



2024

TAFE at School

Student Handbook



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.

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 17/01/2024. 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 'View all courses' and select 'TAFE Queensland Brisbane - Student Online 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.

Your TAFE at School team

Congratulations on taking this first step towards defining your greatness with TAFE Queensland. This handbook is filled with really useful and important information to guide you on your TAFE at School journey and remember - your TAFE at School Team are here to help you, every step of the way.

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Attendance

Attend all scheduled classes

Students missing classes at TAFE Queensland will be at risk of not successfully completing their program.

Every TAFE at School day is 7 hours of learning and as such, it can be difficult for students to catch-up on any missed work (especially practical activities).

Can't attend your class?

All absences must be registered with the TAFE at School team by phoning 07 3244 6123 or sending an email to: schools.brisbane@tafeqld.edu.au

Who do I notify if I need to leave early?

Students leaving early from scheduled classes are required to provide written consent from a school or guardian. This can be sent to: schools.brisbane@tafeqld.edu.au

Parent information

It's tough being a teenager in their final years of school, trying to decide what to do with the rest of their lives. The pressure's on as early as Year 10 and it feels like results and choices will make or break their future. It can be tough for parents too. Knowing when to intervene or when to take a step back seems impossible at times. But your behind-the-scenes role is crucial to their success.

Parents' Guide

Visit tafeqld.edu.au/parents to receive your free Parents' Guide for surviving senior schooling and beyond.





Education and training

University is not for everyone. Vocational training is not for everyone. Education is for everyone. Most careers need some form of education and training. But they don't all require a university degree. There are a variety of reasons your child or students should consider vocational education and training (VET). Perhaps they want to enter a trade, test out an industry, gain Queensland Certificate of Education (QCE) credits, or maybe they just need to improve or contribute towards their Australian Tertiary Admission Rank (ATAR).

Studying at TAFE

Why study at TAFE Queensland?

TAFE Queensland is the largest, most experienced training provider in the state, with a history of serving Queensland's communities for more than 140 years. We offer more than 400 practical, industry-relevant courses from entry-level certificates to bachelor degrees. Our training is delivered to over 126,000 students each year across more than 60 locations in Queensland.

In 2022-23 we trained

126,000 students



Over 550

university pathways are available



Over 60

campus locations



100%

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



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%)



We have a

92.1% employer satisfaction rating



Every \$1 spent

by TAFE Queensland supports

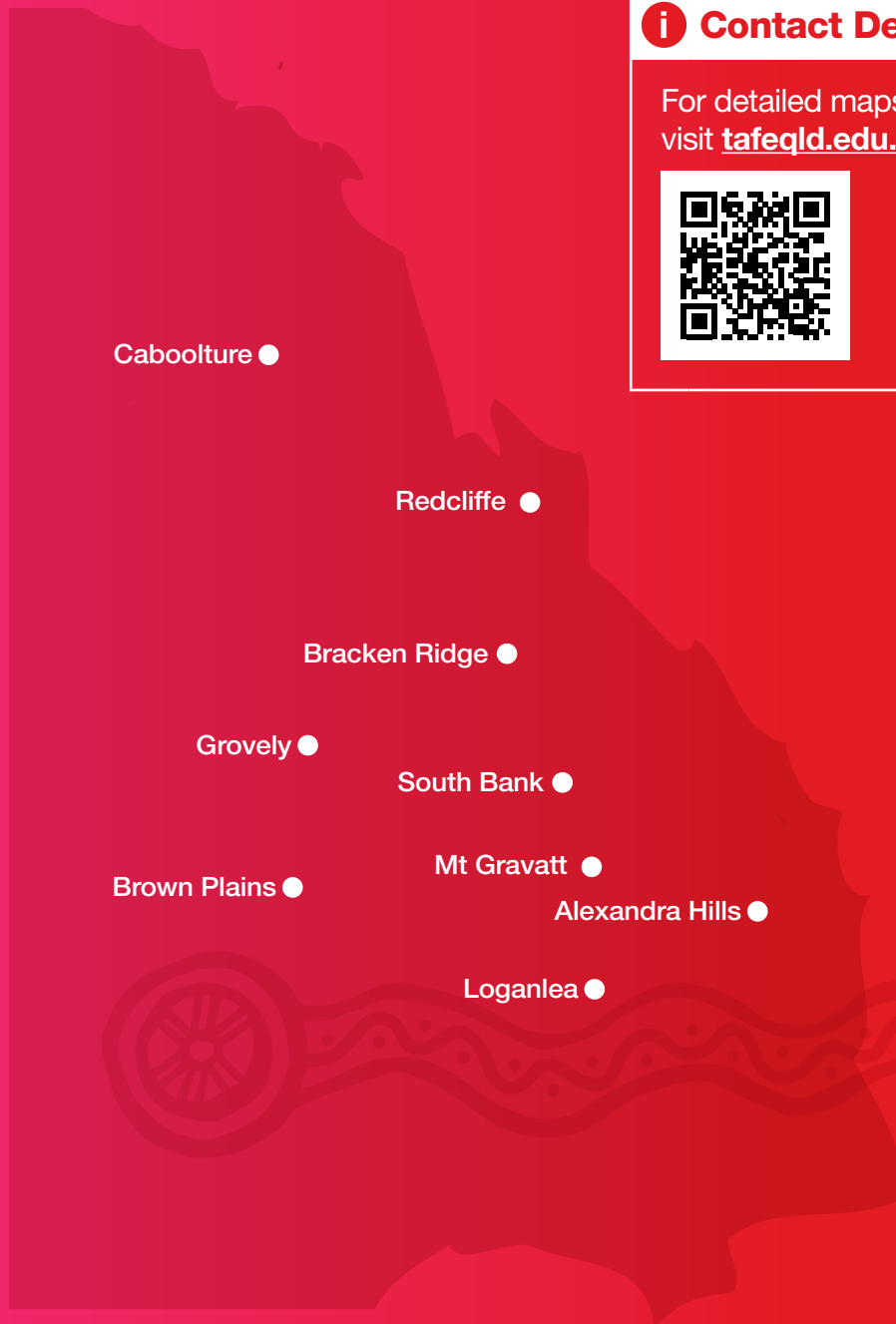
\$2.55 of added-value

in the Queensland economy



Our locations

With 60 locations across Queensland, no other provider can match TAFE Queensland for scale and location options.



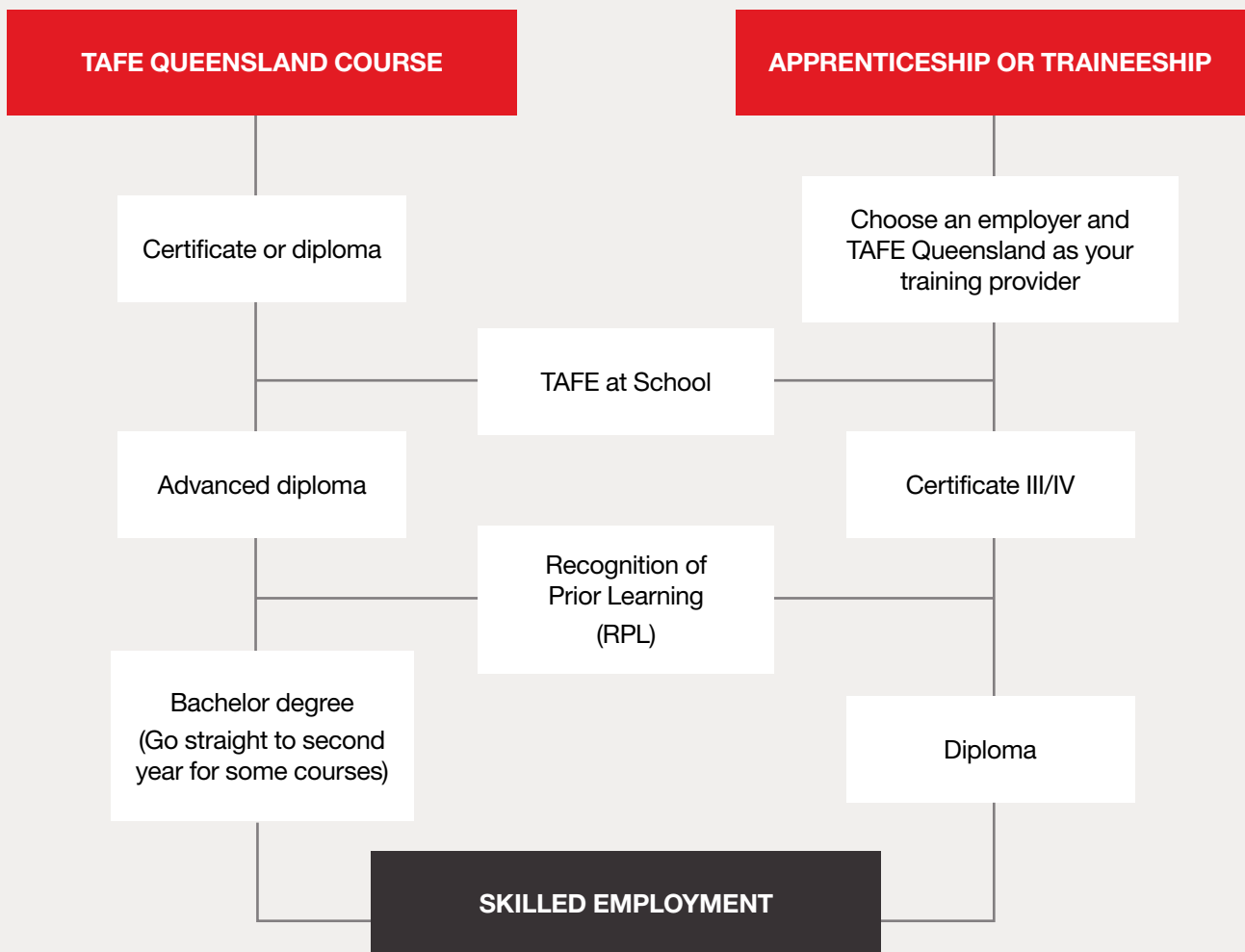
i Contact Details

For detailed maps of each campus, visit tafeqld.edu.au/locations



Pathways to your future

There are plenty of ways to land your dream career, so give yourself a head start and fast track your studies in the process with a TAFE at School course. Once you complete your TAFE at School course, you may be eligible for direct entry into any related TAFE Queensland diploma. When you complete your diploma, our partnerships with local universities can help guarantee you a place in a bachelor degree.



Qualifications explained

CERTIFICATE I - QCE CREDITS & RESUME BUILDER

Certificate I courses provide base-level skills and are a foundation for entry into the workforce.

CERTIFICATE II - SKILLS DEVELOPMENT & QCE CREDITS

Certificate II courses are also known as pre-apprenticeship courses and equip students for entry level roles and apprenticeships.

CERTIFICATE III - QCE CREDITS & ATAR

Gain practical experience and get job-ready with an apprenticeship or traineeship pathway.

CERTIFICATE IV - QCE CREDITS & ATAR

These are higher level courses that require critical thinking.

ACCELERATE TO DIPLOMA - QCE CREDITS

Get ahead of the crowd before you finish school.

DIPLOMA - QCE CREDITS & ATAR

A Diploma is the equivalent to your first year of uni.

SCHOOL-BASED TRAINEESHIP OR APPRENTICESHIP - EARN & LEARN

Apprenticeships and traineeships give you the opportunity to combine training with a paying job. Train in vocational areas such as hospitality, hairdressing, early childhood education and care, business or in traditional trades.



Payment options

As a Queensland school student you are given the opportunity to study under VETiS funding to gain a Certificate I or II qualification.

Certificate III, IV or accelerate-to-diploma courses do have fees attached. Below are the payment options we offer for those courses that have fees applicable.

Option 1 - Payment Plan

Payment plans may be available to be paid over the duration of the course. If you are interested in this payment method a direct debit form is required to be filled out and Customer Service will be in contact with an amount and frequency of payments that may suit your current situation. If you would like to proceed with the method of payment please email schools.brisbane@tafeqld.edu.au to request a direct debit form.

Option 2 - Vet Student Loan

(Available for accelerate-to-diploma courses only)

There are a few things you need to do in order to apply for a VET Student Loan to meet the eligibility criteria established under Commonwealth guidelines. If you are interested in taking this pathway please email schools.brisbane@tafeqld.edu.au and they can assist with the process.

Visit tafeqld.edu.au/vet-loans for more information.



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

TAFE talk

Skill and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways while you are studying at TAFE Queensland. These include observation, written assessments, project work, questions or portfolios. When your teacher grades your work, each unit will be assigned a coded grade.

Apprenticeship	A training agreement that provides training and employment in trade. This training can take up to four years to finish.
ATAR Rank	ATAR (Australian Tertiary Admission Rank) is the primary mechanism used nationally for tertiary admissions and indicates a student's position relative to other students. It is the standard measure of a student's overall academic achievement in relation to other students where those students have studied different subject combinations.
Bachelor Degree	A first level degree at university.
BKSB	An online assessment tool that provides an overview of your learning strengths, and determines your English and math level. This determines whether you are eligible to access a VET Student Loan. You can prove your academic eligibility by providing your Queensland Certificate of Education; or by successfully completing an approved assessment in reading and numeracy.
Brightspace Pulse App	Instructors and learners stay connected anytime, anywhere, with this app. It allows you to visualize upcoming activities, manage your time, and stay on top of coursework.
Campus	The grounds and buildings of a TAFE Queensland or university at a particular location.
Certificate v Diploma	When we speak of diploma courses and certificate courses, the meanings can be a bit different. A certificate course is usually of shorter duration, around 6 - 18 months. After that you get a certificate stating the completion of the course. A diploma course is usually longer in duration and is a higher level qualification.
Cohort	A group of students within a particular course.
Connect	The Learning Management System for teachers and students where you can communicate to teachers and classmates, allowing you the flexibility to study anywhere, anytime.
Contact Hours	A system where previously completed units of study from a previous course can be used to contribute towards a different certificate or diploma.
Industry	A classification that groups companies and organisations based on their primary business activities. There are dozens of industry classifications including health, education, and tourism.
RPL	This is short for a Recognition of Prior Learning. RPL allows you to receive credit for both the formal and non-formal learning you have completed, including industry experience and volunteer work.



RTO	This is short for a Registered Training Organisation.
Scholarship	This is money that is given to a particular student based on a number of factors such as low income or sporting achievement.
TAFE	This is short for Technical and Further Education.
Unit	Units are another name for subjects.
USI	This is short for Unique Student Identifier. This is a reference code made up of ten numbers and letters which are used to bring together your records of nationally recognised training. Your USI is free to create.
VET Student Loans	This is a financial assistance loan scheme, available to assist eligible students studying higher level Vocational Education and Training (VET) qualifications to pay their tuition fees.

Study modes

Everyone learns differently. TAFE Queensland's flexible range of study modes are designed to help you get the most out of your time with us.

On campus

Learn face-to-face with a teacher in one of our learning spaces like a classroom, workshop, laboratory or simulated learning environment.

Online time 0%



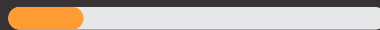
On campus time 100%



On campus with some online

Primarily learn face-to-face with a teacher in one of our learning spaces like a classroom, workshop, laboratory or simulated learning environment. Attend a campus most of the time with some classes or training via video or web conference programs (like Zoom).

Online time 20%



On campus time 80%



Online self-directed

Study at your own pace without having to attend classes or be on campus at specified times. Access learning materials through Connect.

Online time 100%



On campus time 0%



Online virtual classroom

The course is delivered online to a scheduled timetable. Interaction with teachers and other students is via live video or web conference programs (like Zoom) and learning materials are accessed through Connect.

Online time 100%



On campus time 0%



Online with on campus practical training

The course is primarily online however there will be some face-to-face practical learning and assessment. Interaction with teachers and other students is via live video or web conference programs (like Zoom) and learning materials are accessed through Connect.

Online time 80%



On campus time 100%



How are you graded?

Skill and knowledge assessments are an essential step in progressing through your course. You may be assessed in a number of ways while you are studying at TAFE Queensland. These include observation, written assessments, project work, questions or portfolios. When your teacher grades your work, each unit will be assigned a coded grade.

J	Competency achieved
UJ	Competency achieved - verification required*
M	Competency not achieved
MI	Competency not yet achieved - did not complete
K	Underpinning knowledge and skills achieved
L	Unable to achieve competency at this time**
R	Reassessment to be undertaken

*This grade may contribute to your QCE (subject to the number required per qualification).

**Applicable to apprentices/trainees only.

Discover My Career

Every student deserves the opportunity to discover the career of their dreams. The best time to start on this journey is during senior schooling to help give meaning and purpose to your school studies.

The **Discover My Career** tool (powered by Harrison) takes away the guesswork by utilising a scientific tool that evaluates participants individually and aligns them with 1,200 career options best suited to their goals.

The assessment is built on more than 30 years of research specifically related to job performance, measuring 175 work-related traits including task preference, motivation, work environment preference, interests and personal preferences. It only takes 30 minutes to complete and the assessment has proven to be 85 - 90% accurate.

Reports include:

- Greatest Strengths Report
- Career Development Report
- Career Options Report
- Career Comparison Report

Discover My Career

Check out the **Discover My Career** tool at tafeqld.edu.au/campaigns/discover-my-career

Using Connect

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

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

Access and logging in

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

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

Username:

studentnumber@tqstudent.edu.au

Password:

Your network password

Simply log in with your username (Student ID) and network password.



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.

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.

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.

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.

**In an emergency
call 000.**

Contact us



tafeqld.edu.au/enquire-now



Brisbane@tafeqld.edu.au



Locked Mail Bag 14, South Brisbane QLD 4101



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://www.instagram.com/tafeqld)



[linkedin.com/company/tafe-queensland](https://www.linkedin.com/company/tafe-queensland)



[youtube.com/TAFEQueensland](https://www.youtube.com/TAFEQueensland)



[tafequeensland](https://www.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

