



Student Handbook

2024



Welcome

from the CEO

Welcome to TAFE Queensland, the largest and most trusted training provider in the state. For over 140 years we have had the privilege of helping our students change their lives, achieve their career aspirations, and make great happen.

As a member of the TAFE Queensland family, you now have access to opportunities that you may never have thought possible. Today is your first step on your pathway to greatness and we are proud to be with you, every step of the way.

You have made a great choice for your future, one that will have tangible, real-life outcomes. Almost 84 per cent of our graduates go on to work or further study – proof that our experienced teachers and practical learning environments prepare our students with real-world skills.

Whether you are completing an entry-level certificate or a bachelor degree, are starting

your career or taking the next step, you will gain industry-relevant skills to hit the ground running. You will also learn how to be agile in an ever-changing workplace – this is what makes our training so valued by employers.

If you are ever in need, we are here to help. We provide the specialised support, individual attention, industry contacts and state-of-the-art facilities you need to succeed. No matter where you come from or where you want to go, everyone at TAFE Queensland is committed to helping you achieve your goals.

Welcome again. We cannot wait to see how you define your greatness.

A handwritten signature in black ink, appearing to read 'John Tucker'. The signature is fluid and stylized, with a large loop at the end.

John Tucker

Chief Executive Officer
TAFE Queensland

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NOTE FOR INTERNATIONAL AND HIGHER EDUCATION STUDENTS Some of the information contained in this student handbook applies to domestic and/or vocational education and training (VET) students only. International and 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 printing, 27/02/2024. 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 Aboriginal and Torres Strait Islander people who are deceased. Readers are warned that this publication may inadvertently contain such photographs.

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.

Access your student online orientation (SOO) 2024

Visit connect.tafeqld.edu.au

Click on the 'Select a Unit' icon at the top of the page to choose: 'TAFE Queensland South West Student Orientation'.

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.

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

Credit transfer and RPL

If you've previously completed studies at TAFE, university, or another education provider it's worth checking to see if you're eligible for a credit transfer. A credit transfer can reduce the amount of units you need to complete to receive your qualification, saving you time and money.

Alternatively, if you have previous work or volunteer experience in your industry you may be eligible for Recognition of Prior Learning (RPL). Contact your local Customer Service Centre for more information or to see if you're eligible for credit transfer or RPL.

2024 Academic calendar

January						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			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	

October						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			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						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						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

TAFE Queensland Online intake 1	22 January
Start of Semester 1 Start of Term 1	22 January
TAFE Queensland Online intake 2	4 March
Mid-semester break starts End of Term 1	28 March
Semester 1 resumes Start of Term 2	15 April
TAFE Queensland Online intake 3	22 April
TAFE Queensland Online intake 4	3 June
National Reconciliation Week	27 May - 3 June
Mid-year break starts End of Term 2	21 June
NAIDOC Week	7 - 14 July
Start of Semester 2 Start of Term 3	8 July
TAFE Queensland Online intake 5	22 July
TAFE Queensland Online intake 6	2 September
WorldSkills Lyon 2024	10 - 15 September
Semester 2 resumes Start of Term 4	30 September
TAFE Queensland Online intake 7	14 October
TAFE Queensland Online intake 8	25 November
End of Semester 2 End of Term 4	6 December

Public holidays (Campus closures)

New Year's Day Public Holiday	1 January
Australia Day	26 January
Good Friday	29 March
Easter Monday	1 April
ANZAC Day	25 April
Labour Day	6 May
King's Birthday	7 October
Christmas Day	25 December
Boxing Day	26 December

Please visit www.qld.gov.au/recreation/travel/holidays/show for your local show public holiday.

Legend

 Public Holiday	 Key Dates
 Semester 1	 Semester 2
 Term 1	 Term 3
 Term 2	 Term 4

For updates or to download a printable version of the calendar, 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. Students in select campuses may also be able to access their timetable online at tafeqld.edu.au/timetables.

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.

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. For some student cohorts, you will instead need a physical ID card for certain courses, and if your course includes a vocational placement.

Your digital ID card won't allow you to access buildings or do printing and photocopying, but it will allow you to use the library.



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 VET 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

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**.



Microsoft 365 and Student email

tafeqld.edu.au/microsoft-365

Username:
studentnumber@tqstudent.edu.au

Password:
Your network password

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.

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. Your educators will provide further information on referencing and plagiarism during orientation and/or in class.

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 acknowledgment, is a breach of academic integrity.

Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct and any student found to be engaging in these services will face disciplinary action.

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

Privacy and feedback

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 we do not provide information to third parties without your consent, unless required to do so legally. For more information, you can view our privacy statement at tafeqld.edu.au/privacy.

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.



Surveys

At TAFE Queensland we value your feedback. That's why 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.

SAS Student Training and Employment Survey

WHO

Students receiving government subsidised training under Certificate 3 Guarantee (C3G) or Higher Level Skills (HLS).

WHEN

Quarterly
(March, June, September, December).

Early Experience Survey (EES)

WHO

All newly commenced Vocational Education and Training (VET) students completing accredited training (excluding RPL, off shore, AMEP, ELICOS, and third party provider students).

WHEN

Within three weeks of the start of semester (usually February and July).

Student Satisfaction Survey (SSS)

WHO

VET students enrolled in accredited training within the semester, on shore (excluding higher education, AMEP, nonaccredited training, credit transfer and RPL students).

WHEN

Six monthly (usually May and November).

Learning and Teaching Survey (LTS)

WHO

Selected VET and international students undertaking accredited or non-accredited training.

WHEN

Mid-way through the course of your studies.

NCVER Student Outcomes Survey (SOS)*

WHO

Selected VET students issued with an award in the previous calendar year.

WHEN

Annually (usually May/June).

Quality Indicator Survey (AQILEES)*

WHO

All on, and offshore, students who have participated in VET activity during the specified calendar year.

WHEN

January.

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

* deployed by external contractor or organisation

Safety and security

Smoke-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.

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 teacher
- 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.

COVID-19 health advice

Safety and wellbeing is TAFE Queensland's top priority and we will continue to follow the advice provided by Queensland Health, who is leading the State Government's response to COVID-19.

For the latest information, visit tafeqld.edu.au/health-advice.

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 teacher 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 teacher 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.

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, teacher, or any other member of staff.

For immediate on-campus assistance, 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 a 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 teacher who can provide you with additional information and support.

Student support

For mental health, wellbeing and counselling services available through TAFE Queensland, turn to page 16 for more information.

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

**In an emergency
call 000.**

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) 3817 3357** or [**Megan.Buxton@tafeqld.edu.au**](mailto:Megan.Buxton@tafeqld.edu.au)

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**](http://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



Career and employment services

Getting your qualification is only half the story. At TAFE Queensland the real end game is job outcomes for our students. If you're studying at select locations, you may be able to access specific career and employment resources and services. You can also speak to your educators and our counsellors about planning your career pathway, applying for jobs, and your future career development.

For more information visit tafeqld.edu.au/career-and-employment-services.

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

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.

i Learning support

You can contact Learning Support on tafeqld.edu.au/studentsupport



Aboriginal and Torres Strait Islander 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) 46941326** or **Tammy.Rasmussen@tafeqld.edu.au**

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) 3817 3050** or **Lizzy.King@tafeqld.edu.au**. 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.

Basic Key Skills Builder

Understanding your skills and knowledge levels is an important step in preparing for study success. The Basic Key Skills Builder (BKSB) is an approved online assessment tool that determines English and maths levels within the Australian Core Skills Framework (ACSF). We recommend all students complete the BKSB before commencing training to identify current learning strengths, and where additional current support may be needed to help you achieve your study goals.

Getting started

Completing your BKSB assessments unlocks free resources that you can access and complete anytime at your own pace.

You'll receive an email invitation with your BKSB login details and should complete the English and maths initial assessments as soon as possible. Get your BKSB assessment started today at tafeqld.edu.au/bksb.

Who needs to complete the BKSB assessment?

TAFE Queensland students applying for a VET Student Loan who cannot provide an Australian Year 12 Certificate of Education (or equivalent) must complete a BKSB skills review. Other students may need to complete the BKSB to meet course pre-requisites or eligibility requirements for certain funding options or concession prices.



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.



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 programs 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 8 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

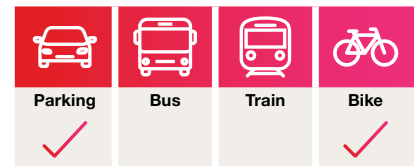
You can also access *Connect* using the Brightspace Pulse App. With Brightspace Pulse you can access communications, content and grade results in *Connect*.

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.

Charleville

66 Galatea Street,
CHARLEVILLE QLD 4470



Our Charleville location is located close to the town centre and provides industry-relevant training to develop in-demand skills.

Please note that Charleville's opening hours are dependent on current course delivery and that the campus may be unattended if there are no classes scheduled. Contact us on **1300 308 233** or through our website.

Getting to campus

Public transport

There is no public transport available to the Charleville campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

Parking is available in the streets surrounding the campus. Make sure you check street signage for local parking restrictions.

Facilities

- Aged care and individual support training facilities
- Early Childhood Education and Care classroom

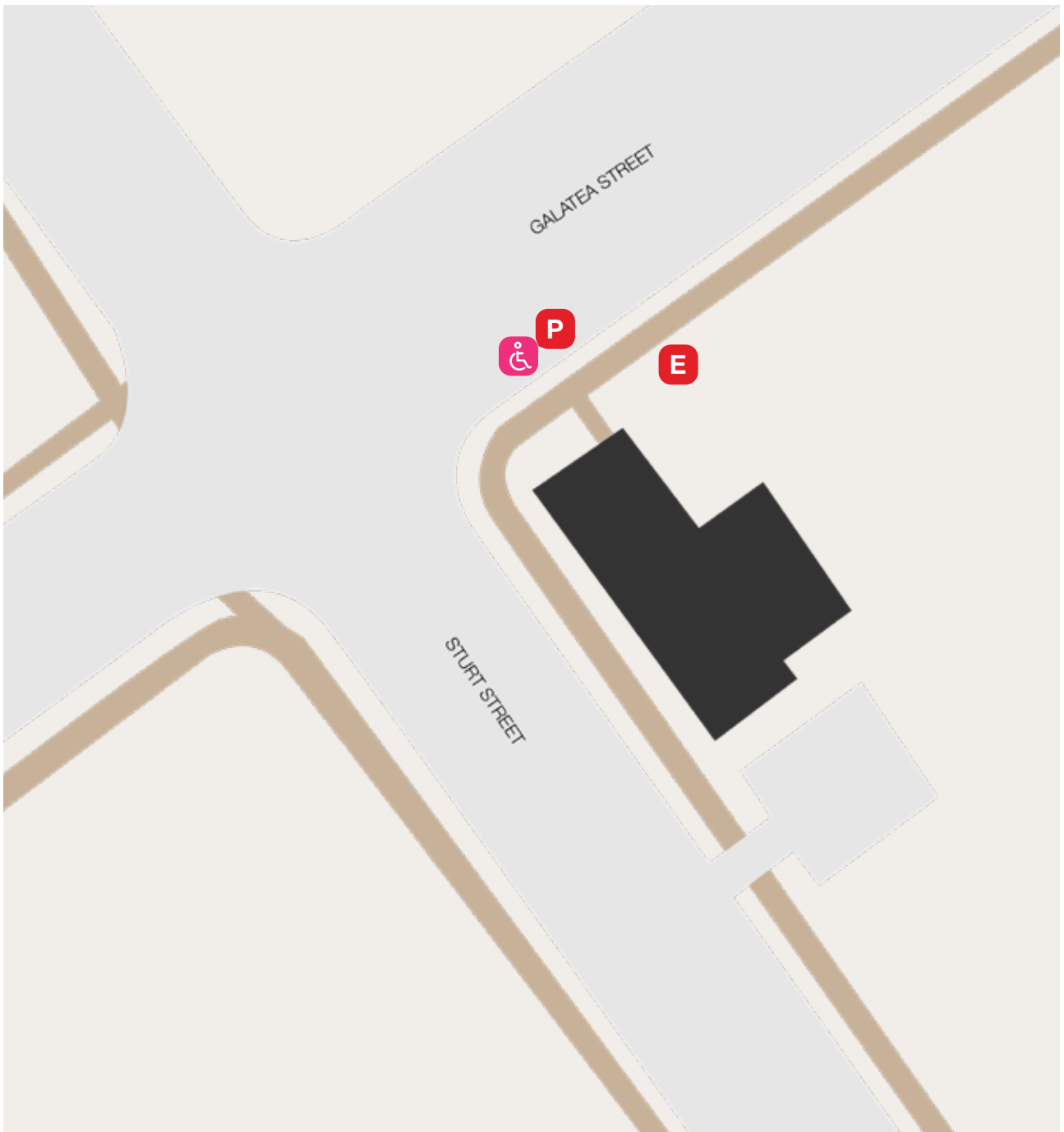
Places to eat







- Charlotte's Nest
- Hotel Coronas Charleville
- Local IGA stores less than a 10 minute walk

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
	Buildings	 Parking
	Pathways	 Emergency Assembly Point
	Road	 Wheelchair access

Chinchilla

9 Zeller Street,
CHINCHILLA QLD 4413

			
Parking	Bus	Train	Bike
✓	✗	✗	✓



Our Chinchilla campus is located in the grounds of the Chinchilla State High School, adjacent to the Chinchilla Showgrounds. Chinchilla is a hub for the agricultural, resources and construction industries in the region.

Getting to campus

Public transport

Taxi services are available through Chinchilla Taxi Service, however there is no public transport available to the Chinchilla campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free street parking available for students at our Chinchilla campus.

Facilities and services

- Electrotechnology trade training facilities
- Modern classrooms
- Student Support Officer
- Student lounge
- Video conferencing facilities

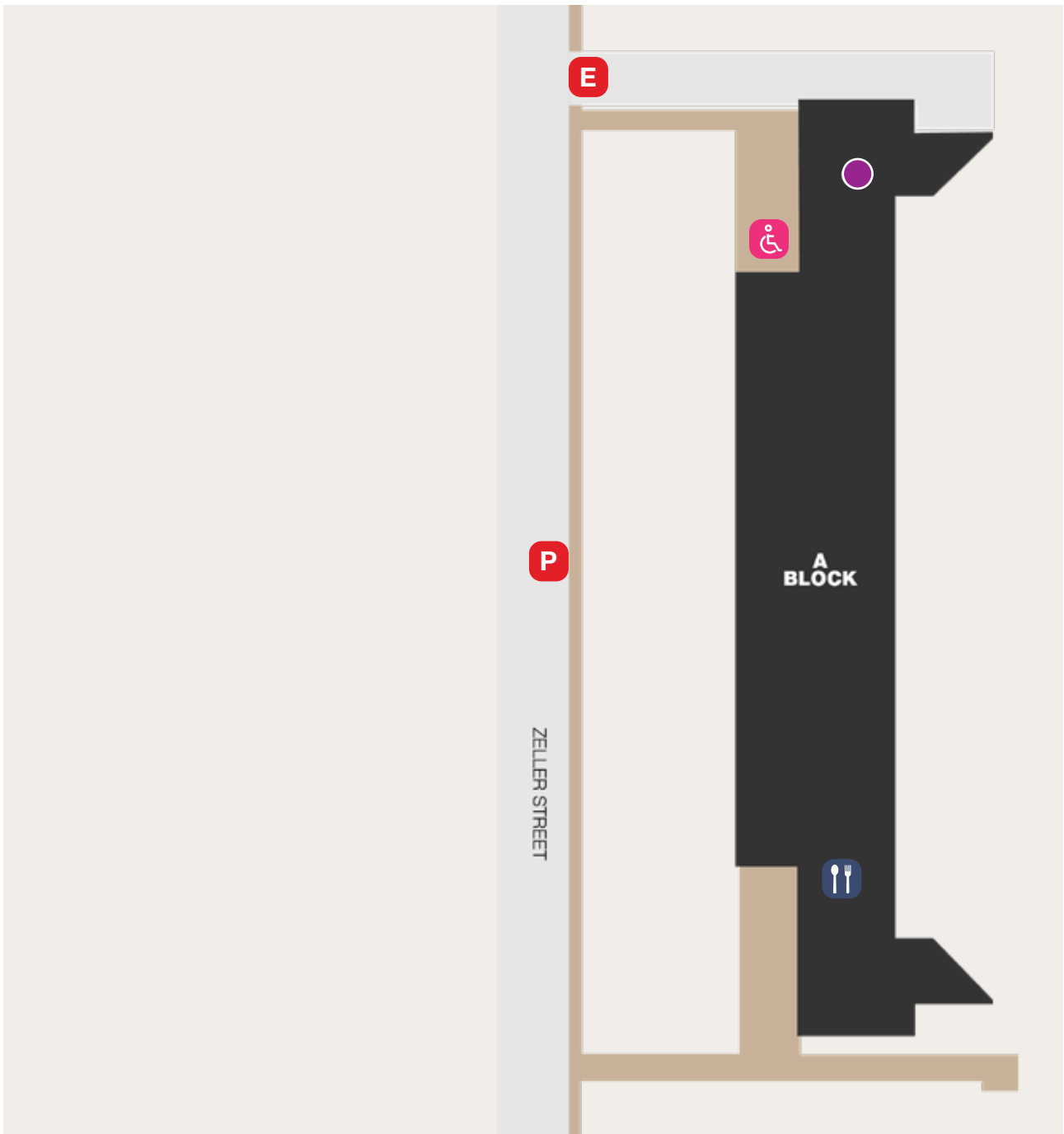
Places to eat









- Kitchen facilities available on-campus.
- Closest cafes and restaurants are located in town, less than a 5 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Customer Service
 Pathways	 Emergency Assembly Point	 Kitchen Facilities
 Road	 Wheelchair access	

Dalby

463 Bunya Highway,
DALBY QLD 4405

			
Parking	Bus	Train	Bike
✓	✗	✗	✓



Set among beautiful landscape, Dalby is a thriving regional centre as well as a hub for the surrounding rural communities. Our Dalby campus is located a five minute drive from the town centre and provides training across a range of industry areas.

Getting to campus

Public transport

Taxi services are available through Dalby Courtesy Cabs, however there is no public transport available to the Dalby campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free on-site parking available which can be accessed via the Bunya Highway entrance.

Facilities

- Automotive workshop
- Industry-current engineering workshop
- Purpose-built hair salon
- Video conferencing capabilities
- Student kitchen

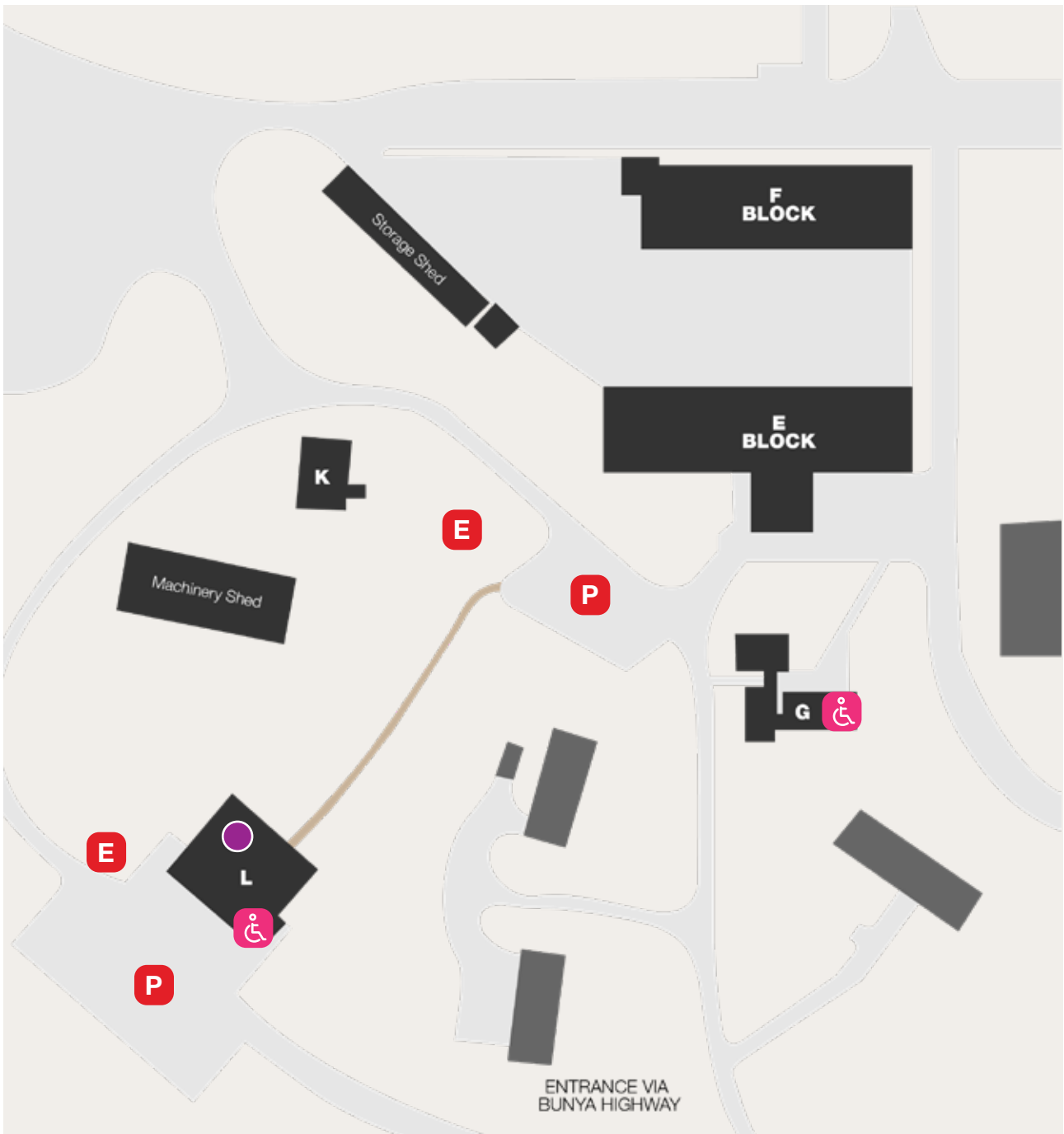
Places to eat








The closest cafes and restaurants are located in town, less than a 10 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Customer Service
 Pathways	 Emergency Assembly Point	
 Road	 Wheelchair access	

Inala

54 Thrush Street,
INALA QLD 4077

			
Parking	Bus	Train	Bike
✓	✓	✗	✓



The Inala campus has provided essential education and training to the local community for over 13 years. The campus has a diverse and multicultural student cohort and offers training for job seekers as well as English classes for migrants and refugees.

Getting to campus

Public transport

Our Inala campus is easily accessible via public transport with the closest bus stop located on Partridge Street.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free on-site parking available for students at our Inala campus.

Facilities

- Modern classrooms
- On-site parking
- Wudu room

Places to eat










- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 5 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.

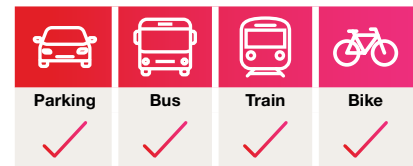
For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Resources
 Pathways	 Emergency Assembly Point	 Customer Service
 Road	 Wheelchair access	 Canteen

Ipswich

Corner Mary
and Byrne Streets,
BUNDAMBA QLD 4304



Located in the outer suburb of Bundamba, our Ipswich campus offers a convenient location for students in Ipswich and surrounding areas. The campus is conveniently located 10 minutes from the Bundamba train station with nearby childcare facilities also available.

Getting to campus

Public transport

The campus is less than a 10 minute walk from the Bundamba train station with the closest bus stop located at the front of the campus on Byrne Street.

Bikes

If you live nearby, cycling could be a cost effective option to get to class with bike racks available on campus.

Parking

We have plenty of free on-site parking available for students at our Ipswich campus with entrance via Byrne Street.

Facilities and services

- Auditorium and theatre
- Automotive and engineering workshops
- Canteen
- Client support services
- Clinical nursing training facilities
- Computer labs
- Construction facilities
- Hairdressing and beauty salon
- Horticulture centre
- Library
- Training restaurant

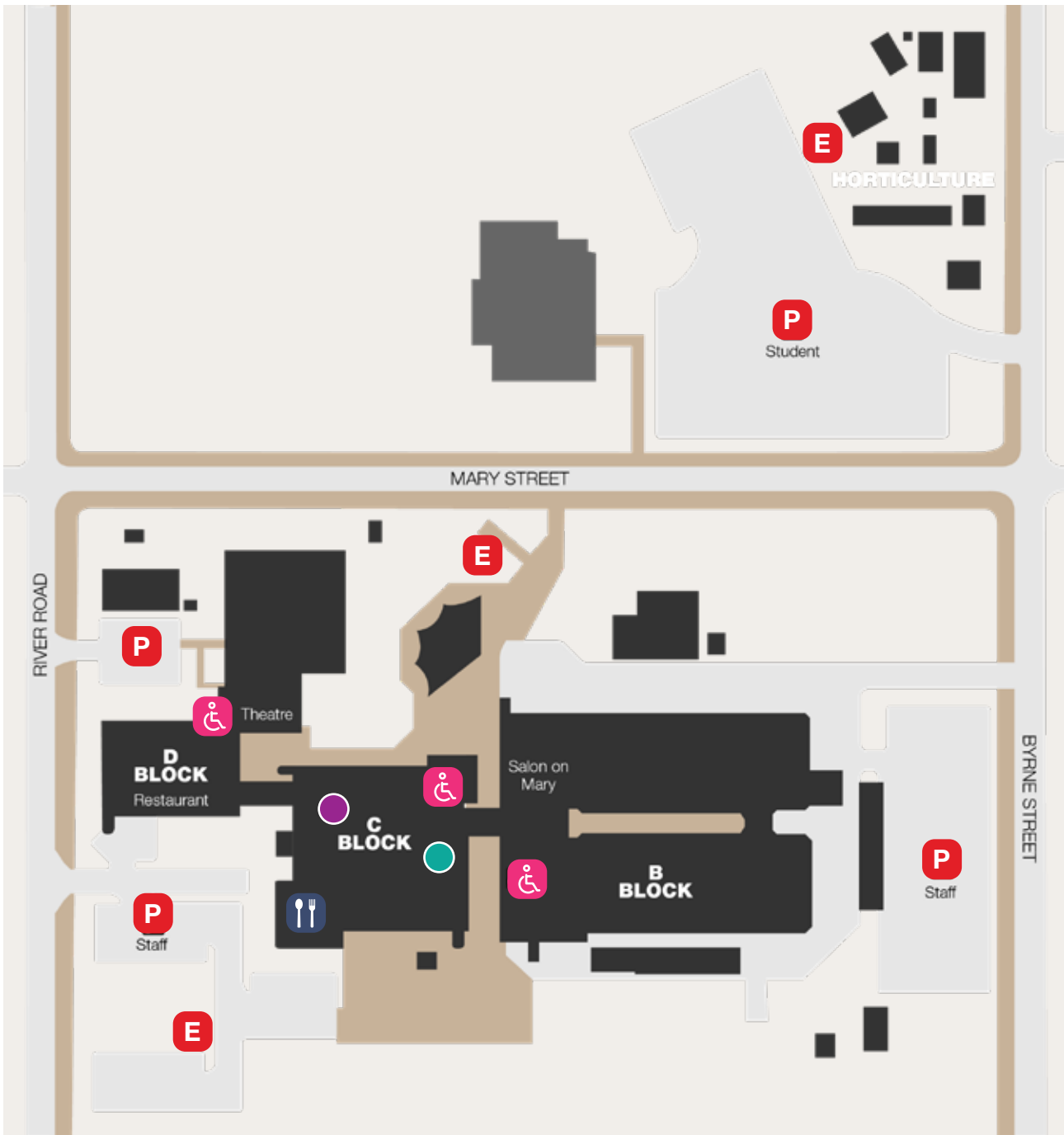
Places to eat










- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 10 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Resources
 Pathways	 Emergency Assembly Point	 Customer Service
 Road	 Wheelchair access	 Canteen

Kingaroy

Corner Bunya Highway
and Geritz Road,
DALBY QLD 4405

			
Parking	Bus	Train	Bike
✓	✗	✗	✓



Kingaroy is surrounded by spectacular scenery with the nearby Bunya Mountains a popular destination for bushwalkers and the Boobie Range home to several wineries and cellar doors. Our Kingaroy campus is located off the Bunya Highway just a short drive from the town centre.

Getting to campus

Public transport

Taxi services are available through Kingaroy Taxi Service, however there is no public transport available to the Kingaroy campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free on-site parking available for students at our Kingaroy campus.

Facilities

- Trade facilities for electrotechnology, metal fabrication, construction, and automotive
- Aged care training facilities
- Hairdressing and beauty salon
- Training restaurant
- Modern classrooms
- Student computer hub
- Video conferencing capabilities
- Free on-site parking

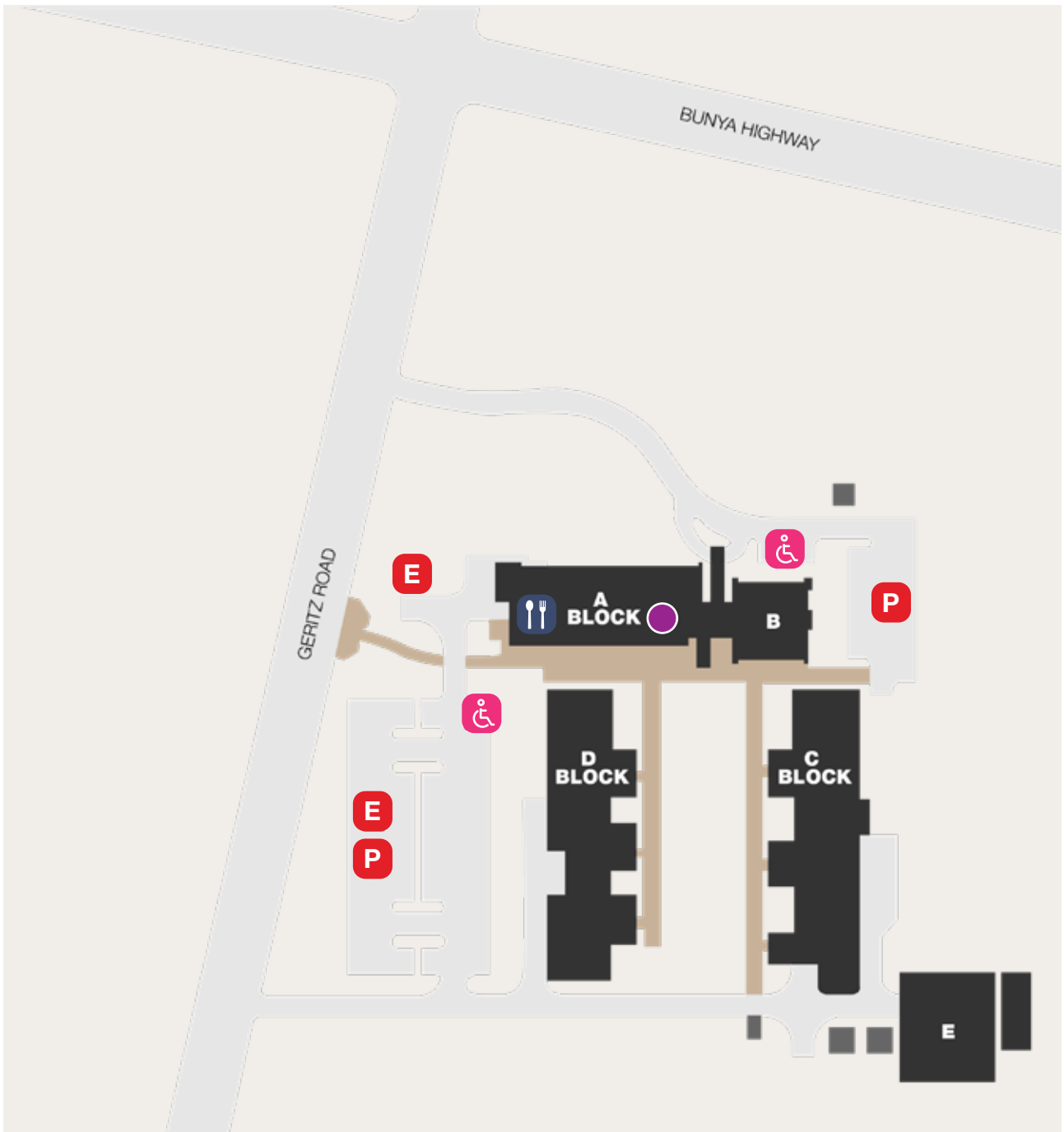
Places to eat









- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 10 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Customer Service
 Pathways	 Emergency Assembly Point	 Canteen
 Road	 Wheelchair access	

Nurunderi (Cherbourg)

Collins Road,
CHERBOURG QLD 4605

			
Parking	Bus	Train	Bike
✓	✗	✗	✓



Located off the Bunya Highway in the South Burnett region our Nurunderi campus is based in the Aboriginal community of Cherbourg. The community is situated on the traditional lands of the Wakka Wakka Aboriginal people with the Wondai State Forest and Lake Barambah on its doorstep.

Getting to campus

Public transport

There is no public transport available at our Nurunderi campus, however transport services may be available through our Indigenous Support Office.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free, undercover parking available on-site for students at our Nurunderi campus.

Facilities and services

- Aged care training facilities
- BBQ area
- Community hall
- Customer service centre
- Indigenous support officer
- Video conferencing facilities
- Fully-equipped hair salon
- Carpentry workshop

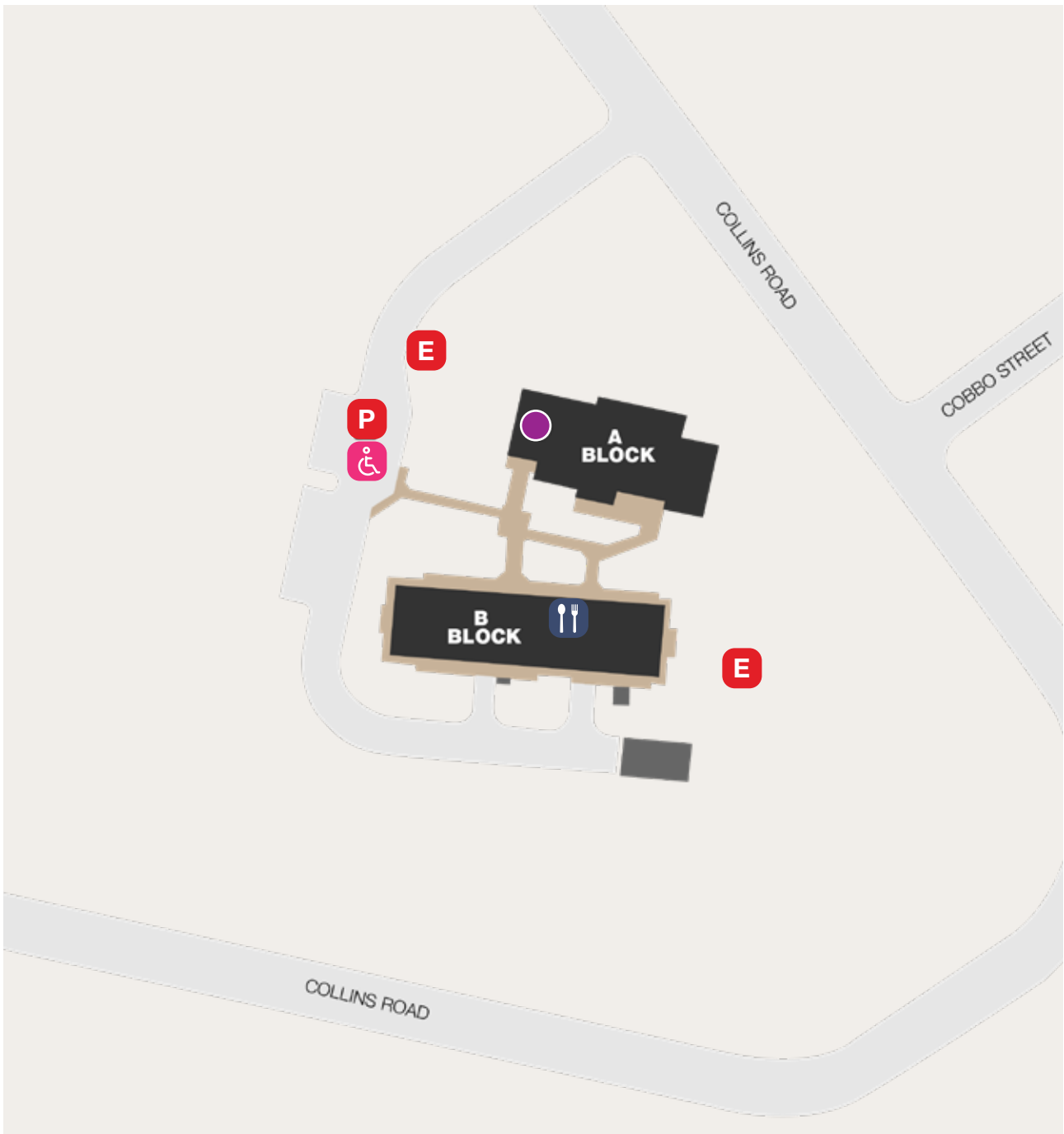
Places to eat

The closest cafes and restaurants are located in Murgon, less than a 10 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
Buildings	Parking	Customer Service
Pathways	Emergency Assembly Point	Kitchen Facilities
Road	Wheelchair access	

Roma

Timbury Street,
ROMA QLD 4455

			
Parking	Bus	Train	Bike
✓	✗	✗	✓



Roma is a pivotal business centre for the Maranoa region. Located on the Warrego Highway, Roma is known for its gas and oil production and is home to Australia's largest cattle sales. Our Roma campus is located a 15 minute walk from the city centre with easy access to food outlets to fuel up between classes.

Getting to campus

Public transport

Taxi services are available through Roma Cabs, however there is no public transport available to the Roma campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free on-site parking available for students at our Roma campus with access off Timbury Street.

Facilities

- Aged care training facilities
- Hospitality training kitchen
- Modern classrooms
- Nearby childcare facilities
- Trade facilities for metal fabrication, construction, and automotive

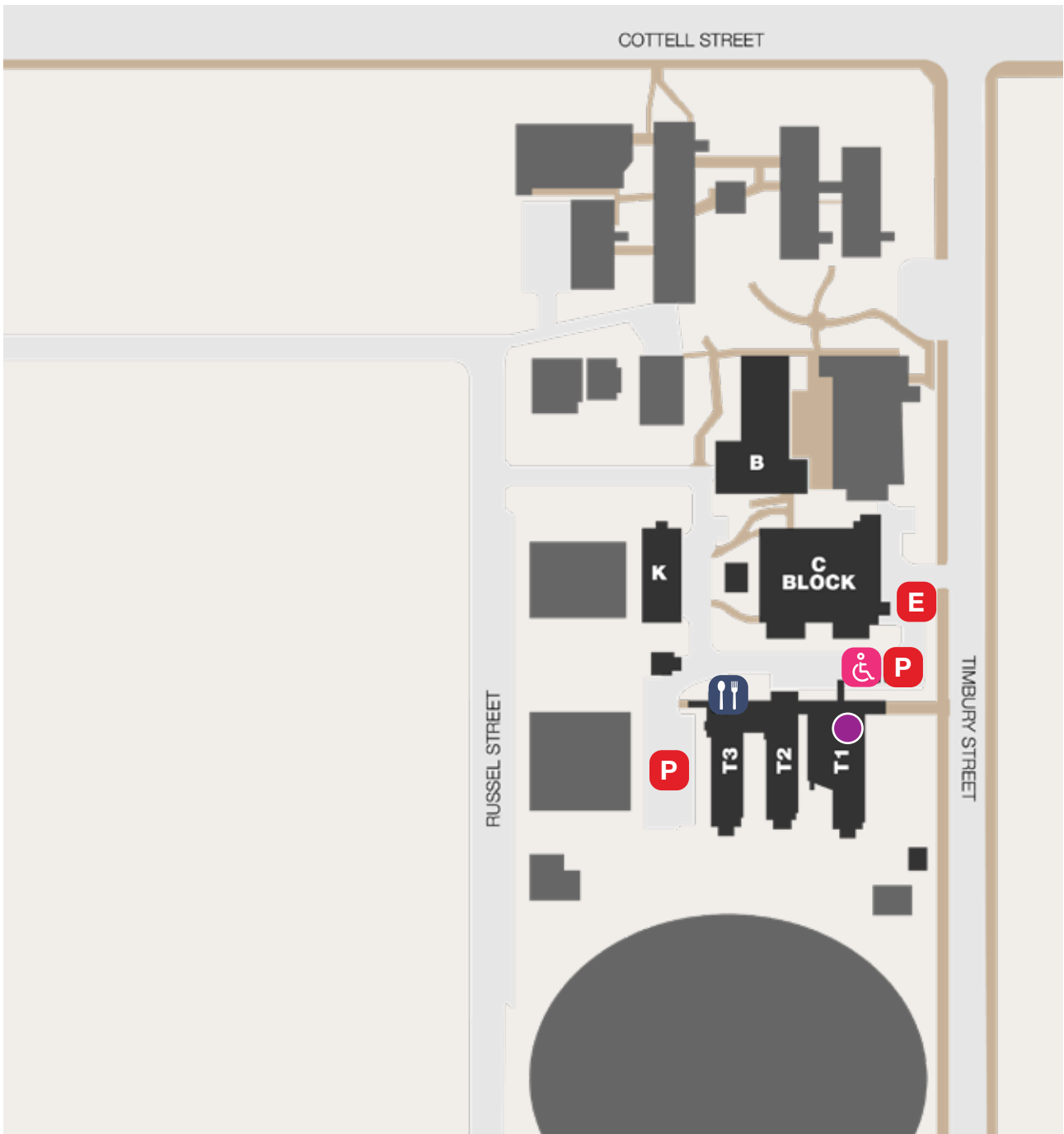
Places to eat










- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 5 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.

For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Customer Service
 Pathways	 Emergency Assembly Point	
 Road	 Wheelchair access	
 Roma State College	 Canteen	

Springfield

Education City Drive,
SPRINGFIELD QLD 4300



Our Springfield campus is positioned in a growth corridor between the cities of Brisbane and Ipswich. The campus is located within Education City, a central nucleus for education in the greater Springfield area.

Getting to campus

Public transport

The campus is a 10 minute walk from the Springfield Central train station and is also serviced by public buses operated by TRANSLink.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

Paid parking managed by PriPark is available adjacent to the Springfield campus. Parking permits are available for students at reduced rates.

Facilities

- Child care training facilities
- Student hub
- Student kitchens
- Vending machines
- Video conference rooms

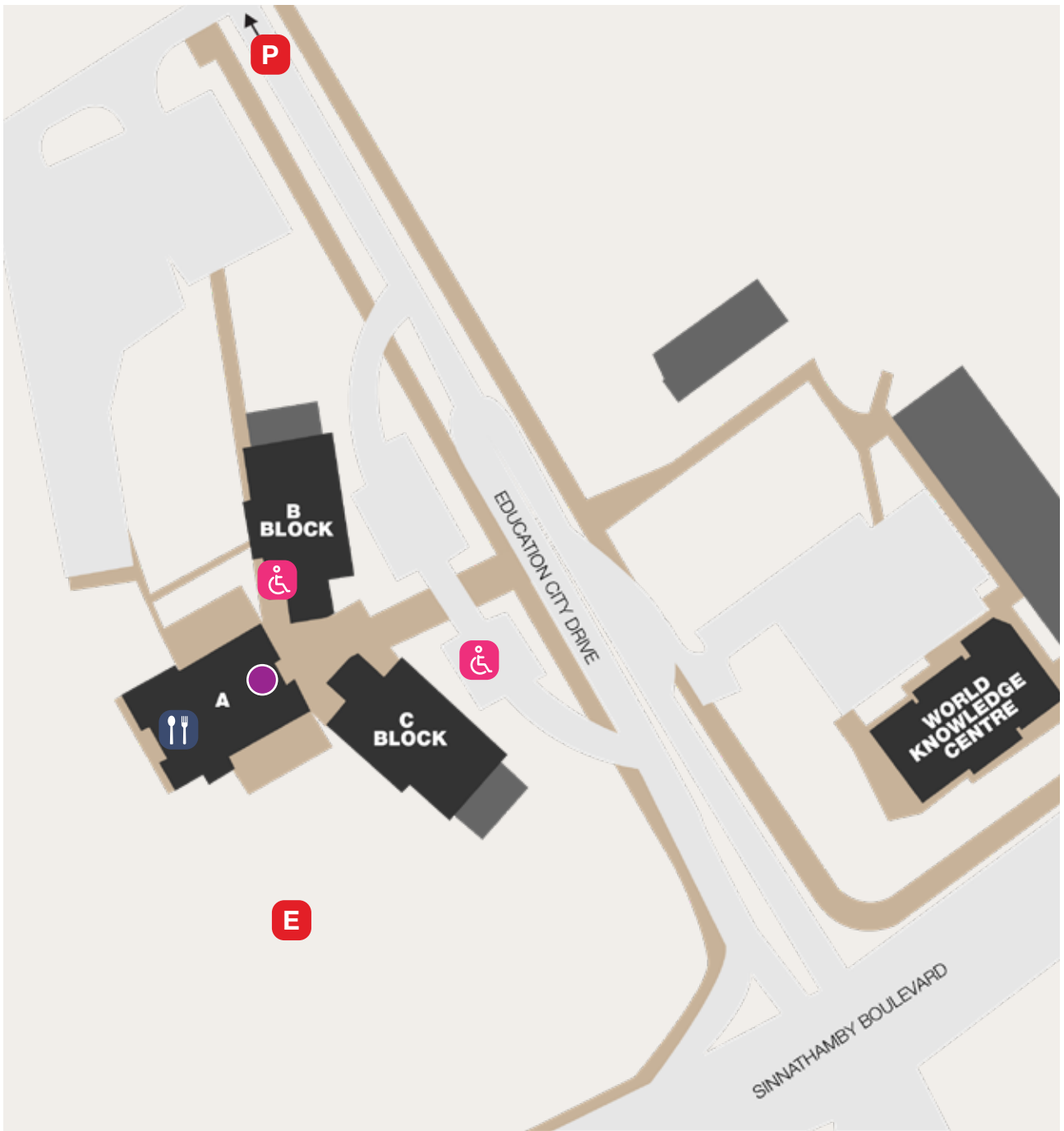
Places to eat









- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 10 minute drive away.

i Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Customer Service
 Pathways	 Emergency Assembly Point	 Canteen
 Road	 Wheelchair access	

Toowoomba

100 Bridge Street,
TOOWOOMBA QLD 4350

			
Parking	Bus	Train	Bike
✓	✓	✗	✓



Toowoomba is known as the ‘Garden City’ and bordered by the Great Dividing Range, Toowoomba boasts wide open spaces, tree-lined streets, and historical attractions. Our Toowoomba campus is located close to Queens Park and next to the historical Cobb+Co Museum.

Getting to campus

Public transport

Our Toowoomba campus is regularly serviced by public transport. TransLink operates bus services in the local area with the closest bus stop is located out the front of the campus on Bridge Street.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

Free on-site parking is available with entry via Lindsay Street near the Cobb+Co Museum or Campbell Street near the Botanic Gardens, with additional parking available under B Block with entry from Knight Street.

Facilities

- Auditorium and theatre
- Automotive and engineering workshops
- Canteen
- Clinical nursing training facilities
- Computer labs
- Construction facilities
- Customer service centre
- Futures training restaurant and cafe
- Hairdressing and beauty salons
- Horticultural centre
- Library
- Science laboratory

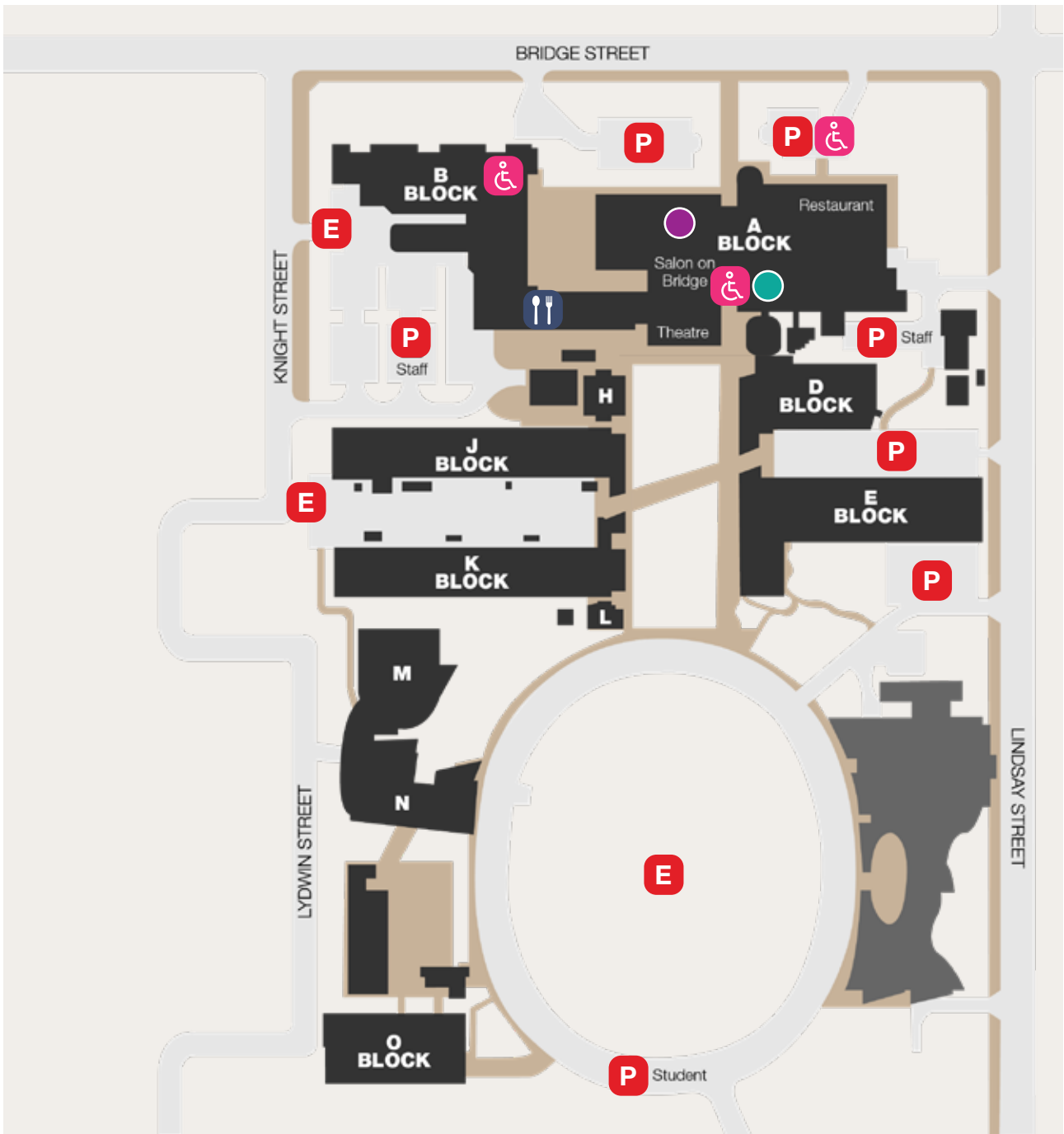
Places to eat











- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 10 minute walk away.

Security

You are required to provide your Student ID at any time should security staff request it.





For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Resources
 Pathways	 Emergency Assembly Point	 Customer Service
 Road	 Wheelchair access	 Canteen
 Cobb+Co Museum		

Warwick

200 Dragon Street,
WARWICK QLD 4370

			
Parking	Bus	Train	Bike
✓	✓	✗	✓



Sitting on the banks of the Condamine River, Warwick is the administrative centre of the Southern Downs Region. Known as the 'Rose and Rodeo Capital' Warwick also features some of the state's finest original sandstone buildings. Our Warwick campus is located on the outskirts of the town, close to the Warwick Showgrounds.

Getting to campus

Public transport

Hadleys Panoramic Coaches operate local bus services in Warwick with route 4 Rosenthal Heights/Cinema Estate servicing the Warwick campus.

Bikes

If you live nearby, cycling could be a cost effective option to get to class.

Parking

We have plenty of free on-site parking available for students at our Warwick campus.

Facilities

- Aged care training facilities
- Automotive and engineering workshops
- Customer service centre
- Free on-site parking
- Student hub
- Training restaurant

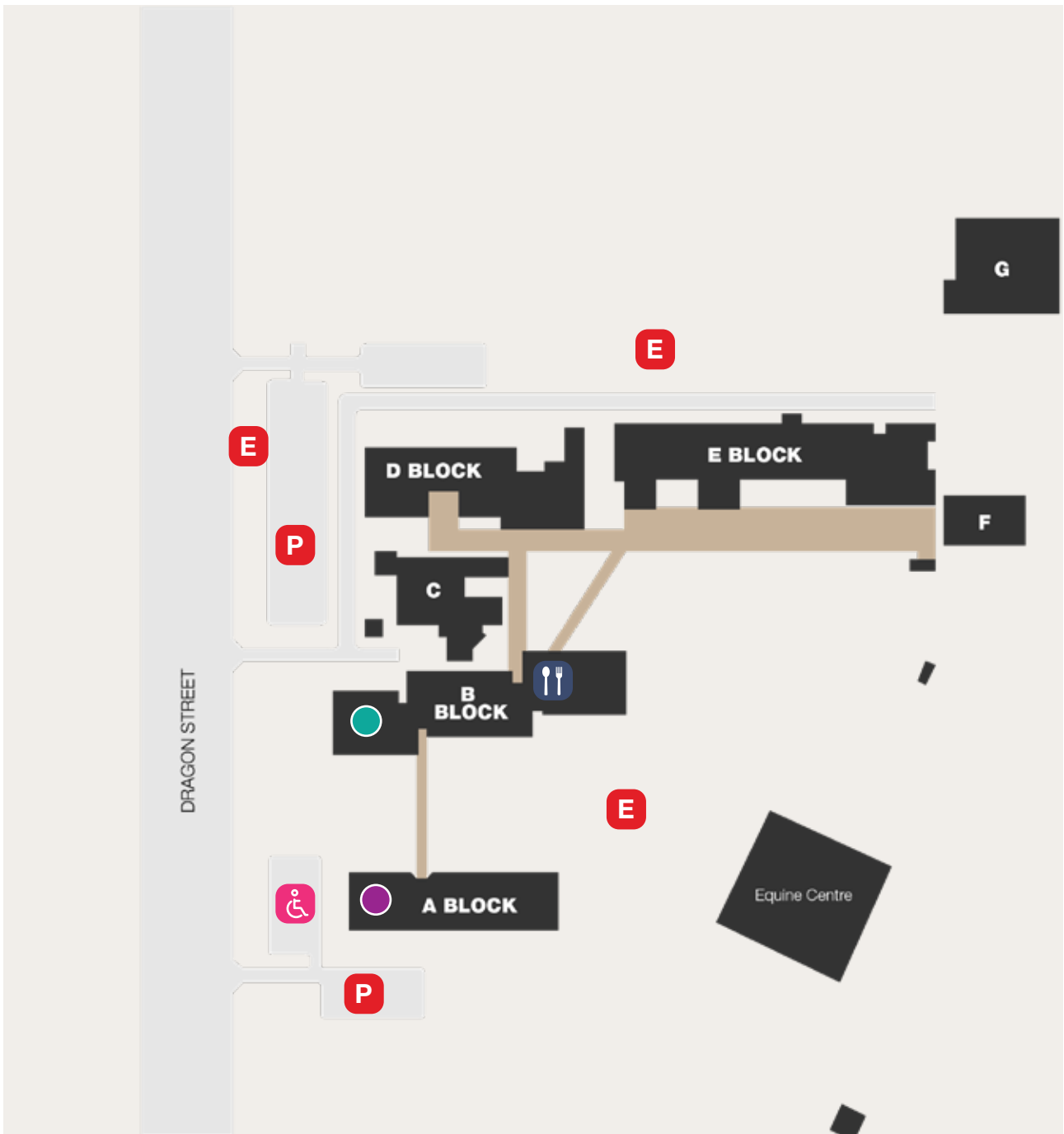
Places to eat










- Kitchen facilities available on-campus.
- Closest cafes and restaurants located less than a 7 minute drive away.

Security

You are required to provide your Student ID at any time should security staff request it.

For help please call (07) 4694 1919.



Key		
 Buildings	 Parking	 Resources
 Pathways	 Emergency Assembly Point	 Customer Service
 Road	 Wheelchair access	 Canteen



In 2022-23 we trained
126,000 students



Over 60
locations



Over 85%
of our graduates go on to
work or further study*



We have an
**89.5% student
satisfaction rating**
(and we're working very hard on the other 10.5%)



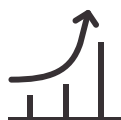
100%
of our diploma and higher-
level courses have diploma-
to-degree pathways



We have a
**92.1% employer
satisfaction rating**



Over 550
university pathways
are available



Every \$1 spent
by TAFE Queensland supports
\$2.55 of added-value
in the Queensland economy

Contact us



tafeqld.edu.au/enquire-now



enquiries.southwest@tafeqld.edu.au



PO Box 80, Toowoomba Qld 4350



visit a customer service centre during opening 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



youtube.com/TAFEQueensland



[tafequeensland](https://snapchat.com/add/tafequeensland)



[@TAFEQld](https://twitter.com/TAFEQld)



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.

1300 308 233
tafeqld.edu.au

