



2026

Higher Education

Student Handbook

tafeqld.edu.au

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ACKNOWLEDGEMENT OF COUNTRY

TAFE Queensland acknowledge the Traditional Custodians of Country throughout Australia and respect the continuing connection to land, waters, cultures and family that Aboriginal and Torres Strait Islander peoples uphold.

We pay respect to Elders past, present and future. We recognise that teaching and learning has taken place on country for over 60,000 years and two-way learning is an important part of our reconciliation journey.

Contents

Welcome to Higher Education at TAFE Queensland

- 4 Welcome from the Dean
- 5 About Higher Education at TAFE Queensland
- 6 Our campuses

Getting started

- 8 Orientation
- 9 2026 Higher Education calendar
- 10 Student timetables
- 10 Student ID card
- 11 Your contact details
- 12 Digital access
- 13 Using Connect

Student services

- 14 Customer Service Centres and Student Hubs
- 15 Student Voice

Student support

- 16 Learning support
- 17 Library services

Student support (continued)

- 18 Mental health and wellbeing
- 19 First Nations support
- 19 AccessAbility support
- 20 Scholarships
- 20 International student support
- 20 Information privacy

Student rules and responsibilities

- 21 Student rules and responsibilities
- 22 Personal conduct and behaviour
- 24 Enrolment and fees
- 32 Assessment and progression
- 43 Feedback, compliments and complaints

Safety and security

- 46 Safety and security
- 48 Student sexual misconduct response process

Graduation and beyond

- 49 Graduation and beyond

NOTE FOR INTERNATIONAL HIGHER EDUCATION STUDENTS International higher education students will receive additional information provided at your time of enrolment.

PRINTING INFORMATION The information contained in this guide is correct at time of publication. Changes in legislation, regulations or TAFE Queensland circumstances after this date may impact on the accuracy or currency of the information included. For the most up-to-date information please refer to our website at www.tafeqld.edu.au.

In many areas of Australia it is considered offensive to publish photographs of First Nations people who are deceased. Readers are warned that this publication may inadvertently contain such photographs.

Welcome

from the Dean, Higher Education

Welcome to TAFE Queensland Higher Education.

Higher Education at TAFE Queensland, is proud to offer a dynamic and supportive learning environment. Our courses are designed to be industry-relevant, ensuring that you gain the practical knowledge and skills required to excel in your chosen field. Whether you are here to advance your career, change direction or explore new interests, our diverse range of courses and experienced educators are here to guide you every step of the way.

We are very pleased that you have chosen to study your qualification at TAFE Queensland. Your learning journey in Higher Education and lifelong learning begins now. Our vibrant community is dedicated to a quality student experience, nurturing academic progress, fostering innovation, and creating opportunities for personal and professional growth.

As the Dean of Higher Education, I am committed to ensuring that your time with us is both enriching and fulfilling. Our faculty comprises passionate and knowledgeable professionals who are dedicated to your success. We believe in the transformative power of education and we strive to provide you with the tools and opportunities to achieve your academic goals.

Beyond the classroom, I encourage you to engage with the many resources and support services available to you. From academic assistance and career counselling to student events and extracurricular activities, there are many ways that you can choose to enhance your learning experience and build lasting connections within our community.

Your success is our priority, and we are here to support you in every aspect of your educational journey. Please do not hesitate to reach out to our faculty and staff if you have any questions or need assistance. We are here to help you navigate your studies and make the most of your time at TAFE Queensland.

Once again, welcome to TAFE Queensland Higher Education. We are excited to embark on this journey with you and look forward to celebrating your achievements along the way.

Warm regards and best of luck with your studies,



Dipu Sebastian
Dean of Higher Education
TAFE Queensland

About Higher Education at TAFE Queensland

TAFE Queensland is the largest, most experienced training provider in the state, with a history of serving Queensland's communities for more than 140 years. We offer more than 400 practical, industry-relevant courses from entry-level certificates to masters degrees. Our training is delivered to over 144,000 students each year across more than 60 locations in Queensland.

From its humble beginnings as a mechanical drawing class in 1882, TAFE Queensland has grown to be a state-wide institution, offering courses across all sectors of education available in Australia (high school to Higher Education). In 2025, we are excited to be offering our first TAFE Queensland postgraduate courses, focusing on the important issue of cyber security.






Our vision

At TAFE Queensland our vision is to be the leading provider of vocational training and targeted Higher Education courses, critical to strengthening the Queensland economy and supporting local communities.

Our purpose

Our purpose is to deliver contemporary, globally relevant skills, needed now and into the future, along with the opportunity for everyone, everywhere to transform their lives.

Our values

-  **Safety first**
-  Focusing on our **customer**
-  Showing **initiative**
-  Working **together**
-  Taking **responsibility**

At TAFE Queensland, we offer higher education courses in conjunction with other universities, as well as our own accredited courses. This handbook applies only to students enrolled in the TAFE Queensland accredited courses. The TAFE Queensland higher education accredited courses offered this year are:

- Associate Degree in Civil Engineering (HED001)
- Bachelor of Dental Prosthetics (HED004)
- Undergraduate Certificate in Civil Engineering Fundamentals (HED006)
- Bachelor of Nursing (HED007)
- Graduate Certificate in Cyber Security (HED011)
- Graduate Diploma in Cyber Security (HED010)
- Master of Cyber Security (HED009)
- Master of Cyber Security (Advanced) (HED008)
- Associate Degree in Applied Technologies (HED012)
- Associate Degree in Applied Technologies (Advanced Manufacturing) (HED013)
- Bachelor of Engineering Technologies (Advanced Manufacturing) (HED014)
- Associate Degree in Applied Technologies Cyber Security (HED015)
- Bachelor of Engineering Technologies (Cyber Security) (HED016)

Our campuses

A select group of TAFE Queensland campuses currently offers higher education courses, with this group growing all the time. Currently, you can find higher education courses at:

Alexandra Hills

Higher Education courses offered:

Bachelor of Nursing (HED007)

Facilities and services available:

Our Alexandra Hills campus offers the perfect blend of city life with a laid-back coastal atmosphere, within easy distance of the islands of Moreton Bay.

Offering courses in a range of fields, the campus includes specialised training facilities for nursing, childcare and automotive students in particular.

Students on this campus can enjoy a dedicated canteen, learning skills centre and onsite lockers, along with the usual library and student support services that you can find on all our campuses.



Southport

Higher Education courses offered:

Bachelor of Nursing (HED007)

Facilities and services available:

In the heart of the Southport CBD, this campus is surrounded by places for students to eat and enjoy the Gold Coast.

On this campus you will find our specialised health

facilities including a state-of-the-art specialised clinical lab replicating a 64-bed hospital environment, and students can also access augmented reality learning for human body examination.

Students have access to dedicated computer rooms and independent learning spaces, along with the usual library and student support services that you can find on all our campuses.



South Bank

Higher Education courses offered:

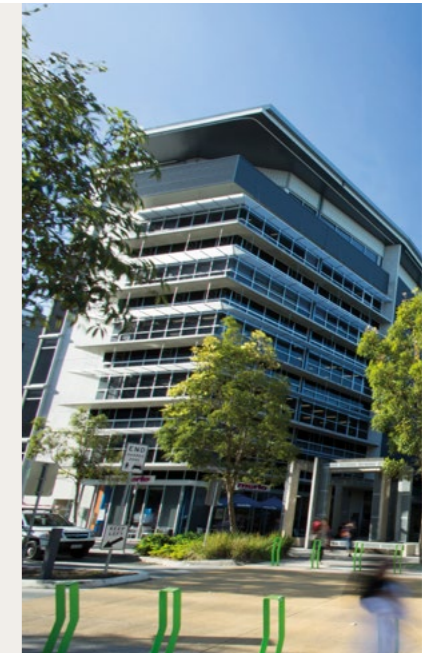
Associate Degree in Civil Engineering (HED001); Bachelor of Dental Prosthetics (HED004); Bachelor of Nursing; Undergraduate Degree in Civil Engineering Fundamentals (HED006) (HED007); Cyber Security postgraduate courses

Facilities and services available:

Our biggest campus,

the South Bank campus is located in the heart of Brisbane's arts and cultural precinct.

This campus hosts many of our corporate offices and those of specialty support services such as First Nations support, Accessibility support and our counsellors, as well as offering training restaurants, a training skin and beauty spa, a training denture clinic and many more services.



Coomera

Higher Education courses offered:

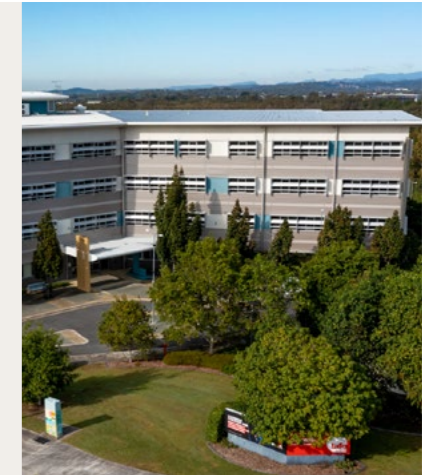
Cyber Security postgraduate courses

Facilities and services available:

The Coomera campus is our creative hub offering a range of courses including blockchain, building design, cyber security, graphic

design, interactive digital media, IT, interior design, music, and screen and media.

From Mac and PC labs to recording studios, digital video and editing suites, and a Black Box Theatre, our campus is the perfect place to unleash your full potential.



Eagle Farm

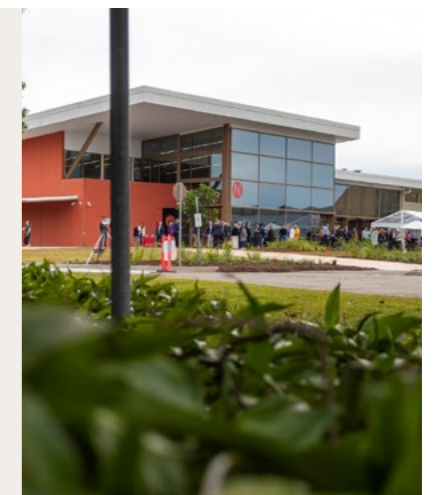
Higher Education courses offered:

Associate Degree in Applied Technologies (HED012)

Facilities and services available:

Our Eagle Farm campus is located on the north side of the city approximately nine kilometres from the Brisbane CBD. The Eagle

Farm campus offers a range of trade related courses and boasts recently completed facilities for renewable technologies, process instrumentation, and telecommunications training.



Getting started

Orientation

We want to make sure you have everything you need to make a great start. Our orientation sessions will give you all the essential information you need to have a successful study experience. As well as a general orientation session, you may also have a course specific and/or international student orientation to attend.

For more information or to view upcoming events and sessions visit tafeqld.edu.au/orientation.

Online orientation unit

All new students should be enrolled in TAFE Queensland's online orientation unit in Connect. In the unit you'll learn how to use Connect, have digital access to all your orientation materials and resources, and join discussions with other students.

As part of your orientation, you will also be enrolled in the online Academic Integrity unit. It is vital that you complete this unit also, so that you understand the requirements around assessment submission at TAFE Queensland.

Access your student online orientation (SOO) 2026

Visit connect.tafeqld.edu.au

Click on the 'Select a Unit' icon at the top of the page to choose: 'TAFE Queensland <<Campus name>>'.

TAFE Queensland website

The TAFE Queensland website tafeqld.edu.au is also a great resource for new students. Here you can find your campus map, access the student rules and policies, and view upcoming events.

The **Current Students** section is also a great place to get familiar with. It covers key student information such as the academic calendar, timetable information, and technical support options.

All Higher Education students are expected to read, understand and follow all rules, policies and procedures available on the website and in this handbook.

Visit tafeqld.edu.au/current-students for more information.

Credit transfer and RPL

If you've previously completed studies at TAFE Queensland, university, or another education provider or you have previous work or volunteer experience in your industry, it's worth checking to see if you're eligible for advanced standing.

Advanced standing achieved through credit transfer and/or Recognition of Prior Learning can reduce the amount of units you need to complete to receive your qualification, saving you time and money - to a maximum of 50% credit.

Contact your Faculty Delivery Support Officer or your educator for more information.

2026 Higher Education calendar

January

Mon	Tues	Wed	Thur	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

March

Mon	Tues	Wed	Thur	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

May

Mon	Tues	Wed	Thur	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

July

Mon	Tues	Wed	Thur	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September

Mon	Tues	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

November

Mon	Tues	Wed	Thur	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

February

Mon	Tues	Wed	Thur	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

April

Mon	Tues	Wed	Thur	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

June

Mon	Tues	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

August

Mon	Tues	Wed	Thur	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October

Mon	Tues	Wed	Thur	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

December

Mon	Tues	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Key dates

- National Reconciliation Week**
27 May - 3 June
- NAIDOC Week**
5-12 July

Campus closure

- Holiday closure 2025-2026**
22 December - 4 January

Public holidays

- New Year's Day**
1 January
- Australia Day Public Holiday**
26 January
- Good Friday**
3 April
- Easter Monday**
6 April
- ANZAC Day**
25 April
- Labour Day**
4 May
- King's Birthday**
5 October
- Christmas Day**
25 December
- Boxing Day**
26 December

Please visit bit.ly/qldshowholidays for your local show public holiday.

Legend

- Public Holiday
- Key Dates
- Holiday closure
- Semester 1
- Teaching period
- Orientation
- SWOT
- Census
- Academic Penalty Census
- Semester 2
- Teaching period
- Examination
- Results
- Deferred Exams

For updates visit tafeqld.edu.au/academic-calendar

Student timetables

Your class timetable will let you know when and where your classes will be held. You'll receive your full class timetable during your course orientation session.

Timetable changes

Please note that while we try and keep any timetable changes to a minimum, they may need to change due to unforeseen circumstances. We'll do our best to keep you informed of any changes, however we recommend you regularly check your timetable for any updates.

You can find your timetable and any updates in the timetabling information located here: tafeqld.edu.au/current-students/online-services/timetable-lookup

Please speak with your local Faculty Delivery Support Officer if you experience any problems with your timetable.

Student ID card

TAFE Queensland recently introduced a new ID card solution that includes both a digital and physical ID card. Most students will only need the digital ID card, so there is no need to carry a card – you can simply use your smartphone.

i Student ID card

For further information and to order your digital or physical student ID card, please visit tafeqld.edu.au/idcard

Your contact details

It's important that you keep TAFE Queensland up to date with any changes to your contact details, including those of your emergency contact. If your details are incorrect you may miss out on important information such as timetable updates, results and certificates, student surveys, and graduation invitations. If you change address, update your email address, or get a new phone number, remember to update your details in the Student Portal.

i Student Portal

Keep your contact details up-to-date in the Student Portal: tafeqld.edu.au/student-portal



Digital access

What to expect when your enrolment is complete

1. TAFE Queensland will send you an email with your Confirmation of Enrolment (COE).
2. The COE contains your nine (9) digit student number.
3. The COE will be sent to the email you used when you enrolled e.g. a personal email.
4. Use your student number to create your network password.

TAFE Queensland single sign-on

Required for select online access.

Username:
studentnumber@tqstudent.edu.au

Password:
Your network password

Using a TAFE computer

You'll need these login details when using a TAFE Queensland computer in class or the library.

Username: Your student number

Password: Your network password

Password reset manager

Set or reset your network password:

1. Access Password Manager passwordreset.tafeqld.edu.au
2. Enter your User ID/Student Number.
3. Follow the prompts. Your password will remain valid for 60 days. Automatic reminders will prompt you to change your password as required.



WiFi on campus

Free WiFi is available for students at most TAFE Queensland campuses. You can use the WiFi to access your course materials, online services, and more.

By using the WiFi you are agreeing to the student rules and policies.

Connecting to WiFi

Network name:
TQGuest

Password:
MakeGreatHappen!

Troubleshooting: tafeqld.edu.au/wifi

TAFE Queensland student portal

tafeqld.edu.au/student-portal

The Student Portal is your one-stop-shop for easy access to the information you need about your study with TAFE Queensland. You can access the portal via mobile and desktop to:

- view your current study plan and results
- pay your fees and apply for a FEE-HELP student loan
- update your address and contact details
- access live chat for support.

Username: Your student number

Password: Your network password
(via single sign-on)

Technical support

For further information and assistance accessing TAFE Queensland's digital services, please visit tafeqld.edu.au/technical-support

Using Connect

Connect is TAFE Queensland's online Learning Management System (LMS). It has everything you need in one handy location, giving you the flexibility to study anywhere, anytime. As a TAFE Queensland student, you'll have access to the learning materials for each unit of study five days prior to Start of Study (SOS) and continued access to all units until you finish your course. When using Connect you will be able to:

- collaborate with your classmates in forum discussions
- access class resources including presentations and notes in Connect
- check your class study schedule
- submit your assignments
- find your educators' details and check their availability.

Access and logging in

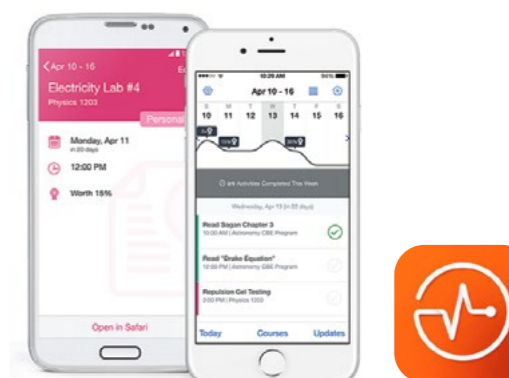
Please note: students in courses delivered with partner universities may use a LMS other than Connect. Please seek assistance early if you are having difficulties.

You can access Connect online at connect.tafeqld.edu.au.

Username:
studentnumber@tqstudent.edu.au

Password:
Your network password

Simply log in with your username (Student ID) and network password. For information about creating or resetting your password, please see Digital access on page 12 of this handbook.



Download the Connect app

1. Open App Store for iPhones or Google Play for Android devices.
2. Search for Brightspace Pulse.
3. Select GET, then INSTALL.
4. Follow the onscreen instructions, then OPEN.
5. At Pick Your School, type TAFE Queensland and tap the result.
6. Complete your login with your usual student number and login.

You can also access Connect using the Brightspace Pulse App. With Brightspace Pulse you can access communications, content and grade results in Connect.

Resources and help

You can find support information and videos under the Help section in Connect. It includes short tutorials and guides on the tools and processes involved in navigating Connect, enabling notifications, submitting assessments, following your progress, checking grades and discussions with your peers. You can also check out youtube.com/tafeqldconnect.



Customer Service Centres and Student Hubs

Our Customer Service Centres, Student Hubs and Information Centres are where you'll find our customer service officers. They're here to help you:

- answer questions about and make changes to enrolments
- take payments and assist with payment plans
- provide course information and eligibility criteria.

You will find our Customer Service Officers at each TAFE Queensland location with a Customer Service Centre or Student Hub.

i Contact Student Services

You can also get in touch with Student Services by phoning **1300 308 233**.

International students should contact **07 3244 5100**.

Delivery support and administration officers

If you have a specific question about your course, assessment or how to apply for special consideration, you can also speak to your Faculty Delivery Support Officer and/or Administration Officer.

You will meet them during orientation and they are your key admin contact for your course.



Microsoft 365 and Student email

tafeqld.edu.au/microsoft-365

Username:
studentnumber@tqstudent.edu.au

Password:
Your network password



Student Voice

We are passionate about engaging collaboratively with TAFE Queensland's diverse student body to help shape and inform the teaching and learning environment. To facilitate this, the Student Voice at TAFE Queensland framework has been developed to provide opportunities for students and alumni to actively participate in decision making.

Becoming an active part of the Student Voice is an exciting opportunity that will enable you to expand your professional networks, develop personal and professional skills, and make a difference in your community.

You will be well suited to the Student Voice if you like:

- spreading the word about student engagement opportunities to your peers
- participating in opportunities to provide feedback such as online meetings, student surveys, and pilot programs
- working collaboratively with staff to inform decisions and enact change.

The benefits you will receive by participating in the Student Voice include:

- having your voice heard and enacting real change
- improving the student experience for your peers and future students
- developing key personal, professional, and employability skills
- make connections and building relationships with staff, students and people of influence.

To learn more, visit tafeqld.edu.au/current-students/student-voice



Learning support

We are committed to ensuring the success and progress of every student, from enrolment through to graduation. You can access learning support services for help with:

- assignments, essay writing and referencing
- study skills and exam preparation
- english and maths
- time management and organisation skills.

Depending on your location you may be able to access learning support in a variety of ways, from Student Hubs and libraries to online services to on-campus staff.

Studiosity

Feeling overwhelmed, stuck, or not sure where to start? Whether you're struggling with writing, maths, or referencing, you can get 24/7 online support from Studiosity. Their subject specialists are available to give immediate, one-on-one help 365 days a year.

Studiosity also provides a writing feedback service with a maximum turnaround time of 72 hours. You can upload a draft of your written assessment to receive detailed feedback on your work.

Access Studiosity

To access Studiosity for free as a TAFE Queensland student, you must be logged in to Connect. Under the Student Links widget you will see Studiosity – After Hours Assessment Help.

Learning support

You can contact Learning Support on studentsupport.services@tafeqld.edu.au

Library services

The TAFE Queensland Library Network provides a wide range of resources and services to all TAFE students. Visit them at one of our campus libraries or online at library.tafeqld.edu.au to take advantage of their services.

You can access:

- books, DVDs and digital resources including databases and e-books
- assignment and referencing help
- printing, copying and scanning facilities
- study spaces and computing areas
- computer assistance including password resets and help accessing WiFi
- equipment lending including phone chargers and laptops (available at select locations only)
- resources to assist you with your job search, applications and interviews.

Depending on your campus location, additional resources can include individual study spaces, group study areas and seminar rooms. For students studying a degree with one of TAFE Queensland's partner universities, you can access additional resources through the partner university library link, found on their website.

Library databases

Access a wide range of databases specifically selected to support your study, including ClinicalKey & Australian Standards Online.

library.tafeqld.edu.au/az.php

Have a question that needs answering?

Try our **Ask a Librarian** service by emailing ask@tafe.qld.edu.au

or use our Library Live Chat service at library.tafeqld.edu.au.

Virtual library sessions

Get off to the best start possible with our series of virtual library sessions. These classes will show you how to:

- access the library's collection of more than 100 million resources
- research more effectively
- reference more efficiently
- get more from subject-specific resources like ClinicalKey and Australian Standards.

Bookings are essential so visit the library website at library.tafeqld.edu.au to book.



Mental health and wellbeing

These days, we know that looking after our mental health is just as important as maintaining our physical health. Being in a strong mental health space will benefit your study experience. Building your resilience and having strategies to cope with life changes will not only assist you in your studies, but will be beneficial in your future work environment.

Counselling

Free counselling services are available at select TAFE Queensland campuses.

Whether you want to debrief, gain strategies on how to manage a situation, or just need someone to talk to, our experienced and professional counsellors are here for you. The counsellors are also available to advocate on your behalf, especially if you're experiencing difficulties with your studies.

Get in touch via **07 3244 5095**.

Emergency support

If you're worried you may harm yourself or someone else, or need emergency help for someone else in this situation, please **call 000**.

i Student support

For more information on student support services visit tafeqld.edu.au/student-support

External support

A range of external support services are available

Queensland Sexual Assault Helpline

1800 010 120
7.30am - 11.30pm, 7 Days

DVConnect

1800 811 811
24 hour Domestic Violence Helpline

1800Respect

1800 737 732
1800respect.org.au
National Sexual Assault, Domestic Family Violence Counselling Service

Rape and Domestic Violence Services Australia

1800 211 028
rape-dvservices.org.au

QLife

1800 184 527 | **qlife.org.au**
National LGBTI Telephone Counselling and Information line

Mensline

1300 789 978 | **mensline.org.au**
Telephone and online counselling

Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

07 3391 6677
qpastt.org.au

Lifeline

13 11 14
24/7 crisis support line

Kids Helpline

1800 551 800
Telephone Counselling Support 24/7

Headspace

1800 650 890
headspace.org.au | **headspace.org.au/eheadspace**
National Youth Mental Health Foundation

Reach Out

ReachOut.com
Online mental health support for Young People

HEAD TO HEALTH

HeadtoHealth.gov.au
Digital mental health resources from trusted service providers



First Nations support

We understand that First Nations people may have specific needs. That's why we provide tailored support to help you settle into your new life as a student. Our Indigenous student support officers can offer specific advice and help on topics including:

- career options and employment opportunities
- choosing the right course or pathway
- enrolments, financial assistance, ABSTUDY, and funding opportunities
- accommodation, travel and welfare
- government departments, community service providers and advocacy services referrals
- learning and study support.

i Indigenous support

Contact Indigenous Student Support today on **07 3244 5095**.

AccessAbility support

At TAFE Queensland we are committed to making everyone's experience enjoyable and worthwhile. If you have a recognised disability and need help, we can provide practical assistance, support, and advice. Our AccessAbility support team will work with you to develop an individual support plan. This may include:

- communicating with educators on your behalf when required
- providing sign language interpreters, readers, scribes, coaches and mentors
- recommendations on assistive technology
- coordinating alternative assessment arrangements
- creating and maintaining a Personal Emergency Response Plan (PERP).

i Accessibility support

To book an appointment with our AccessAbility support team, please contact us on **07 3244 5095**. You can also submit an enquiry on our website at tafeqld.edu.au/contact.

Scholarships

Each year TAFE Queensland awards scholarships of up to \$5,000 to help cover the costs of courses fees, text books, and living expenses. There are two types of scholarships available:

- merit scholarships are aimed at supporting people who have demonstrated strong levels of academic achievement and/or work performance
- access and equity scholarships provide equitable access to study at TAFE Queensland and are designed to help students experiencing social or financial hardship.

For more information, including application dates and eligibility criteria, visit tafeqld.edu.au/scholarships.

International student support

At TAFE Queensland, our international students are an important part of what makes us unique, and we want to make sure they feel like they really belong here. We have dedicated support services for our international students that start from the moment you enquire about studying with us. Our International Student Support Advisors can help with any questions about anything to do with your stay in Australia, including finding accommodation, setting up bank accounts, dealing with homesickness, and your student visa conditions.

As an international student, it is also important that you engage with your classmates, and you will be invited to various student events which we encourage you to attend.

For more information, have a look at our website: tafeqld.edu.au/international/student-support

Information privacy

Privacy

TAFE Queensland is committed to ensuring your personal information is safeguarded at all times. Your information is used only for the purposes for which it is collected and is managed in accordance with the TAFE Queensland Privacy Policy.

For more information, you can view our privacy statement at tafeqld.edu.au/privacy.

Student rules and responsibilities

At TAFE Queensland we are committed to providing the highest quality of service to our students. In accordance with this, the student rules and policies provide information on your rights and responsibilities – whether you're on or off campus.

Rules and policies

The full student rules and policies cover a range of areas:

- personal conduct and behaviour including equity and diversity, use of facilities and resources, and health and safety
- enrolment and fees including student support, fees, and refunds
- assessment, progression and misconduct including articulation, extensions, and appeals
- results and awards including grades
- complaints and feedback
- further information for Higher Education students
- further information for international students.

We have provided a simple summary below. Please make time to read through the rules and policies in full at tafeqld.edu.au/student-rules and tafeqld.edu.au/policies-and-procedures.

What you can expect

As a TAFE Queensland student you can expect to:

- be provided with accurate information about your course and the requirements for enrolment
- be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability
- experience a safe learning environment where hazards are identified and controlled as far as is reasonably practicable
- be provided with the resources to complete your education and training
- have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law
- be assessed fairly and judged on the criteria outlined in course information
- be provided timely and constructive feedback about the outcome of assessment and progress of study
- have complaints and appeals considered promptly.

What you need to know

As a TAFE Queensland student you have a responsibility to:

- provide all documentation/undertake actions required at time of enrolment
- maintain documentation as required throughout course
- treat others with courtesy, respect and fairness
- respect the safety, well-being and property of others
- refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others
- respect TAFE Queensland resources and facilities
- use computing and electronic resources appropriately
- participate actively and positively in learning and assessment activities
- make every effort to meet assessment requirements and submit work on time
- meet the requirements for academic progression and completion for your course
- disclose relevant information to enable TAFE Queensland to assist you to undertake study
- proactively seek assistance from support services when needed.

Any breach of the TAFE Queensland Student Rules and Policies will be subject to a TAFE Queensland disciplinary process. A breach may also be considered unlawful under Queensland or Australian law and could result in further action being taken.

Personal conduct and behaviour

Student participation

Each unit has a credit point value that reflects the amount of work expected for that unit across the semester. A 10-credit point unit for example, will require, on average, between 130 and 150 hours of study-related participation (including class attendance) over the duration of the study period, irrespective of mode of delivery.

Note that attendance at specified classes/clinical/field or site visits may be a mandatory requirement for satisfactory completion of some Units of Study and that additional hours may be required per week for those students in need of English language, numeracy, or other learning support. Mandatory attendance learning sessions are identified in each Unit of Study Guide.

i Important

Absences from mandatory attendance requirements (practicums/clinics/placements/simulation activity/field trips etc.) are to be supported with a Medical Certificate and Medical Impact Statement, submitted to the Unit Convenor and covering the dates the student was absent from mandatory learning session/s.

Access and equity

Some Units of Study have inherent requirements. These are the fundamental abilities, attributes, skills and behaviours needed to achieve the learning outcomes of a unit while preserving the academic integrity of the course as a whole.

Students and prospective students must be able to constantly demonstrate that they have acquired or have the ability to acquire the inherent requirements for their course.

Reasonable adjustments may be made to assist students to manage additional circumstances impacting on their studies provided these do not change the academic integrity of the course. These could include additional time in invigilated assessments, provision of a laptop during invigilated examinations or a scribe for invigilated examinations.

Reasonable adjustments do not alter the need to be able to demonstrate the inherent requirements of the course.

Students who believe they will experience challenges completing their unit or course because of a disability, health condition or other reason should discuss their concerns with a **Student Services team member** sooner rather than later as there may be professional accreditation requirements associated with a course.

In the case where it is determined that inherent requirements cannot be met with reasonable adjustments, the Student Services staff can provide guidance regarding other study options.

Student misconduct

When a student is found to not be meeting the requirements of the student rules and responsibilities, this can be classified as behavioural or academic misconduct. Academic misconduct is addressed further on page 39.

Behavioural misconduct (inappropriate personal conduct and behaviour) can include minor breaches (such as inappropriate or offensive language, failure to comply with directions from TAFE Queensland staff, or smoking on TAFE Queensland campuses), or other more serious matters considered major breaches (such as harassment or victimisation, aggressive or abusive behaviour, being under the influence of prohibited drugs in class, wilfully damaging TAFE Queensland property, refusing to obey emergency procedures or refusing to pay fees).

Regardless of the nature and category of misconduct, any breach of student rules and responsibilities can attract a penalty for the student. Possible penalties include:

- Formal Student Support Plan implemented (along with an 'educative conversation' formal meeting)
- Formal warning and probational enrolment
- Grade deduction
- Assessment failure
- Conditions on enrolment
- Financial penalties (particularly for property damage)
- Suspension from studies
- Expulsion from studies

NO EXCUSE FOR ABUSE.

We will NOT tolerate behaviour that is:

- ⊗ threatening,
- ⊗ abusive or
- ⊗ violent

TAFE Queensland is a safe and secure environment for staff and students alike.
In an emergency call 000.

Enrolment and fees

Higher Education student enrolments

Study loads

The standard study loads are:

- a. a standard unit of study is 10 credit points
- b. the standard annual full-time study load is generally 80 credit points
- c. the standard annual part time load is generally 40 credit points.

If you are enrolled in 30 credit points or more in a semester you are considered to have a full-time enrolment status for that semester. The maximum study load for a semester is 40 credit points.

If you are enrolled in less than 30 credits points you will generally be considered to have a part-time study load. The standard part-time study load for a semester is 20 credit points.

Enrolment eligibility

Once you are admitted to the course, you are typically required to enrol and commence study in at least one unit of study each semester. Domestic students are expected to enrol themselves via the Student Portal every semester, while international students will be enrolled by the Faculty Delivery Support Officer

as per the student's study plan.

To be eligible to enrol you:

- a. must have accepted an offer of admission to a course and have completed any course specific enrolment requirements
- b. submitted any outstanding admissions documentation
- c. must have paid any fees and charges that are required to be paid as a condition of enrolment and have no outstanding fee balance
- d. must fulfil the conditions prescribed for HELP-Loan students if admitted into a HELP-Loan approved course
- e. have an approved re-admission application (where relevant)
- f. must not be currently excluded, expelled or suspended from TAFE Queensland.

If you believe that you have completed your enrolment requirements but have yet to receive official confirmation of enrolment you will need to contact your faculty administration to verify your enrolment status.

If you do not meet the eligibility criteria you are not permitted to enrol into Unit/s of Study.

You are not permitted to attend classes, access teaching materials, or engage in the teaching activities in a unit of study unless you are enrolled in that unit of study or are awaiting an outcome of an enrolment application.

Enrolment into Unit/s of Study are subject to the following criteria:

- a. quota restrictions
- b. student study load restrictions
- c. unit of study eligibility requirements (e.g. regulatory and/or professional accreditation requirements)
- d. completion of pre- and/or co-requisites
- e. timing of enrolment application submissions
- f. maximum course completion time limits.

If you do not meet the published enrolment eligibility requirements for a unit of study you must obtain written approval from the course coordinator prior to your enrolment.

Your continued enrolment in a course is subject to maximum enrolment time limits that are measured in calendar years from the first day of the semester in which you were first enrolled. If you are nearing the end of your maximum course duration, it is important that you discuss your options with the Faculty Delivery Support Officer or your Course Coordinator.

Unless otherwise mandated by government policy, the maximum time limits for course completion are:

- a. Associate Degree (2 years full-time study) – 5 years
- b. Bachelor Degree (3 years full-time study) – 8 years
- c. Graduate Certificate (6 months full-time study) – 2 years
- d. Graduate Diploma (1 year full-time study) – 3 years
- e. Masters (18 months to 2 years full-time study) – 5 years.

The following are included in the calculation of maximum time limits:

- a. periods of exclusion
- b. periods of approved leave of absence
- c. other approved periods of interruption
- d. non-approved periods of leave
- e. work experience / placements that are part of course requirements.

i Important

The Higher Education Academic Calendar includes key enrolment dates that all students should be aware of.

In particular, census dates (academic and financial) are important if you are choosing to make changes to enrolment and should be adhered to at all times.

Changes to enrolment

Changes can be made to enrolments without notification prior to the start of semester (e.g. adding or withdrawing Units of Study from your enrolment).

After the start of semester, changes can only be made as per the following:

Adding Units of Study

Requests to add Units of Study are made using the Higher Education Student Change of Enrolment Form in the following situations:

- As a standard enrolment within the published enrolment dates, prior to the end of week 2 of semester.
- As an additional study load in order to complete a course or because a unit of study is unavailable in the relevant semester.
- As a personal choice where you are seeking to complete a unit of study that will not contribute to the credit points required for completion of your current course or will result in you completing more credit points than is required to achieve your reward.

You are typically not permitted to enrol in extra Units of Study that do not contribute to the completion requirements for your course, or will result in you completing more credit points than is required to achieve your reward.

To enrol into additional units, you will need to be enrolled as a full fee-paying student and will be in-eligible for a HELP-Loan. If you have over enrolled and remain enrolled into the extra units after the Census Date of your current enrolment you will be financially liable for your Unit/s of Study.

Withdrawing Units of Study

The TAFE Queensland Academic Calendar contains important dates relating to your enrolment that can impact the consequences for withdrawing from a unit of study.

If you wish to withdraw after the start of study you will need to submit a withdrawal application, which you can get, along with the pre-withdrawal checklist, from your Faculty Delivery Support Officer. They can also provide you with the Higher Education Enrolment Fact Sheet – Student for more detailed information.

Important things to note about withdrawing from Units of Study:

- You can withdraw after the Start of Study but before the census date for your unit of study without academic or financial penalty.
- If you withdraw after the census date but before the academic penalty date you will be financially liable for your enrolment.
- If you withdraw after the census date and the academic penalty date you will be financially liable for your enrolment and will incur an academic penalty (Fail) on your official academic record.

If you are wishing to withdraw from all Units of Study and your course of study entirely, the Faculty Delivery Support Officer will coordinate an exit interview with the relevant Higher Education Operations Manager to ensure you can make a fully informed decision and provide feedback for future improvements at TAFE Queensland.

i Important

See the Academic Calendar on page 9 for details of the dates mentioned above.

Leave of absence from study

Sometimes you may need to pause your studies for a period and return later. An approved leave of absence secures your place in the course for the approved period. While on leave, your access to TAFE Queensland services is suspended.

Am I eligible?

A leave of absence will be approved only when all of the following apply:

- You request at least one semester of leave.
- Your course rules permit a leave of absence.
- You have commenced your course and are enrolled in at least one unit of study.
- You have no outstanding fees or fines owing to TAFE Queensland.
- You are still likely to complete the course within the maximum completion period.
- The course will still be offered when you return, and you can reasonably complete it within any teach-out period.
- The requested leave does not exceed the maximum leave allowed for the course (see below).
- Your application is complete and includes all required supporting documents.

i Important

The usual census dates still apply. Applying after a unit's census date may have fee and/or academic consequences. Speak with your Faculty Delivery Support Officer before applying to confirm the timing and implications.

How do I apply?

- Complete the Higher Education Leave of Absence Application Form.
- Attach all supporting documents.
- Submit to your Faculty Delivery Support Officer.
- Apply as early as possible for your intended leave period.

Can I return early?

Yes. To come back before your approved end date, submit the Higher Education Early Return to Study Application Form to your Faculty Delivery Support Officer.

When your leave ends

You must re-enrol by the due date for your unit(s) of study. If you do not re-enrol on time, you will be recorded as Absent without Leave and withdrawn from your course.

Absence without approved leave

If you fail to enrol for a semester and do not have approved leave or an exclusion in place:

- You will be contacted by your Faculty Delivery Support Officer.
- If you do not return to study, your enrolment will be cancelled and you will be withdrawn from your course.

Higher Educations student re-admissions

You will need to apply for Re-Admission if you want to return to study after:

- a. The deferred offer period.
- b. Your offer has lapsed or been declined.
- c. A period of inactive enrolment.
- d. Exclusion/suspension from study.

Requests for re-admission into a course will generally not be permitted when:

- a. You are unlikely to complete the course within the maximum period for completing the course.
- b. You cannot reasonably be expected to complete the course before TAFE Queensland stops delivering it.
- c. You have been excluded on disciplinary or academic grounds and the exclusion period is still current.
- d. You are unable to demonstrate current knowledge or comply with current course and/or professional registration and entry requirements.

You will need to apply for re-admission prior to the start of study date as published in the Higher Education Academic Calendar. The Higher Education Re-Admission Fact Sheet - Student will assist you in completing the Higher Education Re-Admission Application Form.

If you are unsuccessful in your application for re-admission you will be notified in writing of the decision outcome. If your course is still available, you will need to commence an application as a new applicant.

Student fees

TAFE Queensland student fees consist of three separate types of fees:

1. **Tuition Fees** – for your participation in higher education.
2. **Service Fees** – for prescribed administrative services (e.g. documents and records fees, special assessment fees, international fees).
3. **Additional fees** – for additional activities, goods and services related to your education (e.g. consumables and materials, clothing such as uniforms, vaccinations, excursions).

Refer to the Student Fee Schedule for more information.

You must pay Tuition Fees when you enrol, unless you have other arrangements in place (e.g. a Payment Plan). International students must pay Tuition Fees as they are set out in their Letter of Offer.

All tuition fees become overdue once the financial census date has passed.

Payment plans

If you are an eligible domestic student, TAFE Queensland will provide the option for deferred payment of Tuition Fees through a Payment Plan.

Payment Plans must be requested at the time of enrolment or prior to the start of study date for the relevant qualification or Unit/s of Study.

The eligibility requirements for Payment Plans are:

- you are a domestic student and 18 years of age or older (or if under 18 years of age have an appropriate guarantor who is over the age of 18 years)
- the Tuition Fees for your course or Units of Study are \$300 or greater
- you are not a FEE-HELP eligible student
- you have no outstanding debt with TAFE Queensland
- you have the financial capacity to meet the Payment Plan instalments.

To apply for a Payment Plan you will need to fill out a Payment Plan application. If you have further questions about Payment Plans, please ask your Faculty Delivery Support Officer for information.

FEE-HELP loans

For eligible qualifications, TAFE Queensland will offer students the ability to access FEE-HELP Loans.

FEE-HELP loans will enable you to select an option of:

- deferring all Tuition Fees.
- paying a proportion of Tuition Fees up-front, and paying the rest of the Tuition Fees at a later date.

Maximum loan caps apply for FEE-HELP and you will be required to apply separately for this loan. You will be provided with detailed information at the time of application.



Fee debt recovery

TAFE Queensland expects Tuition Fees to be paid at enrolment, via a FEE-HELP loan or under the conditions outlined in the Payment Plan.

If you don't pay Tuition Fees as required, you may be prevented from attending your classes.

TAFE Queensland may refer outstanding Tuition Fees to an appropriate debt collection agency in cases where payment has not been received by the relevant due date, which may also result in additional costs.

FEE-HELP loans re-credit review

A student withdrawing from a course or unit of study prior to the financial census date will not incur a FEE-HELP debt. However, if a student withdraws after the census date, such a debt will be incurred.

If this late withdrawal was due to special circumstances, they may be eligible to apply to have their FEE-HELP balance re-credited for the relevant Unit/s of Study.

All re-credit applications must be made in writing using the FEE-HELP and VET Student Loans Re-Credit Application Form, which can be accessed through your Faculty Delivery Support Officer. Applications must be accompanied by appropriate evidence of special circumstances which applied at the time of withdrawal / relevant study period.

Applications must be submitted within 12 months from the date the student withdrew from the relevant Unit/s of Study, or if not withdrawn, within 12 months of the end of the period in which the Unit/s of Study was to be undertaken.

Assessment of these applications will be undertaken in line with the legislated requirements for FEE-HELP re-credit applications and an outcome advised in writing within 28 business days of the application being received.

Student refunds

TAFE Queensland will provide access to student refunds to students (both domestic and international) from qualifications or Units of Study before the financial census date, or when TAFE Queensland cancels a qualification or unit of study.

For international student refunds, an administration fee may apply depending on the circumstances and timing surrounding the refund application.

For further information on student refunds, please discuss with your Faculty Delivery Support Officer.



Assessment and progression

Assessment methods

Each unit may comprise a mix of formative and summative assessment activities.

Informal assessment (formative)

The primary focus of this kind of assessment is on providing immediate and meaningful feedback to the students on their progress. Formative assessment can help students identify their strengths and weaknesses, targeting areas for improvement, and identifying support required.

Formative assessment can be used by educators to improve their teaching and provide timely information about the areas students are struggling with so that appropriate support can be recommended. Formative assessment does not count towards any results or final grades.

Formal assessment (summative)

Summative assessments evaluate student learning, knowledge, proficiency, and success resulting in a mark or grade against established criterion. Summative assessments are designed to assess both the effectiveness of the unit and the learning of the student. These assessments count towards the final grade in a Unit of Study.

The assessment information in each Unit of Study Guide identifies whether an assessment task is formal or informal.

Successful completion requirements

Your lecturers will provide you with detailed assessment instructions at the start of the semester. A summary of those is included in each Unit of Study Guide.

You are responsible for complying with TAFE Queensland's assessment rules and completing assessment tasks honestly, having regard for academic integrity. You need to follow all assessment instructions, including submission details and retain a copy of your assessment items.

To give yourself the best chance of passing each unit, you should:

- attempt every assessment task
- commence your assessment tasks sooner rather than later
- submit assessments on or by the due date to avoid any late penalties
- seek an extension or deferral for an assessment task in a timely manner
- participate in class discussions and activities
- utilise the student support services available to you.

The Assessment Task Summary in your Unit of Study Guide will advise you of any special conditions associated with each assessment task.

Extensions and deferrals

Extension of Assignments

Examples of written assignments include:

- essays
- reports
- case studies
- laboratory reports
- take-home exams.

If you are experiencing a compassionate and/or compelling circumstance requiring an extension of an assignment due date you must apply for a formal extension. Please contact your Faculty Delivery Support Officer to ensure you are using the correct form.

Deferral of examinations

If you are experiencing a compassionate and/or compelling circumstance that prevents you from attending a scheduled examination, clinical demonstration or time-based practical application of skills and knowledge, you are required to submit a deferral request. Please contact your Faculty Delivery Support Officer to ensure you are using the correct form.

All assignment extensions must be submitted in writing using the correct form and include all required documentation at the time of submission. Refer to the Connect site for the unit to locate the correct forms and procedures.

Failure to submit this request in a timely manner may result in your request being declined or delayed.

Assessment penalties

Late submission

You should be aware that if you submit your assignment after the due date without an approved extension you will have your assessment mark reduced by ten (10) percentage points per day from the total mark available, up to a maximum of seven days late. An assessment task submitted more than seven days after the due date will not be accepted and a zero grade will be awarded to the item.

For example:

If your assessment task is worth 40 marks, the penalty for late submission, if imposed, will be 4 marks (out of 40) for each calendar day after the due date.

So, an assignment given a mark of 30/40, but submitted two days late, will have 8 marks deducted, and therefore receive a final mark of 22/40.

Non-submission

If you do not attempt a summative assessment task, and no extension or deferral has been approved, you will be awarded zero marks out of all available marks for that assessment task.

Word count limit

The word count for a piece of assessment includes all text after the title, with the exception of the cover sheet, reference list and appendices. Quoted material is included in the word count. A word count that is within $\pm 10\%$ of the set length (word limit) is acceptable.

A word count that is outside the 10% will be penalised through a reduction of 10% of the total mark available for the assessment; it will not be reviewed nor feedback provided for that portion of the submission that is beyond the ten percent (10%) word count.

For example:

An assessment task with a 1500-word limit receives a mark of 72 out of 100, but because the assessment task had an actual word count of 1700, a deduction of 10 marks (which is 10% of the total available) will apply. This brings the mark down to 62 out of 100.

Hurdle assessment tasks

A hurdle assessment task is an assessment requirement that must be satisfactorily completed in order to pass a Unit of Study, irrespective of the marks achieved by completion of other components of assessment in the Unit of Study.

Failing to pass the hurdle assessment task will result in a fail grade being awarded for the Unit of Study.

Mandatory assessment tasks

A mandatory assessment task is an assessment task that must be attempted. Failure to attempt a mandatory assessment task will result in a fail grade being awarded for the Unit of Study.

Absence from clinical practicums and/or other applied practice

Students who do not advise TAFE Queensland and seek approval for any absence may be subject to an academic penalty. A marking penalty of 30% of the available marks in that task will be applied unless an explained absence has been approved by the Course Coordinator.

For example:

An assessment task with mandatory clinical attendance requires at least 80% attendance. You obtain a mark of 75 out of 100, but because you did not attend 80% of the sessions and did not explain your absence, a deduction of 30 marks (which is 30% of the total available) will apply. This brings the mark down to 45 out of 100.

Special consideration

Students who believe their performance in an individual assessment task has been affected negatively by compassionate and / or compelling circumstances may apply for Special Consideration. Students requesting Special Consideration must complete the correct form. Eligibility to apply for Special Consideration does not automatically imply eligibility to receive it; you should continue to work towards completing your assessment in time for the due date. You must satisfy criteria specified within the special consideration factsheet.

Please ask your Faculty Delivery Support Officer for the form and fact sheet or download them from the website under **Higher Education Students**.

Resubmission

Resubmission of assessment tasks is not generally available in higher education. Please contact the Course Coordinator if you think you have grounds for resubmission.

Assessment submission, marking and return

Submission

Refer to the assessment instructions on each Unit of Study Guide for information on how to submit your assessment. Submission methods for written assessments may include:

- Electronic (via Connect) submission process:
 - Be sure to read the submission guidelines prior to commencing a task; including file types the system will accept, file name and formatting requirements, etc.
- Hard copy – hand delivered submission process:
 - by the student during class time
 - by the student outside scheduled class time.

When submitting hard copy written assessment items, you should obtain evidence that your submission has been accepted.

Return of assessment

Refer to the assessment instructions for information on how your assessment will be returned to you. Generally:

- Assessments submitted electronically will be marked and returned electronically.
- Hard copy assessments, unless they are being retained, may be returned to you:
 - by the educator during class, in person
 - by the educator outside scheduled class time, in person.

When collecting hard copy assessment items, you will be required to provide evidence of your identity (Student ID/ Driver Licence etc.) and you will need to acknowledge in writing receipt of a returned assessment.

Marking/outcome

Unless otherwise specified in the assessment instructions, you should normally expect your marked assessment to be returned to you within 15 working days of the original due date, if your assessment was submitted/attempted on time. Assessment tasks that are submitted/attempted late or have an approved extension may not be marked and returned within this time frame.

If an assessment task is submitted on time but not returned within the 15 working days, you should make enquiries in the first instance to the Unit Convenor. If the Unit Convenor is not available, please direct your request to the Faculty Delivery Support Officer.

Note: This excludes final examinations.

If you wish to query a result, refer to the student rules for the appropriate processes and timeframes.



Assessment feedback

Feedback can be provided to you in a number of ways depending on the nature of your assessment. This may include individual feedback via comments written on submissions, and voice or video comments within electronic submissions.

General feedback for the cohort may also be provided via the Announcement tool on Connect once all submissions have been marked and results returned to students.

Additional Feedback

Where you are not satisfied with the adequacy of the feedback about your work and require further comment, you

first need to ensure that you have taken advantage of all forms of feedback available.

You may seek informal further feedback by making a written request (email) to the relevant Course Coordinator, within five (5) working days of receipt of your assessment feedback, which outlines:

- what feedback has been received and why it is considered inadequate
- the steps that you have taken to obtain additional feedback
- any exceptional circumstances that have prevented you from accessing all available feedback.

Grading of assessment

Units of Study can incorporate graded and/or non-graded results. Specific criteria are used to judge the level of performance, against the assessment criteria. An assessment rubric or marking guide will be provided for each piece of assessment (where relevant) to assist the students' success in each unit.

The following grade scales are used for final grades in a graded Unit of Study. Information available in each Unit of Study Guide will tell you whether the unit is considered "Standard" or "Non-Standard", for the purposes of grading.

Grades	Point	Standard Unit of Study	Non-Standard Unit of Study
High Distinction	7	85 - 100%	90 - 100%
Distinction	6	75 - 84%	80 - 89%
Credit	5	65 - 74%	70 - 79%
Pass	4	50 - 64%	60 - 69%
Marginal Fail	3	35 - 49%	50 - 59%
Fail	2	21 - 34%	21 - 49%
Low Fail	1	0 - 20%	0 - 20%

Non-graded Units of Study and/or individual assessment tasks or completion requirements are graded as SH (Satisfactory) or UH (Unsatisfactory).

Moderation

Assessment items and final grades will be reviewed through moderation processes. It is important to be aware that assessment is always subject to final ratification following the examination period and that no single result represents a final grade in a unit.

Academic integrity and assessment

TAFE Queensland is committed to maintaining high academic standards to protect the value of its qualifications. As such, assessment tasks may be subject to the application of TAFE Queensland's online Plagiarism Checker.

Students have the responsibility to submit only work which is their own, or which properly acknowledges the thoughts, ideas, findings and/or work of others.

The Higher Education Academic Integrity – Student Fact Sheet outlines student responsibilities relating to academic work.

A breach of these rules will result in academic student misconduct. This is taken seriously at TAFE Queensland and includes such things as cheating, plagiarism, collusion, recycling of assignments and misrepresentation.

Penalties for academic misconduct can vary in severity and can include being excluded from the course.

Plagiarism and contract cheating

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism. If you use the words or ideas of others in your assignments you must reference them accordingly. Contract cheating occurs when you employ or use a third party to undertake their assessed work for them and submitting it as your own, regardless of whether you pay for the cheating service or not.

Students should be aware that it is an offence for any person to provide or advertise academic cheating services relating to the delivery of higher education in Australia, whether that person is in Australia or elsewhere.

Supplying TAFE Queensland study materials or assessments to third party online platforms (such as Course Hero) is also considered major academic misconduct.

Plagiarism checker

The TAFE Queensland Plagiarism Checker will be used in each unit, in order to enable:

- students to improve their academic writing by identifying possible areas of poor citation and referencing in their written work
- academic staff to identify areas of possible plagiarism in students' written work.

While the plagiarism checker can help in identifying problems with plagiarism, avoiding plagiarism is more important. Information on avoiding plagiarism is available from **Student Support Services**

For any assignment that has been created to allow submission through the Plagiarism Checker (check the Assignment submission details for each assessment task), you should submit your draft well in advance of the due date (ideally, several days before) to ensure that you have time to work on any issues identified by the checker.

On the assignment due date, educators will have access to your final submission and the Originality Report of your submission.

Academic Integrity module

The free Academic Integrity module is available on your Connect page. We strongly encourage all students to complete this short learning module on enrolment, BEFORE first assessment items are due. You can refresh your knowledge by reviewing the module at any time during your studies. The module outlines exactly what is expected of students when it comes to maintaining academic integrity in their assessment items.

i Important

Both plagiarism and contract cheating are considered **academic misconduct** and therefore a breach of the Higher Education Academic Integrity rules.

Artificial Intelligence (AI)

Students have a responsibility to ensure that they engage with generative AI ethically and sensibly and adhere to the assessment conditions for each assessment task. Claiming authorship over work that is not your own, without acknowledgement, is a breach of academic integrity. Part of academic integrity is being clear about how your work has been produced and not misrepresenting where information and ideas have come from.

AI is concerned with building machines capable of performing tasks intelligently by problem solving or completing tasks. It is a broad field that involves computer science, linguistics, mathematics, cognitive science, philosophy, neuroscience, and more.

- “AI is not a primary source of information, it is a language processing model. The information that AI generates is unreliable and must be reviewed critically for accuracy and appropriateness.

- Tools such as ChatGPT are commercially oriented and use any data that is entered by users to train their algorithms. This data is not treated as confidential or secure (e.g. it is possible that the information students enter into ChatGPT could be reported to TAFE Queensland).
- ChatGPT generates content from other content on the Internet. This means that generated content may constitute repurposed or stolen intellectual property.
- AI technologies cannot process knowledge, think or feel in the same way as a human, and may not address cultural contexts and social nuances in their responses.

AI can be a useful study tool, provided you engage with it critically and are mindful of the above ethical and integrity considerations” (Adopted from [Monash University](#)).

Referencing

Referencing is an important component of academic work. All assessment tasks should be appropriately referenced.

The specific details of the referencing requirements are included in each assessment task description in the Unit of Study Guides. The appropriate referencing style at TAFE Queensland is [American Psychological Association \(7th ed.\)](#).

(Nursing) or [Harvard](#) (Dental Prosthetics, Civil Engineering and Cyber Security).

i Referencing help

TAFE Queensland libraries provide information on presentation of assignments, including referencing styles and should be referred to when completing assessment tasks.

Professional practice / work integrated learning

TAFE Queensland’s Higher Education courses are all designed to meet industry need – so we have embedded industry engagement in each course through our professional practice units (also known as work integrated learning).

For the duration of each of these units, you are required to attend a workplace and undertake duties as set by the workplace supervisor. Attendance at the agreed workplace for the agreed hours is mandatory; non-attendance may be grounds for failure of the unit

In some courses, students will be placed in pre-arranged workplaces according to agreements between TAFE Queensland and the employer (this is often due to the limited places available for students in these workplaces such as hospitals for nursing students). In other courses, students are encouraged to find their own professional placement employer.

Where this is the case, students are encouraged to consider employers they might like to work for in future and approach the organisation themselves to seek placement opportunities.

In all cases, an agreement must be in place between TAFE Queensland and the placement employer before the student attends the placement opportunity, to ensure appropriate insurance and supervisory arrangements are in place.

i Need help?

At all times, the faculty placement team can assist students with any questions about professional practice placements or how to approach potential workplaces.





Support for students at risk

If you find you are struggling with anything related to your studies, it is important that you speak to your Educator/s or the Faculty Delivery Support Officer as soon as possible. TAFE Queensland has many support services available for students, whether it be academic or personal matters, however students should self-identify the need for these services if at all possible.

Any students identified as 'at risk' of not progressing through the course (either self-identified or identified by an Educator through subject failure or similar) will meet with TAFE Queensland staff to set up a Student Support Plan for the following semester, which will require student and staff agreement on support measures, with the plan being monitored over the course of the semester. We want you to succeed in your studies and this will help you do that.

- **Are you struggling to juggle a full-time study load with the rest of your life?** Maybe we can help you with reducing your load. The minimum number of units that a higher education domestic student must study is 3 per year.

- **Is there a unit where you just cannot grasp the key concepts?** Maybe we can help you find some additional tutoring with an Educator or a past successful student.
- **Have you failed an assessment due to plagiarism but do not understand what you did wrong?** Maybe we can point you in the direction of some of our library services which can provide personalised referencing help.
- **Has something happened in your life that is making the thought of study just too overwhelming right now?** Maybe we can discuss your options for support such as counselling services, AccessAbility support, or Indigenous support services.

These are just some of the ways we can support you through those more difficult times in your study journey. **Ask your Faculty Delivery Support Officer if you feel you could do with this further support.**

Feedback, compliments and complaints

General feedback

If you want to provide feedback to TAFE Queensland at any time throughout your studies, you can do so by using the online feedback form on our website at tafeqld.edu.au/feedback.

Course and unit feedback - surveys

As part of our commitment at TAFE Queensland to improving the quality teaching, we regularly seek feedback on your learning experiences. Student feedback informs evaluation of teaching strengths and areas that may need refinement or change.

You'll receive a series of student surveys at different points throughout your study journey. Surveys are a vital part of improving the student experience, so we encourage you to complete all surveys you receive. All responses are confidential, with any unit-specific feedback fed back anonymously to the Unit Convenor.

You can also provide feedback at other times to the Unit Convenor, Course Coordinator and/or through Student Representatives.

Student Experience Survey (SES) ^{**}

WHO

Higher Education students enrolled in a TAFE Queensland TEQSA accredited higher education course.

WHEN

Annually (usually August).

Student Evaluation of Teaching

WHO

Higher Education students enrolled in a TAFE Queensland TEQSA accredited higher education course.

WHEN

Six monthly (usually May and October).

Graduate Outcomes Survey (GOS) ^{**}

WHO

Higher Education graduates from a TAFE Queensland TEQSA accredited higher education course.

WHEN

Six monthly (usually May and November).

NOTE: the above list is indicative only, you may also receive other surveys to complete.

^{*} deployed by external contractor or organisation

[^] Additional Quality Indicators for Learning and Teaching (QILT) surveys for higher education students



Student appeals and reviews

This internal process is used for appeals against assessment decisions, attendance and progression decisions, and student misconduct decisions. All other complaints will be handled by the complaints management process.

If you feel any of these decisions have been made unreasonably or you have evidence to be taken into account as to why the decision should be different, you can lodge an Internal Appeal Request Form (must be lodged within 20 business days of receiving the original decision).

The internal appeals process includes consideration of the appeal by a Disciplinary and Appeals Committee, and is managed by the relevant General Manager. You should receive an outcome of your appeal within 20 business days of lodging the form.

If you remain dissatisfied with the outcome of your appeal, there are external appeal options you can take. Speak to your Faculty Delivery Support Officer or consider the information provided in your appeal outcome letter for further information.

Complaints management

All other negative feedback and complaints are handled under the Complaints Management Policy and its associated Complaints and Feedback Procedure.

Students can be assured that every complaint or piece of negative feedback that is lodged through the website or in writing will be managed according to the appropriate procedure, with information being shared only with relevant authorised TAFE Queensland staff.

Students are also able to appeal the outcome of a complaint by following the internal review process outlined in the outcome letter, and later externally through the Queensland Ombudsman or the National Student Ombudsman (higher education only) if they feel the matter remains unresolved.

TAFE Queensland welcomes feedback from students at any time to help inform positive improvements across our courses and campuses.

Safety and security

Safety on campus

As a student, there are steps you can take to help ensure the safety of yourself and others:

- don't leave personal belongings unattended or bring valuable items onto campus
- be mindful of your sitting position as poor posture can lead to physical and mental fatigue, and possible injury
- be careful when lifting or moving heavy objects and remember to use your knees, rather than your back to lift the weight
- obey safety signage and wear appropriate personal protective equipment (PPE)
- only use property, plant and equipment for its intended purposes
- follow directions given by TAFE Queensland staff
- report all injuries incidents, hazards or near misses to your educator
- follow all car park speed limits, and park in designated car parks, be aware that people are moving around
- electronic bikes, scooters, skate boards are not permitted inside buildings
- we share our campuses with resident wildlife, be aware of your surroundings.

You are entitled to respectfully challenge directions or decisions of TAFE Queensland staff if you think they are unlawful, unreasonable, or could endanger a person's health or safety.

Smoke-free and vape-free campuses

Our number one priority is providing a safe, healthy and productive place for you to study. As part of our commitment to provide healthy, vibrant campuses for our students, all TAFE Queensland campuses are smoke free. This also includes burning tobacco products, herbs, drugs, oils, vapes, e-cigarettes, or other devices.

For more information, including support services to help you quit, visit tafeqld.edu.au/smokefree.

Emergency situations

In the event of an emergency, it's critical that you follow any directions from staff or emergency services personnel.

Fire wardens, identified by safety helmets and high-vis vests, will communicate safety instructions to students and staff.

If you hear the evacuation alarm, evacuate the building immediately as directed. Do not use the lifts or escalators* and leave your personal items behind. Go immediately to the evacuation assembly location points. These can be found on campus maps found in the *Discover your campus* section of this handbook.

In the event of a campus lockdown your educator will locate a secure area within the building where you can remain out of sight. Ensure your mobile phone is set to silent in this situation.

In the event of a minor incident requiring first aid, notify your educator or nearest member of staff. There are a number of First Aid Officers on call and first aid kits available at each campus.

*if you require assistance to ensure successful evacuation and response in emergencies, please speak to our customer service team, student support, or your educators about creating a Personal Emergency Response Plan (PERP).

Sexual assault and harassment

At TAFE Queensland we have a zero tolerance policy for sexual assault and harassment. This is known as sexual misconduct.

We are committed to providing a safe and secure environment for our students and offer support services for students who have experienced sexual assault or harassment. This includes supporting victims of assault

or harassment to continue to engage with their studies, as well as taking appropriate action against perpetrators.

If you experience sexual assault or harassment you can contact your local student support services team, educator, or any other member of staff. You can choose to make an anonymous disclosure or formally report the behaviour, which will involve an investigation.

Alternatively, you can lodge a complaint / feedback ticket via the website and it will be directed to the relevant Director of Faculty for further action.

For immediate on-campus assistance, approach a staff member or call campus security.

Cyber bullying

Cyberbullying is the intentional use of technology to hurt, threaten, harass or humiliate a person and cause fear and distress. TAFE Queensland has zero tolerance for cyberbullying and is committed to ensuring our learning environments are safe, respectful and inclusive. We are committed to addressing and resolving all incidents of student misconduct and encourage students to speak up if they are being bullied online.

If you experience cyberbullying during your studies, please contact your educator who can provide you with additional information and support.

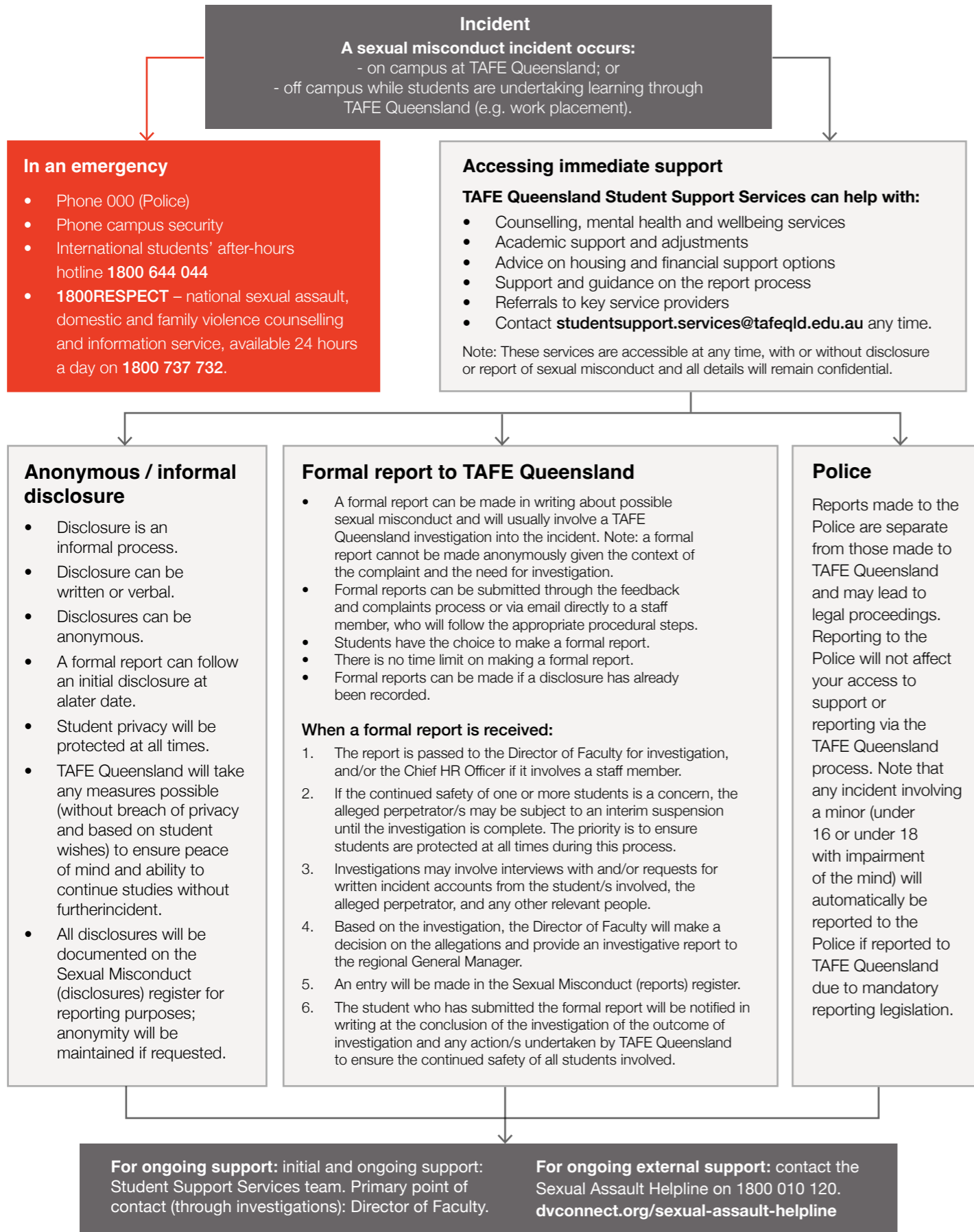
Student support

For mental health, wellbeing and counselling services, turn to page 18 for more information.

You can also visit tafeqld.edu.au/student-support.

**In an emergency
call 000.**

This flow chart outlines the processes available to students where the incident is covered by the Sexual Misconduct Prevention and Response Student Policy, however the supports listed can be accessed at any time. Support after an experience of sexual misconduct is available to all students, regardless of where or when the incident/s occurred. NOTE: this flow chart relates to the Student Sexual Misconduct Response Procedure; a student-related procedure. Any incidents involving staff will be considered with the Sexual and Sex-based Harassment Prevention and Response Policy (staff).



Graduation and beyond

At the completion of your student journey comes the culmination of your time at graduation. Our graduates head out to industry with practical skills and experience, and a rich understanding of the field into which they are entering.

TAFE Queensland graduate attributes

TAFE Queensland is committed to supporting students to develop a range of attributes that, upon successful completion of your course, will enable you to participate effectively in the workforce and contribute positively to the community in which you live. Each unit in your course contributes in some way to the achievement of the following TAFE Queensland Graduate Attributes.

1. Critical and reflective thinkers.
2. Ethical, culturally and socially responsible.
3. Active, independent and life-long learners.
4. Creative and innovative thinkers.
5. Knowledgeable and skilled.
6. Communicators, collaborators and leaders.
7. Information and digital literate.

Completion of course – eligibility to graduate

All students who have fulfilled the academic and administrative course requirements are eligible to graduate. In order to be eligible to graduate, you must not have any of the following outstanding:

- incomplete Units of Study (that is, you must have successfully passed each unit of study required for the course)
- fees owing
- Unique Student Identifier (USI) missing
- library fines owing
- assessment appeals.

Once each requirement has been confirmed as met, the Delivery Support Officer for your faculty will confirm that you are eligible to graduate, and your name will be considered by the Higher Education Academic Board at its next meeting.

Conferral of awards

The Higher Education Academic Board is the delegated authority to confer higher education awards. At each meeting, it considers the list of graduands and approves conferral.

After conferral, you should expect to receive your official Testamur, Record of Results and Australian Higher Education Graduation Statement in the mail to the address on your student portal.

For this reason, it is important that your mailing address remains updated even when you have finished studying.

Graduation ceremonies

We love to celebrate the hard work and achievements of our graduates, and hold an annual graduation ceremony. Every graduate from the previous 12 months is invited to the graduation ceremony to celebrate with their student colleagues.

If you would like to attend a graduation ceremony, you will need to register. All students will receive an email towards the end of their studies with graduation details and information on how to register for the ceremony. There may be guest limits depending on the venue, and a cost may apply.

For more information, see our website: tafeqld.edu.au/current-students/graduations

Professional associations

All of our higher education courses have relevant professional association input throughout the course, and you will learn all about the requirements of working in the profession. It is important that our students and graduates are fully informed about their registration options so they can make an informed decision about applying for professional association membership.

TAFE Queensland encourages students and graduates alike to investigate membership of the relevant professional bodies as early as possible in their careers, to ensure they can remain current in their professional expertise and engage with others in the industry.

Getting a job

Our TAFE Queensland career and employment services can help you from the time you are a student prepare for your new career. The TAFE Queensland Jobs Board helps to connect potential employers with our students, and some of our campuses have dedicated Job Matching Officers to help with preparing you for job searching.

Helpful resources covering topics like resumes and cover letters are also available at tafeqld.edu.au/blog.

For us at TAFE Queensland, getting you qualified is only the beginning – we want to see you in your dream job and we can help make it happen! Find out more at our website:

tafeqld.edu.au/current-students/support-services/career-and-employment-services

Pathways to further study

If you have enjoyed your time as a student and maybe don't want it to end, why not consider further study? Perhaps one of our VET courses might be a useful addition to your skills arsenal, or maybe there is some postgraduate study on offer at one of our partner institutions that sparks your interest. Our Pathways team can help you find the best option for your next step in your life of learning. Start by having a look at their website here: tafeqld.edu.au/courses/pathways-to-university

Alumni network

Keep up to date with all the news at TAFE Queensland, as well as staying in touch with our staff and further study opportunities through joining our Alumni network. We love to hear graduate success stories and want to continue to support you as you excel in your chosen profession.

Register for the Alumni network here: tafeqld.edu.au/about/life-at-tafe/graduates





TAFE Queensland acknowledges the Traditional Custodians of Country throughout Australia and respects the continuing connection to land, waters, cultures and family that First Nations people uphold. We pay respect to Elders past and present. We recognise that teaching and learning has taken place on Country for over 60,000 years and two-way learning is an important part of our reconciliation journey.

Contact us



tafeqld.edu.au/enquire-now



Visit a customer service centre on any campus during business hours.

Stay connected

Keep up-to-date with the latest information on what's happening at TAFE Queensland and your local campus by connecting with us on social media.



facebook.com/TAFEQueensland + your campus



[@tafeqld](https://instagram.com/tafeqld)



linkedin.com/company/tafe-queensland



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