast TAFE provides you with wireless access to our network on all of our campuses. The network is designed to support notebook, laptop and netbook computers but will also support other wireless capable devices such as mobile phones, PDAs, tablets and music devices.

Student e-Services

Student e-Services (SeS) provides an internet service for TAFE students to view and confirm their enrolment details being held by TAFE NSW.

Through SeS you are able to:

- view your personal details and change contact details
- view your enrolment details and unit results
- view your employer details
- request a transcript of results
- view notifications and calendar information such as scheduled TAFE NSW final exams
- receive advice regarding enrolment records flagged as underpaid

All students enrolling in North Coast TAFE will be provided with information on, and access to, Student e-Services found at www.tafensw.edu.au/eservices, including the provision of a username and password (which can be changed after the initial login).

Student authenticated internet browsing and email

All students enrolled at North Coast TAFE will be required to log on when attempting to access any internet resources. The login is the student’s DEC User ID, which is the same as the account that is used to access Student e-Services.

All students enrolled at North Coast TAFE will also be provided with an email account to allow communication between teachers and students. This email account consists of the student DEC User ID + @tafensw.edu.au, formulated from the first given name you supplied at enrolment.

Students can also access the DEC Student Portal using their student DEC User ID and password. The DEC Portal at student.det.nsw.edu.au provides students with access to relevant web links for career information, study guides, library services, online learning management systems, Student e-Services and other educational based resources.

Policy on computer, internet and intranet use

When students logon to North Coast TAFE educational workstations with their DEC User ID in the format first.last@detnsw they will receive access to a secure student U: drive. This drive is secure to the student and can be used to store educational material. Please note this secure U: drive is not backed up and students should maintain their own backup to CD or USB drive.

North Coast TAFE’s internet and intranet services are provided for the education of its students. North Coast TAFE reserves the right to monitor and record all usage of its computer networks and to take disciplinary action when breaches of expected behaviour occur. Disciplinary action may include legal action, and illegal acts will be referred to the appropriate legal authority.

Students should not:

- compromise system security by disclosing their password to another person
- risk user safety and privacy by publishing personal contact information or forwarding private information without the permission of the sender
- participate in inappropriate conduct including using insensitive or threatening language and publishing or accessing inappropriate information
- engage in illegal or destructive activities

Students should:

- protect the reputation of TAFE NSW
- respect copyright and avoid plagiarism
- support the management of resources by minimising the size of files being downloaded
- maintain system security by following virus protection procedures and reporting any identified security problems detected to their teacher
- protect user safety and privacy by disclosing the receipt of offensive materials.
Course information

North Coast TAFE offers a wide variety of courses via campus or workplace delivery, or via online or distance learning through TAFE Now. There are also opportunities to study on-the-job or through flexible learning options.

We have nationally recognised qualifications from certificate through to advanced diploma level, graduate certificates and graduate diplomas. You can progress from your TAFE study through to university via our uni pathways. We also have a range of short courses that meet legislative or specific skill needs.

Campus administration and North Coast TAFE's Customer Service Centre staff can help you with information on courses and services throughout TAFE NSW campuses, including course outlines, unit details, entrance requirements, and application and enrolment procedures.

Customer Service Centre: 1300 628233
North Coast TAFE website: northcoast.tafensw.edu.au

Course-to-course transfers

You can apply for a course-to-course transfer if:

> it is within the first three teaching weeks from the date of the source course
> it is within two months of the date of enrolment
> TAFE NSW cancels the course.

Contact the campus Administration Office where you are enrolled to see if you need to pay an extra fee or if you are entitled to a refund.

TAFE counselling and career development

Counsellors are available to help both prospective and enrolled students. The service is free and voluntary. It is also confidential, subject to legal requirements.

TAFE counsellors may help intending and enrolled students with educational and course planning, as well as career choice, development, or change.

For enrolled students, TAFE counsellors can also assist in a wide variety of areas such as:

> educational difficulties
> study skills development
> financial assistance schemes
> personal problems, for example, depression, anxiety
> relationship difficulties, stress and substance use issues
> jobs and job seeking
> referral to other services (for example, legal, medical, accommodation or financial).

Their aim is to help students overcome barriers to learning, succeed in their studies, achieve their goals and make learning a positive experience.

More information is available when you search for ‘counselling’, on our North Coast TAFE website. Contact your local campus administration staff or the counsellor if you want to make an appointment.

Library services

North Coast TAFE libraries provide library and information services to TAFE NSW students and staff. Library staff members assist with locating information resources to support TAFE teaching and learning, and provide training in information skills. North Coast TAFE libraries provide a quiet place to study, and access to photocopiers, computers, scanners, audiovisual equipment and videoconference facilities. A range of services and electronic resources is also available when you search for 'library' on the North Coast TAFE’s website.

Resources

Campus libraries contain a wide variety of resources including books, periodicals, DVDs, and other print and audiovisual resources. The library catalogue lists resources at all TAFE NSW libraries and is available online at tafecat.tafensw.edu.au/tafecat.html.

Borrowing

All TAFE NSW students who are currently enrolled can borrow from North Coast TAFE libraries on presentation of their TAFE Card. Library items must be returned by the due date. Fines and charges are payable for items returned late or damaged, or if you fail to return items. Borrowers are responsible for all items borrowed on their card. Search for the 'Library Orientation Online' page of the North Coast TAFE website for more information.

Computers and internet access

Computers in North Coast TAFE libraries offer access to electronic resources, the internet and software applications. Some computers require prior bookings, and time limits may apply. There are guidelines for appropriate use of the internet that students must comply with (see the policy on computer, internet and intranet use on page 12).

Library familiarisation

Library tours are normally provided to new students at the commencement of their course. If you miss your tour, please see any of the library staff who will show you around or you can access the online library orientation found on the North Coast TAFE website. Further information is available from your campus Information Sheet, or from campus libraries.

Photocopying and copyright

Many libraries, in partnership with the campus Student Association, provide students with access to a photocopier. Students can use other people's copyrighted material in their study without getting permission. Use of copyright material for the purpose of research or study will not infringe copyright, provided the use is “fair”.

The “reasonable portion” or “10% rule” applies to textual information and allows you to copy for research or study the following:

> 10% of the number of pages (if it’s text or music and is more than 10 pages long)
> One chapter (if it’s divided into chapters) either printed or electronic
> An article from a newspaper, magazine or journal (or more than one if it’s on the same subject)
> 10% of the number of words in an electronic work (internet/CD-Rom etc).
Learner Support Centres

Learner Support Centres are there to help you be successful in your studies.

For example, many students have trouble with writing essays, preparing for exams, researching topics, using computers for assignments or even fully understanding what is expected in an assessment task.

Teachers in the Learner Support Centre are rostered at various times and are available to help you. They are highly experienced in helping students achieve. You receive individual attention. The centres are equipped with the latest computers with internet access. Main services include support for:

- preparing and writing assignments
- research skills
- study skills
- examination preparation
- essay and report writing
- using a computer for assignments
- presenting seminars
- English language skills
- learning mathematical skills
- reading, writing and spelling
- internet research.

Learner support

Learner support offers help to develop study skills and provides contextualised language, literacy and numeracy support to enable successful course completion. The support options can include individual tuition, working in small groups with a learner support teacher, or having support provided in the classroom. Learner support is contextualised to the content of the course you are enrolled in and specialised support is also offered to improve skills in communication for the workplace and team building.

If you would like support to successfully complete your course, please talk to your teacher about the options available.

Flexible learning

North Coast TAFE offers a range of learning modes or approaches in addition to full-time and part-time classroom sessions. These include:

- online delivery
- distance learning
- lectures and tutorials
- learning and/or assessment in the workplace
- self-paced learning
- computer-based sessions
- weekend sessions
- individual study
- projects and/or learning contracts
- peer support or learning groups.

Teachers will work with you to help you find a learning mode or approach that fits best with your lifestyle and commitments.

Study, stress and drugs

The pressures of study may cause you or your friends to feel stressed, more emotional and subsequently anxious at times. Sometimes you and/or your friends may use alcohol and other substances so that you can ‘cope’, or to ‘relax and feel normal’.

Addiction occurs when you or your friends must have the drug on a regular basis to function throughout the day.

Do you or your friends experience any of these signs or symptoms?

**Physical:** Tremors in the hands that decrease after drug use; loss of weight; insomnia or poor wound healing.

**Emotional:** Irritability that decreases after drug use; mood swings; irrational and sometimes over-reactive responses causing harm to yourself/themselves or others when using drugs; anxiety or paranoia.

**Behavioural:** Planning social and daily events around taking or obtaining their/your drugs; withdrawing from your social network, for example, being unable to attend class because of hangovers, or withdrawing from your usual friends or family; or waking up in the morning and using substances (including alcohol) to begin the day.

If you feel you want more information for yourself, family members, friends or colleagues then please contact the TAFE counsellor on campus, the Student Association Officer, or call 1300 662 263 to talk to someone at your local drug and alcohol service.

Registered Training Organisation (RTO)

North Coast TAFE is a Registered Training Organisation. This means you can access vocational education and training which provides you with qualifications that are recognised and transferable throughout Australia.

Australian Qualifications Framework (AQF)

The AQF is a nationally agreed framework that identifies the qualifications available in Australia in the three educational sectors (schools, vocational education and training, and higher education).

AQF qualifications offered in TAFE NSW are Certificates I, II, III and IV, Diplomas and Advanced Diplomas, as well as some Graduate Certificates and Graduate Diplomas.

TAFE NSW also offers higher education programs including Bachelor Degrees and post graduate qualifications. More information on these qualifications can be found at www.highered.tafensw.edu.au

These qualifications are used Australia-wide and are developed with industry and community consultation. Each qualification is based on the level of outcome achieved, and not on the length of the course. North Coast TAFE qualifications align with the Australian Qualifications Framework.

Training Packages

Training Packages are an industry developed and nationally endorsed basis for vocational education and training provided throughout Australia. Training Packages identify a range of skills and knowledge (competencies) that employers require in people who work in their industry.
Student associations provide benefits and education support services to students. Educational support services include inexpensive photocopying, laminating, binding and faxing.

In 2014, every North Coast TAFE student will have a complimentary membership of the Student Association. Student associations are run by students for students and are a great way of getting more involved with campus activities. Services provided vary from campus to campus, but the Student Association organises get-togethers like campus barbecues, competitions, sporting, creative, artistic and social activities and lots more. You can receive notice of these campus activities when you 'like' your local campus Facebook page.

Student Association funds are used to buy various equipment such as outdoor seating, lockers, laptops, student refrigerators and to provide campus landscaping and organise occasional on-campus lunchtime entertainment.

By attending association meetings and by becoming a board member, you get a chance to have your say about how things are done and what students' needs are. For more information, please contact the Student Association Officer at your campus.

Student Association Officers
All campuses have a Student Association Officer. Student Association Officers at North Coast TAFE work part time and support two or three campuses.

The role of the Student Association Officer is to:
> assist with the running of the Student Association at each campus
> find out what out-of-class facilities, services and activities are needed by students
> set up and assist the Student Association Board to develop ways to meet the needs of students
> let students know about their rights and responsibilities
> communicate campus events via the campus Facebook page.

After you commence your studies you will hear more from the Student Association Officer about what is specifically going on at your campus and how you can become more involved in student activities.

For more information about contacting your local Student Association Officer, see your campus Information Sheet.

Aboriginal education
Aboriginal Vocational Initiatives Consultants work with teaching staff to enable Aboriginal students to access suitable programs. As well, they work with Aboriginal communities and organisations to develop specific courses for Aboriginal students.

Aboriginal Learning Liaison Officers
Aboriginal Learning Liaison Officers are the first point of contact for Aboriginal students at each campus. They will give you advice about courses, help with Abstudy, and help to organise your studies.

Disability services
Disabilities head teachers/consultants aim to meet the individual needs of students who are living with an injury, disability or health condition while they complete their TAFE study.

Disclosure is voluntary and if you would like to use this service, it is best to make an appointment before enrolment.

We can help you choose and apply for an appropriate course, and talk to you about the types of assistance you may require.

By contacting us in advance, ‘reasonable adjustment’ can be put in place to ensure you will have an equal opportunity to succeed in your course. This may be done with the provision of special equipment, note-takers, interpreters, tutors or team teachers.

With your approval, disability head teacher/consultants can also talk to your class teachers about any changes to course delivery, teaching methods or assessment tasks that may be required.

To make an appointment for an assessment of your needs you can contact a disability head teacher/consultant directly (contact numbers over the page) or go to the campus Administration Office.

The service is free, confidential and ongoing.
special programs and services

International students
North Coast TAFE is growing in popularity as a place to study for international students, with more students from over 20 countries choosing North Coast TAFE as their preferred place to live and study. As an international student, you can gain knowledge and skills that can lead to a rewarding career or further study opportunities at university (including worthwhile credits towards your degree). Study at North Coast TAFE can also lead to gaining new friendships and exploring new cultures, as you will attend classes with both local students and other international students.

As an international student, you must comply with the student visa regulations of the Department of Immigration and Border Protection (DIBP) and must be studying full-time, usually 20 hours per week.

More details are available from either:
1. International Services Unit
   +61 2 6659 3047 or +61 417 127 474
2. Email nci.international@tafensw.edu.au

Temporary residents can study at TAFE
North Coast TAFE recognises the importance of eligible temporary residents being allowed access to further education in Australia, subject to availability of places, and welcomes the international understanding promoted through their presence.

Anyone holding a Temporary Resident’s Visa is welcome to check eligibility and discuss training needs and further options with our Customer Service Centre on 1300 628233 3047.

Strut your stuff
WorldSkills Australia is an organisation that conducts skill competitions in over 60 trade and skill areas including business services, bricklaying, garment production, commercial cookery, heavy vehicle mechanics, electrical installation, restaurant services, and IT support. Successful competitors have the ability to compete at regional, state, national and international level, and match their skills against other people working in their industry.

Competitions are a great way to get noticed at work or school as they highlight your skills level, willingness to learn, dedication to your job/studies and your courage to have a go. For example, Thomas Rann (right) earnt a position in the Australian V8 Supercars team as a result of his Worldskills success. For more information, speak to your teacher or visit www.worldskills.org.au

Disabilities Support Staff

Anita Raftery
Disabilities Head Teacher/Consultant (Vision - all campuses)
Local contact for Kingscliff and Murwillumbah Campuses
Ph: (02) 6674 7234

Bronwyn Watson
Disabilities Head Teacher/Consultant (Hearing - all campuses)
Local contact for Lismore and Casino Campuses
Ph: (02) 6623 0216
TTY: 133 677

Julie Corcoran
Disabilities Head Teacher/Consultant (Physical and Acquired Brain Injury - northern campuses)
Local contact for Grafton and Maclean Campuses
Ph: (02) 6641 1631

David Bowles
Disabilities Head Teacher/Consultant (Physical and Acquired Brain Injury - southern campuses)
Local contact for Port Macquarie/Kempsey/Wauchope Campuses
Ph: (02) 6581 6275

Mark Jewell
Disabilities Head Teacher/Consultant (Intellectual) (covering northern campuses)
Local contact for Wollongbar and Ballina Campuses
Ph: (02) 6620 4759

Gillian Smith
Disabilities Head Teacher/Consultant (Intellectual) (covering central campuses)
Local contact for both Coffs Harbour and Macksville Campuses
Ph: (02) 6648 2440

Rhonda Ebeling
Disabilities Head Teacher/Consultant (Intellectual) (covering southern campuses)
Local contact for Taree/Great Lakes Campuses
Ph: (02) 6591 3645

WorldSkills Australia is an organisation that conducts skill competitions in over 60 trade and skill areas including business services, bricklaying, garment production, commercial cookery, heavy vehicle mechanics, electrical installation, restaurant services, and IT support. Successful competitors have the ability to compete at regional, state, national and international level, and match their skills against other people working in their industry.

Competitions are a great way to get noticed at work or school as they highlight your skills level, willingness to learn, dedication to your job/studies and your courage to have a go. For example, Thomas Rann (right) earnt a position in the Australian V8 Supercars team as a result of his Worldskills success. For more information, speak to your teacher or visit www.worldskills.org.au
TAFE-DELIVERED VOCATIONAL HSC COURSES FOR SCHOOL STUDENTS (TVET)

As a TVET student, when you study a vocational HSC course with North Coast TAFE, you are enrolled as a TAFE NSW student. This means that North Coast TAFE regulations and policies, such as the TAFE NSW Student Discipline Policy and Workplace Health and Safety Policy will apply to you. Please read the relevant sections in the earlier part of this booklet so you are aware of these regulations.

Assignments and homework
Assignments can be a major part of your assessment. You need to plan your study to allow sufficient time to complete all assignments on time. Make sure you understand your assignment question or task completely. If you do not understand, ask your teacher. You can expect to be given homework and the amount of homework will vary depending on your course. When you are not given homework, we suggest that you read over your class notes before you attend the next class. This will help you learn the course content and increase your understanding.

Assessments
Please note:
> Teachers will explain each assessment task at the start of the course.
> You will be given an assessment scheme for your course and each unit. This tells you the assessment events you must attempt, including marks (if applicable), and what is required to pass the course or unit.
> You will also be given assessment schedules for each course or unit. These tell you when and where the assessments take place.
> You are required to sign for your assessment schemes and schedules.
> You must complete and present all class assessment tasks by the due date.
> If you do not complete tasks and submit them on time, you may fail the unit.
> You must attend class when assessments are scheduled. If you do not, you may not be given any marks for the assessment.
> Assessments will only be re-scheduled where a valid reason is given, such as a doctor’s certificate presented stating that you were ill that day, a school letter or school timetable which shows you were undertaking a school exam, or an excursion that is a compulsory part of your HSC assessment.

Warning letters
If, at any time, you miss an assessment task without an explanation or your teacher believes that you are in danger of not meeting Board of Study (BOS) requirements, you will receive a warning letter. The warning letter advises you of the problem and provides a set time to correct it. If you do not correct the problem within the set time you will receive a second warning letter. A student may receive two warning letters before an “N” determination is applied. The “N” determination, or non-completion of a course means that you will not have the course listed on your Preliminary Record of Achievement or your HSC Record of Achievement.

If you receive an “N” determination you will have the HSC units from your TAFE course withheld and this may affect your ability to successfully attain your Higher School Certificate. The units from the course will not count towards the total of 22 that you need to gain a Higher School Certificate. If you have any questions about HSC units and pattern of study, please contact your school VET coordinator.

If you receive an “N” determination letter, and you believe you have grounds on which to appeal, you may do so. Documentation will be provided to you to enable the appeal process.

Attendance
Your teacher will advise you of when you are expected to attend the North Coast TAFE campus to undertake your course. **You may have to attend class on student-free school-development days.** Your teacher will keep an official record of your attendance throughout the course. Schools notify us of any absences (sports days, exam times, etc) which may occur during the year. If you are unable to attend due to sickness or some other misadventure, it is your responsibility to ring and let your TAFE teacher know. DO NOT rely on a classmate to pass on a message (see also ‘Assessments’).

Behaviour and the adult learning environment
An adult learning environment refers to the way in which you and your teacher work together to meet your learning needs. You will be encouraged and supported by your teacher to take responsibility for your own learning and to become fully involved in the learning process. This involves your commitment to attend, and to have a positive attitude to learning. It will be up to you to research, read and revise to add to your classroom learning. The **Rights and Responsibilities** section (page 4) explains your rights and responsibilities as a student of North Coast TAFE. If your behaviour disrupts the learning of others you will be disciplined according to North Coast TAFE policy. If the unacceptable behaviour continues, you may be suspended from the class or the course, and your school will be notified.

Emergency procedures
You will be shown emergency evacuation procedures early in your course. Each campus building/area has a designated ‘safe assembly area’ and it is your responsibility to make sure you know these areas and to participate in any evacuation drill. You will also be asked to provide emergency contact details at the start of your course.

First Aid
Each campus area has one or more designated First Aid Officers. If you hurt yourself, advise your teacher or other staff member IMMEDIATELY.

Our first aid officers are not permitted to issue students with pain killers or any other kind of medication. If you suffer from headaches, we advise you to carry your own supply of pain relief.
Graduation and Awards of Excellence ceremonies
Graduation and Awards of Excellence ceremonies are held at various times during the year, although most occur in the first half of the year and involve students who completed their studies the previous year. You should contact your campus Administration Office to find out about the graduation ceremony for your campus.

Student Recognition Awards
At the end of each academic year, North Coast TAFE invites nominations for their Student Recognition Awards. The awards are open to all North Coast TAFE students who complete a certificate or diploma during the year.

North Coast TAFE’s Student Recognition Awards are based on academic achievement, campus participation and community involvement, career aspirations and personal achievement – reflecting the diversity and depth of today’s vocational education and training environment. Students may also progress to state and national awards based on their nomination.

Nominations open towards the end of each year and close in early March of the following year. The opening and closing dates will be promoted and nomination forms available on the North Coast TAFE website. All graduating students are encouraged to apply - there is a $500 prize for each winner and an extra $500 prize for the Student of the Year.

You are encouraged to work all year toward being endorsed by a staff member for an award. Talk to your teacher, course coordinator, or the Student Relations and Communications Officer on (02) 6586 2295 for assistance in completing the nomination form.

The winners for the 2013 Student Achievement Awards are listed opposite, along with the award sponsors.

Mobile telephones
Mobile phones must be switched off before entering class. If you are expecting an important and urgent message, please discuss this with your teacher before the lesson commences. We suggest that you give a copy of your timetable to a family member or friend who may need to contact you urgently.

Security
You are advised not to leave personal belongings and valuables unattended at any time. TAFE NSW does not accept any responsibility for the theft of students’ personal belongings.

Work placement
Board-of-Studies-developed TVET courses have a compulsory work placement component. The work placement for these courses will be organised in consultation with the student.

Each student will have their placements organised according to their HSC requirements and you must consider issues like transport, family support, location, school timetabling, exams and availability when negotiating work placements. If for any reason a student does not attend their organised work placement and fails to notify both their teacher and the employer before the date of commencement, the work placement may be cancelled.

Subsequent work placements will become the responsibility of the student. A warning letter will be issued for non-completion of work placement requirements.

Questions?
TAFE is different from school in many ways, so if you have any questions now or throughout your course, please ask your teacher. Being well informed about your course and your responsibilities will allow you to enjoy your time with North Coast TAFE.

ACKNOWLEDGEMENT FOR YOUR ACHIEVEMENT

Tourism and Hospitality Faculty

TVET Student of the Year
Shannon Clayworth
Statement of Attainment in Fashion Design Certificate II in Applied Fashion Design and Technology
Wollongbar Campus

TVET Trainee/Apprentice of the Year
Chantelle Montgomery
Certificate III in Health Services Assistance
Ballina Campus

Kristy Pursch
Diploma of Events
Coffs Harbour Education Campus
MAJOR AWARD WINNERS

Student of the Year and Primary Industries Faculty Award

Marie Dolley
Certificate IV in Veterinary Nursing
Lismore Campus

Aboriginal and Torres Strait Islander Student of the Year

Louarna Huthdance
Certificate III in Customer Contact
Kingscliff Campus

Apprentice of the Year and Transport Faculty Award

Thomas Rann
Certificate III in Automotive Mechanical Technology
Murwillumbah Campus

Trainee of the Year

Chloe Rutherford
Certificate II in Leather Production (Saddlery)
Wollongbar Campus

FACULTY AWARD WINNERS

Business Faculty

Tara McGhee
Diploma of Business Administration
Kingscliff Campus

Community Services and Health Faculty

Juanita Vernon
Certificate IV in Community Services Work
Taree Campus

Construction Faculty

Brian Sedivy
Certificate III in Carpentry
Coffs Harbour Education Campus

Creative Industries Faculty

Graeme Macey
Advanced Diploma of Fine Arts
Great Lakes Campus

Education and Employment Skills Faculty

Emily Lawson
Certificate IV in Tertiary Preparation
Port Macquarie Campus

Information Technology Faculty

Joshua Holmes
Certificate IV in Information Technology
Port Macquarie Campus

Manufacturing and Engineering Faculty

Damien Mani
Certificate III in Engineering Fabrication and Certificate IV in Engineering
Taree Campus

Primary Industries Faculty

Hugh Greenough
Vocational Graduate Certificate in Education and Training for Sustainability
Coffs Harbor Education Campus

Education and Employment
Skills Faculty

Trainee of the Year

Chloe Rutherford
Certificate II in Leather Production (Saddlery)
Wollongbar Campus

Making campus life better
North Coast TAFE Student Information Booklet

We acknowledge the Bundjalung, Yaeql, Gumbaynggirr, Dunghutti, Biripi and Worimi peoples, the traditional custodians of the land on which we learn and work together, and commit to building relationships, respect and opportunities for all Aboriginal people in our region.

We have 17 campuses between Sydney and Brisbane and also offer online and distance courses via TAFEnow.

**ALL COURSE ENQUIRIES - CUSTOMER SERVICE CENTRE**
Ph: 1300 628233

TAFEnow
For online and distance courses visit tafenow.com.au
Ph: 1300 8233669

Engage with us on

1300 628233
northcoast.tafensw.edu.au or web search ‘North Coast TAFE’