# STUDENT HANDBOOK 2023

IPSWICH, DARLING DOWNS,
SOUTH BURNETT,
FITZROY REGION AND
SOUTH WEST QUEENSLAND

1300 308 233 **tafeqld.edu.au** 



# WELCOME FROM THE CEO



It is my pleasure to welcome you 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 community, 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 excited 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 passionate 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 here is committed to helping you achieve your goals.

Welcome again. We cannot wait to see how you make great happen.

Mary Campbell

Chief Executive Officer TAFE Queensland

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### **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 2023

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.

## **2023 ACADEMIC CALENDAR**

JANUARY						FEI	3RU	ARY	,				MARCH							
MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN
30	31					1			1	2	3	4	5			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28						27	28	29	30	31		
APRIL MAY JUNE					NE															
MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2	1	2	3	4	5	6	7				1	2	3	4
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		
JUI MON	L <b>Y</b> TUES	WED	THUR	FRI	SAT	SUN	AU MON	GUS		THUR	FRI	SAT	SUN	SEI MON	PTEI		ER THUR	FRI	SAT	SUN
31					1	2		1	2	3	4	5	6					1	2	3
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	29	30	31				25	26	27	28	29	30	
OCTOBER N						NO	NOVEMBER					DECEMBER								
MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN
30	31					1			1	2	3	4	5					1	2	3
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
Queensland Public holidays 2023 Term dates - State Schools																				
Jan New Year's Day 25 April Anzac Day								Term 1 23 January – 31 March												
2 Jan New Year Holiday 1 May Labour Day							Term 2 17 April – 23 June													

To download a printable version of the calendar, visit **tafeqld.edu.au/academic-calendar.** 

16 Aug

2 Oct

24 Dec

25 Dec

26 Dec

Ekka Wednesday

Queen's Birthday

Christmas Eve

Christmas Day

Boxing Day

26 Jan Australia Day

7 Apr Good Friday

9 April Easter Sunday

10 April Easter Monday

Day after Good Friday

8 Apr

Term 2	17 April – 23 June
Term 3	10 July - 15 September
Term 4	3 October – 8 December

	TAFE Queensland	online intake dates
16	. lanuary	17 July

16 January	17 July
27 February	28 August
17 April	16 October
29 May	27 November

### 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 tafeald.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



Your TAFF Queensland Student ID is vour passport to student life. You'll need it to borrow books from the library, gain access to certain facilities, and to sit exams. It's also your VIP pass to discounted travel, movie tickets, meals. and more. For security it's important to keep your ID card with you at all times when on a TAFE Queensland campus.

### WHERE TO GET AN ID CARD

During your orientation session you'll find out when and where you can get your student ID. This information varies from campus to campus. You'll need to bring your current photo ID and proof of enrolment to get your ID card.

### REPLACEMENT CARDS

Your first ID card is free. Take care of it as replacement cards will incur a fee.

If your ID card is lost or damaged, head to your Customer Service Centre or Library to buy a replacement card.

### 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.





### **DIGITAL ACCESS**

As a TAFE Queensland student, you'll be able to access our computer network and a range of digital services including WiFi, Connect, Studiosity, and more.

To access these services you first need to create a password by following these steps:

1. To create a password: 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.

### **CONNECTING TO WIFI**

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.

### **LOGGING IN TO WIFI**

To login to TAFE Queensland WiFi (TAFE\_OPEN), you will need your student number and password.

### For example:

#### Username

studentnumber@student.tafe (e.g. 123456789@student.tafe)

#### **Password**

your network password

## TAFE QUEENSLAND STUDENT PORTAL

The 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.



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.



You can also get in touch with student services by phoning 1300 308 233.



# 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 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 program 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 program 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
- 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 teachers will provide further information on referencing and plagiarism during orientation and/or in class.

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 tafeald.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).

#### WHO

Higher education students enrolled in a TAFE Queensland TEQSA accredited higher education course (excluding third party provider students).

Annually (usually August).

Student Experience Survey (SES)\*^

### Early Experience Survey (EES)

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

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

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

Six monthly (usually May and November).

Student Satisfaction Survey (SSS)

Learning and Teaching Survey (LTS)

#### WHO

Selected VET and international students undertaking accredited or nonaccredited

Mid-way through the course of your studies.

#### Queensland

Higher Education Student **Experience** Survey

TAFE

Higher education students enrolled in a TAFE Queensland TEQSA accredited higher education course (excluding third party provider students).

Six monthly (usually May and October).

Higher education students enrolled in a TAFE Queensland TEQSA accredited higher education course (excluding third party provider students).

### WHEN

Six monthly (usually May and November)

Graduate Outcomes Survey (GOS)\*^

**NCVER** Student **Outcomes** Survey (SOS)

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

Annually (usually May/June).

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

#### WHFN

January

Quality Indicator Survey (AQILEES)

- 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

### 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 e-cigarettes.

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 injures incidents, hazards or near misses to your teacher.

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.

## TAFE QUEENSLAND IS COVID SAFE

TAFE Queensland has implemented a range of proactive measures to limit the impact of COVID-19 and to support our students to continue their study.

As a student, it's important that you play your part in helping slow the spread and keep our campuses COVID safe.

What you can do to help:

- don't come to campus if you're unwell
- if you have symptoms, get tested and self-isolate at home
- limit your movements on campus and only come to campus for essential activities
- practise good hand hygiene wash your hands or sanitise your hands before and between classes
- keep a distance of 1.5 metres from staff and other students (where practicable)
- disinfect equipment after use.

Important information for students regarding COVID-19 (formerly novel coronavirus), visit tafeqld.edu.au/

### **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.

### **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.

In an emergency call **000**.

### CYBER BULLYING

Cyberbullying is the intentional use of technology to hurt, threaten, harass or humiliate a person and cause fear and distress. TAFF 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 17 for more information.

You can also visit

tafeqld.edu.au/student-support.

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



## **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.

### **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.



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



A range of external support services are available including:

<b>Queensland Sexual Assault Helpline</b> 7.30am - 11.30pm, 7 Days	1800 010 120
<b>DVConnect</b> 24 hour Domestic Violence Helpline	1800 811 811
<b>1800Respect</b> National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732 or 1800respect.org.au
Rape and Domestic Violence Services Australia	1800 211 028 rape-dvservices.org.au
QLife National LGBTI Telephone Counselling and Information line	1800 184 527 qlife.org.au
Mensline Telephone and online counselling	1300 789 978 mensline.org.au
Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)	07 3391 6677 qpastt.org.au
Lifeline 24/7 crisis support line	13 11 14
Kids Helpline Telephone Counselling Support 24/7	1800 551 800
Headspace National Youth Mental Health Foundation	1800 650 890 headspace.org.au headspace.org.au/eheadspace
Reach Out Online mental health support for Young People	ReachOut.com
HEAD TO HEALTH Digital mental health resources from trusted service providers	HeadtoHealth.gov.au

# 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 teachers 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 on our blog 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.



You can contact Learning Support on GeneralEducation.SouthWest@ tafeqld.edu.au.

### 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**.



### 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





### **INDIGENOUS SUPPORT**

Contact Indigenous Student Support todav on (07) 46941326 or Tammy.Rasmussen@tafegld.edu.au

### AccessAbility SUPPORT

At TAFF 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 teachers 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)



### **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 tafeald.edu.au/contact.

### **SCHOLARSHIPS**

Each year TAFE Queensland awards more than 50 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.

Applications are open from mid-July to the end of August with scholarships awarded for start of study in Semester 1 the following year.

Current students are eligible to apply, provided you have at least one full semester of your qualification remaining from the commencement of the next period of study.

Visit **scholarships.tafeqld.edu.au** for more information.





### **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 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 TAFF 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.

Have a question that needs answering? Try our Ask a Librarian service by emailing ask@tafe.gld.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 ClinicalKev and Australian Standards.

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





### **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 in Connect 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 teachers' 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**.

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 7 of this handbook.



## CONNECT

### **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.



#### 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 13/01/23 For the most up-to-date information please refer to our website at www.tafegld.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.



### **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 page



@tafeqId



linkedin.com/company/tafe-queensland



youtube.com/TAFEQueensland



tafequeensland



@TAFEQId

### CHARLEVILLE

66 GALATEA STREET, **CHARLEVILLE OLD 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

The campus is less than a 15 minute walk from the Charleville train station.

#### **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.



You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

### PLACES TO RELAX OR STUDY

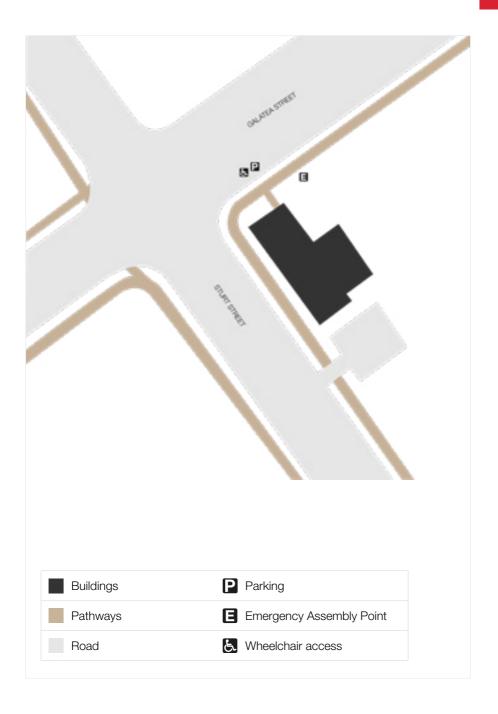
Campus rooms

### WHAT'S ON OFFER

- Aged care
- Agriculture
- Building and construction
- Cookerv
- First aid
- Hospitality
- Nursing
- SEE program

### PLACES TO EAT

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



### **CHERBOURG**

COLLINS ROAD, **CHERBOURG QLD 4605** 





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 Cherbourg (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.



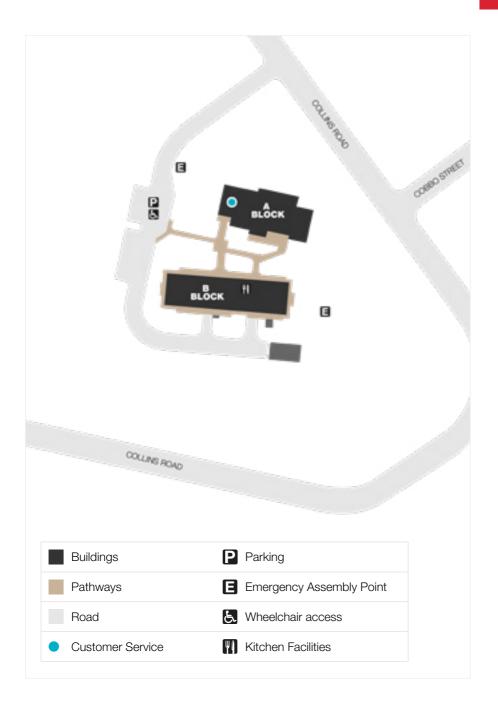
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### **FACILITIES**

- Aged care training facilities
- BBQ area
- Community hall
- Customer service centre
- Indigenous support officer
- Video conferencing facilities

### **PLACES TO EAT**

 Closest cafes and restaurants located in Murgon, less than a 10 minute drive away.





## **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

There is no public transport available at our Cherbourg (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 street parking available for students at our Chinchilla campus.



You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

### WHAT'S ON OFFER

- Aged care training facilities
- BBQ area
- Community hall
- Customer service centre
- Indigenous support officer
- Video conferencing facilities

### **PLACES TO EAT**

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





### DALBY

**463 BUNYA HIGHWAY, DALBY QLD 4405** 





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.



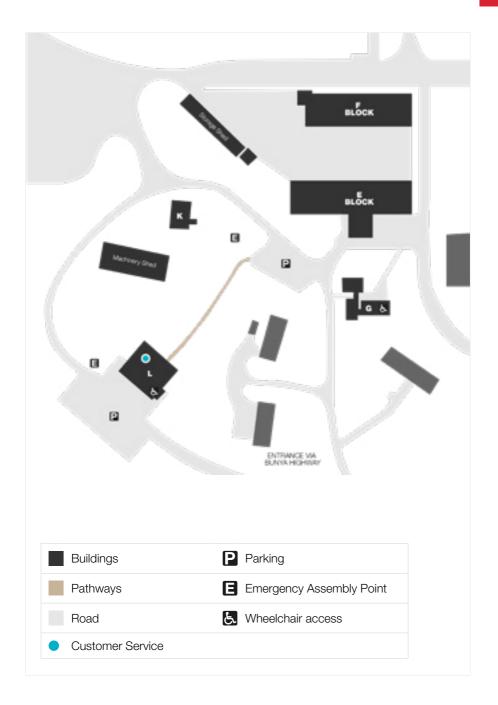
You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

### WHAT'S ON OFFER

- Aged care training facilities
- Automotive training facilities
- Industry-current engineering workshop
- Video conferencing capabilities
- Student kitchen

### **PLACES TO EAT**

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



### INALA

### 54 THRUSH STREET, INALA QLD 4077





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.



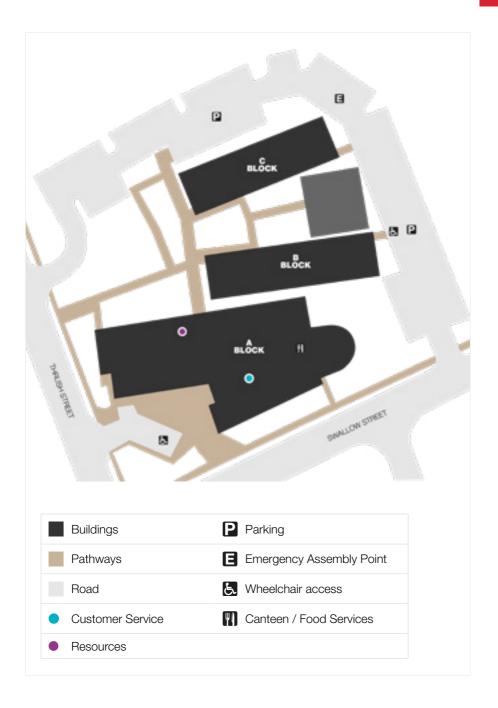
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### **FACILITIES**

- 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.



### **IPSWICH**

#### CORNER MARY AND BYRNE STREETS. **BUNDAMBA QLD 4304**





Located in the outer suburb of Bundamba, our lpswich campus offers a convenient location for students in lpswich 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.



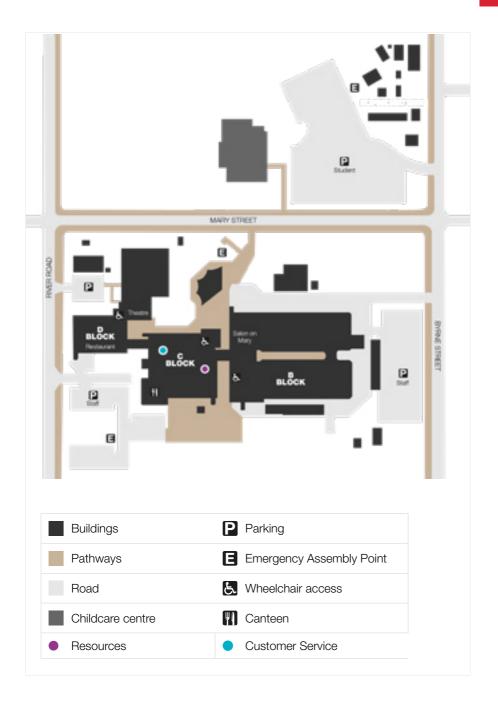
You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

### **FACILITIES**

- 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.





# KINGAROY

# CORNER BUNYA HIGHWAY AND GERITZ ROAD. **KINGAROY QLD 4610**

Parking	Bus	Train	Bike
✓			✓



Kingaroy is surrounded by spectacular scenery with the nearby Bunya Mountains a popular destination for bushwalkers and the Booie 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.

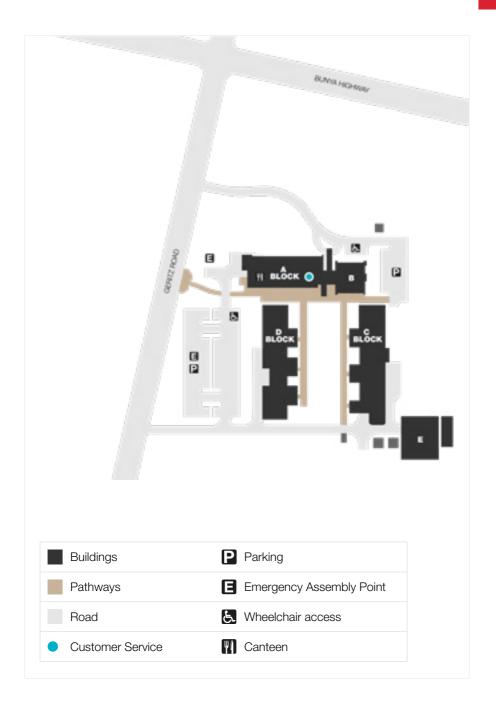


You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

#### **FACILITIES**

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

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





# ROMA

### **TIMBURY STREET, ROMA QLD 4455**

Parking	Bus	Train	Bike
✓			✓



Roma is a pivotal business centre for the Western Downs 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.

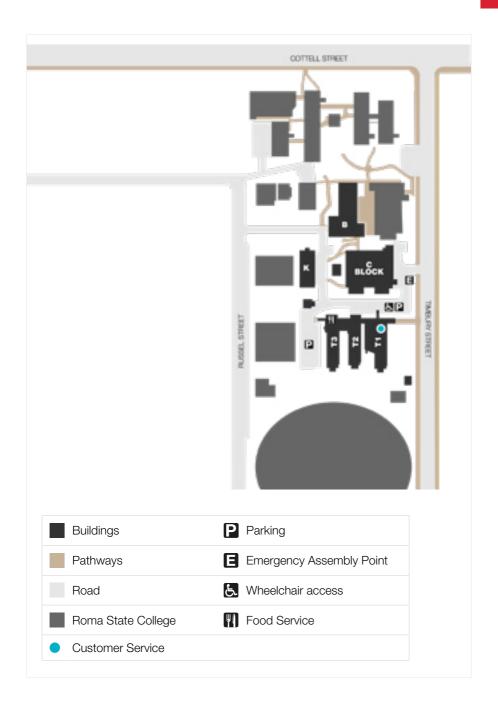


You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

#### **FACILITIES**

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

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





# SPRINGFIELD

**EDUCATION CITY DRIVE.** SPRINGFIELD QLD 4300

Parking	Bus	Train	Bike
✓			✓



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.

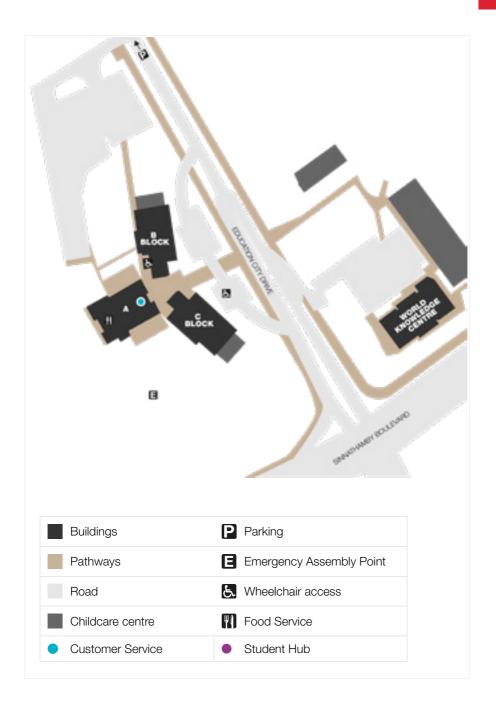


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#### **FACILITIES**

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

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



# **TOOWOOMBA**

100 BRIDGE STREET. **TOOWOOMBA QLD 4350** 





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.

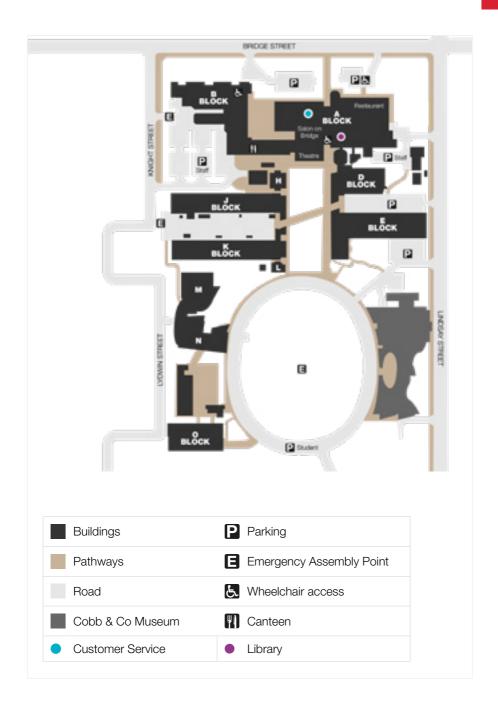


You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

#### **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

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





# **WARWICK**

200 DRAGON STREET. **WARWICK QLD 4370** 





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.

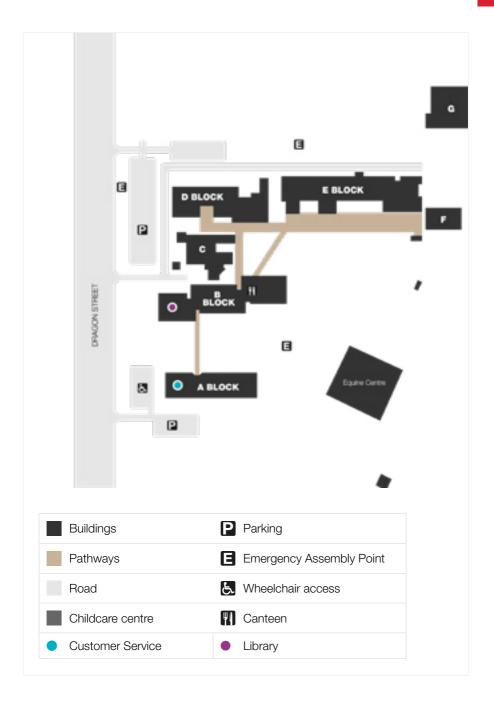


You are required to display your Student ID at any time should security staff request it. For help please call (07) 4694 1919.

#### **FACILITIES**

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

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



# THE SECRET TO Getting Ahead IS GETTING STARTED