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The information contained in this booklet was correct at time of printing and is subject to change without notice.

Publication date: 4 March 2016
TAFE Queensland North

Locations

• Atherton
• Bamaga
• Bowen
• Burdekin
• Cairns
• Charters Towers
• Cloncurry
• Ingham
• Innisfail
• Mareeba
• Mount Isa
• Normanton
• Palm Island
• The Whitsundays (Cannonvale)
• Thursday Island
• Townsville (Pimlico)
• Townsville Trade Training Centre (Bohle)

Please refer to the back of this booklet for maps of the larger campuses:
Bohle, Cairns, Mt Isa and Pimlico
LET’S CELEBRATE THE PEOPLE WHO MAKE GREAT HAPPEN
General Manager’s Welcome

Welcome and congratulations on choosing TAFE Queensland North as your vocational education and training provider. You are about to ‘Make Great Happen’ and do some extra-ordinary things in your life and be well on the way to achieving your career goals.

You can be assured that step by step, as you progress along your career pathway, TAFE Queensland North will be with you, guiding and assisting you to ensure your journey with us is successful, enjoyable and focussed.

At TAFE Queensland North we take great pride in the facilities and services we are able to offer to you, our valued client. Please feel like you belong to the TAFE Queensland North family and do contact our staff to make sure your time with us does meet your expectations.

This handbook has been developed to provide important information and to help you make informed decisions and achieve your full ‘employable’ potential.

Please take a few minutes to read this guide which details specific information about your campus, your rights and responsibilities.

I wish you every success in your studies, your future career and making the most of your experiences at TAFE Queensland North.

Joann Pyne
General Manager
students. TAFE Queensland students assume these rights and responsibilities upon admission, and therefore you cannot use ignorance of these rules and regulations as justification for violating the TAFE Queensland Student Rules. Accordingly, you are encouraged to familiarise yourself with the rules upon admission to a TAFE Queensland campus.

The TAFE Queensland Student Rules can be viewed on the TAFE Queensland North website http://tafenorth.edu.au/current-students/student-rules/ or you can contact a Customer Service Centre to obtain a hard copy.

The TAFE Queensland Student Rules cover the following topics:

Personal conduct and behaviour
- General behaviour
- Compliance with legislation
- Confidentiality
- Dress code
- Children on campus
- Student identification

Campus environment and resources
- Appropriate use of computing and electronic resources
- Food and beverages in learning areas
- Safety

Enrolment, attendance, and progress of study
- Enrolment
- Enrolment fees and charges
- Change of enrolment (including refunds)
- Attendance
- Progress of study

Assessment, academic appeals, misconduct and misconduct appeals
- Assessment
- Academic appeals
- Misconduct and misconduct appeals
- Results and awards
- Feedback

Note: The TAFE Queensland North Student Handbook is to be read with the TAFE Queensland Student Rules.
Quick summary of the TAFE Queensland student rules

Introduction

The Student Rules outline your responsibilities and apply whether you are on campus or undertaking a related activity off campus.

If you break the Student Rules, disciplinary action may be taken against you.

Personal conduct and behaviour

Treat people with respect and fairness, and expect it from others. Bullying and harassment of students or staff is not acceptable and will not be tolerated.

Follow the classroom rules set out by your teacher, including being respectful to others.

Unlawful activities, including possessing or using illegal drugs or carrying weapons, will be reported to the police.

Wear clothing appropriate to your study area. Your teachers will advise you what is suitable.

Treat all computers and equipment with care, and report any damage to computers and other equipment to your teacher.

Enrolment, attendance and progress of study

Be sure to enrol and have fee arrangements in place before commencing study/classes.

Speak to student services/customer services if you plan to withdraw or transfer your enrolment.

Speak to your teacher and student services/customer services if you are experiencing any difficulties in the progress of your study. Support is available to help you achieve your study and career goals.

Attend classes and placements regularly and on time.

Assessment, academic appeals, misconduct and misconduct appeals

Complete your assessments on time, and follow any instructions by your teachers. Talk to your teacher if you are experiencing difficulties in meeting assessment timeframes.

Follow all instructions for assessments and examinations. If you are disruptive you may be asked to leave an assessment or examination.

If you are found to have broken academic or behavioural rules you may be subject to a misconduct process, which can result in suspension or exclusion.

If you don’t agree with an assessment grade or with a misconduct decision, you have the right to appeal using the academic and misconduct appeals processes.

Results and awards

You will be given your Results of Assessments electronically.

If you lose your qualification or statement of attainment you can get a new one by speaking to your institute’s student services/customer services. Fees may be applicable.

Further information

For more information, please access the full version of the TAFE Queensland Student Rules at: http://tafeqld.edu.au/resources/pdf/current-students/student-rules.pdf
Make Great Happen, safely

Students must report all incidents, hazards and near misses on TAFE Queensland North property and during off campus activities to a staff member. A staff member will complete a report in Beakon and carry out an investigation.

Ways to prevent potential hazards or incidents from occurring are:

- **Behaviour** – you must ensure your actions or omissions do not affect your own health and safety or that of others. You must comply with all reasonable instructions given to you by TAFE Queensland North staff.
- **Listen** – pay attention to all instructions.
- **Housekeeping** – you must keep your work area clean and tidy, return tools and equipment to designated areas, and clean up spills as soon as possible.
- **Procedures** – you must cooperate with TAFE Queensland North health and safety procedures and practices.
- **Machinery and equipment** – have correct knowledge of safety procedures before beginning operation and only use for intended purposes.
- **Safety signage** – obey all health and safety signage on campus. Blue and white signs indicate a mandatory requirement.
- **Safety** – know where safety switches are located (e.g. emergency stop buttons).
- **Personal Protective Equipment** – always use the personal protective equipment recommended for the task.
- **Traffic and parking** – Queensland Transport Rules apply. Obey all traffic signage. Stay within singed speed limits and park only in designated parking areas. Do not obstruct emergency vehicles or equipment.
- **Evacuation procedures** – Know where your emergency assembly area is and the designated evacuation routes from your class room/workshop. Information regarding evacuation procedures and assembly points will be covered at student induction. Students are required to familiarise themselves with emergency procedures for their specified areas of study.

During emergency evacuations, supervisors and teachers act as emergency co-ordinators. Please ensure that you follow the instructions of the officer in control for your safety.

- **First Aid** – if you require First Aid, notify a staff member who will look after you and contact a qualified First Aid Officer.
- **No Smoking policy** – smoking is totally prohibited in all Queensland Government buildings, in doorways, on balconies or covered connecting pathways (even if open sided), or in any area which could interfere with other people, such as near windows, air conditioners or other ventilation systems or where food or drinks are being consumed. Designated smoking areas are provided at some TAFE Queensland North sites and smoking is not permitted outside these areas. Please check the site rules with your teacher.

**Student Identification card**

Student ID cards are available through all Customer Service Centres (an additional fee may apply). Student ID cards are very useful to prove that you are a student and to gain concessions at the movies, bookshops, etc. Your student ID is also your library card.
Library opening hours

Cairns
Monday to Wednesday: 8:00am – 4:00pm
Thursday: 10:30am – 4:00pm
Friday: 8:00am – 4:00pm
Telephone: (07) 4042 2539

Mount Isa
Monday to Wednesday: 1:00pm – 4:00pm
Thursday and Friday: 8:00am – 4:00pm
Telephone: (07) 4744 9930

Townsville (Pimlico)
Monday to Wednesday: 8:30am – 4:00pm
Thursday: 10:30am – 4:00pm
Friday: 8:30am – 12:30pm
Telephone: (07) 4750 5354

Townsville Trade Training Centre (Bohle)
Monday: 8:00am – 9:00am (during the term)
Library closed all other days.
Telephone: (07) 4759 7708

Email: library.north@tafe.qld.edu.au
Closed public holidays. Opening hours may vary during vacations times.

Student services

Library services are available for all students. The TAFE Queensland North Libraries offer a great range of resources and services to support your studies. The Libraries are located in Cairns, Mt Isa and Townsville.

Services

- Books, magazines, DVDs and other resource materials
- eBooks and eJournals
- Reference services and assistance with research
- Cost-effective printing, scanning and photocopying facilities
- Wireless internet
- TAFE Queensland network loans
- Individual and group study facilities

Library staff are available to assist with computer related queries e.g. log in details. Loan extensions and reservations may be arranged in person, by phone, email or online. Contact library staff if you require assistance.

Students studying externally, or at a campus without a library, may request resources to be sent to their postal address. Loans can be returned by post (at no personal cost to you). A reply-paid mailing label will be provided courtesy of the Library.
Student support

TAFE Queensland North acknowledges and supports the value of inclusion in vocational education and training. To arrange an appointment with any of the following Support Services please contact your nearest Customer Service Centre.

Disability services
Students with a disability can access a range of support services including provision of specialised equipment, interpreters and readers/scribes through the Equity and Access Ability Officer.

If you have a disability and require support from TAFE Queensland North you must contact the Customer Service Centre prior to enrolment. This will enable you to understand the level of support that may be provided if you choose to enrol. Students should seek advice on the range or level of services possible.

Services may include:
- Coordinating personal support services such as disability support workers, sign language interpreters, mentors and tutors
- Arranging exam accommodations and further reasonable adjustments with teaching staff
- Arranging professional assessment services.

Indigenous student support
Indigenous Student Support Officers are available to support all students of Aboriginal or Torres Strait Islander descent. Officers are available to assist students to enrol as well as provide mentoring to enable Indigenous students to achieve their training and education goals. The Indigenous Student Support Officer’s responsibilities also include assistance with accessing Away from Base courses.

International Student Unit
The International Student Unit provides ongoing assistance to international students in areas including extra tuition, personal and study difficulties, accommodation and airport pickup, student visa procedures and referrals to the Student Counsellor for educational and personal help.

Learning Solutions
At TAFE Queensland North, we want all our students to feel like they can achieve their study goals! Learning Solutions is for all students, whether studying internally, externally or online. The Learning Solutions Unit can help you with:
- Study Skills
- Language, literacy and numeracy
- Assignments, referencing and essay writing
- Time management
- Preparing for exams
- Tutorials
- Learning support in the classroom and externally (off campus)
- Basic Key Skills Builder (bksb) review

In order for the Learning Solutions team to find out what skills you would like to develop, all students are required to complete an online language, literacy and numeracy indicator (bksb) prior to commencement of your qualification. The bksb will give our team an indication for your foundation skills and how we can assist you to reach your study goals.

Student Support Counselling
Support is available to assist students with the following:
- Course/career and vocational counselling
- Short term counselling for personal issues that may affect your studies
- Options for students experiencing financial difficulties
Right to information and privacy

Right to information

TAFE Queensland North recognises that privacy and security of personal information is important to our students. To ensure the highest standards are maintained, we have implemented the Information Privacy Act 2009.

For students, this means that staff are committed to meeting the requirements of this Act in the collection, storage, security, accuracy, and disclosure of your personal information.

The Act also allows you to access and alter your personal information to ensure its accuracy. TAFE Queensland North must also advise why the personal information is collected and whom it shall be shared with. Privacy disclaimers appear on all forms used to collect personal information.

Please read these disclaimers carefully when filling out forms.

Should you wish to access further information about privacy, please ask your teacher or enquire at the Customer Service Centre.

For your information, the Student Personal Details form Disclaimer reads:

“TAFE Queensland is collecting the information on this form to use and disclose for the following purposes:

• To process and manage your enrolment, attendance, and progress of your training;

• To report completion of assessment items to relevant external agencies and parties;

• To undertake administrative tasks essential to the functioning of your TAFE Queensland region; and

• To manage future enrolments at TAFE Queensland institutes.

As a matter of routine your personal information (including attendance details, progress, and results) will be disclosed to the following people, agencies, and organisations:

• If you are a school based apprentice or trainee or VET in Schools student – Your school, the Queensland Studies Authority, and the Queensland Tertiary Admissions Centre (for your results only).

• If you are enrolled in training paid for by your employer, or in which you consent to release information to your employer – Your employer.

• If you are an apprentice or trainee – Your employer/host employer.

• If you are under the age of 18 – Your parent/guardian (unless you have advised that you are estranged from them, you are classified as independent, or it is otherwise inappropriate to give them the information).

All students – National Centre for Vocational Education Research and the Department of Industry, Innovation, Climate Change, Science,
General information

Valuables
It is recommended that students do not bring valuable items to TAFE. If valuable items are essential to transport or study, it is the owner’s responsibility to ensure that such items are adequately protected from theft or damage.

TAFE Queensland North does not accept responsibility for the security of personal items or replace any valuables that are stolen or misplaced. No responsibility will be accepted by TAFE Queensland North for vehicles parked on its grounds. Students should promptly report any instances of theft or crime to a staff member and/or the police.

Childcare
Child Care facilities are available at some campuses:
• The Cairns TAFE Community Child Care Centre is available to TAFE students and staff. Priority will be
given to parents who are undertaking vocational training or working. For more information, visit the centre at 2 Newton Street or phone 4052 1825.

- Johnstone TAFE and Community Children’s Centre, phone 4061 7051.
- Thursday Island Child Care Centre

Parking
TAFE Queensland North has limited parking facilities on some campuses. Please comply with signage in parking areas. While on TAFE Queensland North property, students should operate all vehicles with due care and attention, and in accordance with displayed speed signs.

Student Self Services (SSS)
Student Self Services (SSS): SSS is the first step to obtaining a password to access other online services. SSS also allows you to manage your personal information, as well as view and print your TAFE academic information and financial details.

To access Student Self Service go to https://enrol.tafe.qld.gov.au/

Please note: If you have not enrolled and have not received a username and password, place contact TAFE Queensland North on 1300 656 959 before proceeding.

Changes to personal details
To change your personal details notify a Customer Service Centre or in person at any campus office. TAFE Queensland North may send materials to you during the course of your study and also your Certificate or Statement of Attainment upon completion of your studies. It is important that you keep your mailing address details current to enable TAFE Queensland North to supply these documents to you.

Go Wireless – Connect your own mobile and personal devices
As a TAFE Queensland North student WiFi is available on a number of mobile and personal devices. Please speak to our Library Services Staff for further information.

Insurance
TAFE Queensland North maintains public liability (general) and workers compensation which includes work experience/vocational placement students’ insurance to meet its legal obligations. Any student suffering an injury or workplace incident is obliged to seek appropriate first aid and medical treatment through public hospital services where possible.

All work injuries/incidents that occur on TAFE Queensland North properties, vocational placements, work experience, industrial visits or excursions must be reported. Students, on being injured or involved in a workplace incident, must advise their teacher/manager/employer of the incident and complete an internal form called “WHS Incident Report” which is available upon request. TAFE Queensland North also has trained first aid officers.

It should be noted that the insurance arrangements outlined above do not guarantee the immediate or total reimbursement of any claims relating to the medical, hospital or ambulance expenses of students or other parties. On occasion, delays may be experienced in finalising some personal injury claims or the insurer may wholly or partially reject claims due to possible contributory negligence. If this is a cause for concern, students should consider taking out their own medical, hospital or ambulance cover.

Use of photographs and videos
TAFE Queensland North may use photographs or video footage of students for marketing, promotion or publicity purposes. Students who appear in photographs or video footage are asked to sign a TAFE Consent Form, which gives permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the use of a photograph or video footage.
Educational

Access and equity

All students will be recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package. TAFE Queensland’s Access and Equity procedure ensures that the student selection decisions comply with Equal Opportunity legislation.

Credit transfers/recognition

Students who have already completed a formal qualification in their intended course at another TAFE or Registered Training Organisation (RTO) may be able to apply for credit transfer from some courses.

NOTE: You will need to provide original documentation to support your case. If copies are supplied, they must be noted as a ‘true copy’ of the original and signed by a Justice of the Peace.

More information on how to apply for Recognition of Prior Learning or Credit Transfer is available from Customer Service Centres or your teacher.

Enrolments and fees

Students must complete an enrolment form and provide all relevant information (e.g. date of birth, proof of pre-requisite study) prior to commencing a course.

In addition, all fees must be finalised before you will be admitted to class. Please enquire at Customer Service Centres to determine your eligibility for payment options. Once your enrolment is processed, you will be provided with an Enrolment Confirmation. Please retain this document and present it at your first class/session.

Online training

Online training is available for many courses via the TAFE Queensland online learning management system known as Connect.

Much of the online training supplements other modes, such as classroom, workshops, residential, web/video conferencing and work based training. Access to Connect will be arranged after enrolment.

VET FEE-Help

Vocational Education and Training (VET) FEE-HELP is an Australian Government interest free loan scheme that provides financial assistance to students. Eligible, full-fee paying students who enrol in an approved Certificate IV, Diploma or higher level course can apply for VET FEE-HELP to assist with the cost of TAFE Queensland tuition fees.

For further information, please visit TAFE Queensland North’s website http://tafenorth.edu.au/study-with-us/enrolment-fees/vet-fee-help/.
LET'S CELEBRATE THE TRADES PEOPLE
Apprentice and trainee induction information

Areas to be covered in your induction include the following:

- Australian Apprenticeship Support Network (AASN)
- Department of Education and Training (DET) - Training Queensland
- Supervising Registered Training Organisations (SRTOs)
- Employer resource assessment
- Training plan and training delivery
- Training record
- School-based apprenticeship or traineeship (SAT)
- Relationship with the employer
- SRTO dispute process
- Completion process
- Learning support
- A change of SRTO
- Further information
- Student fee policy
Introduction

There is a requirement that employers and their apprentices/trainees are advised of their roles, rights and responsibilities under the training contract. Our Training Consultant will inform you of these through an induction session.

The Department of Education and Training (DET) administers apprenticeships and traineeships in Queensland under authority of the Further Education and Training Act 2014.

This Guide provides information on the topics that are to be covered during an induction. It has been designed for the purposes of assisting in the delivery of the induction process.

Additional information can be obtained from the Department of Education and Training website, www.apprenticeshipsinfo.qld.gov.au and most topics discussed in this booklet have a ‘Fact Sheet’ available. These ‘Fact Sheets’ will provide detailed information vital for the employer and apprentice/trainee during the course of the training contract. Additionally you can telephone your nearest regional office on telephone number 1800 210 210.

Also, assess, approve and process the payment of Australian Government incentives to eligible employers, and personal benefits to eligible Australian apprentices specifically to assist them in the early years of their apprenticeship when their wages are generally at their lowest.

To find out who your Australian Apprenticeship Support Network Provider is please phone 13 38 73.

Department of Education and Training (DET) – Training Queensland

Training Queensland registers and administers apprenticeship and traineeship training contracts and monitors the training of apprentices and trainees.

Employers, apprentices and trainees can contact officers of Training Queensland for advice and assistance relating to apprenticeships or traineeships by telephoning Apprenticeships Info on 1800 210 210.

Training Queensland works cooperatively with the Australian Apprenticeship Support Network and Supervising Registered Training Organisations to ensure employers, apprentices and trainees achieve the outcomes they are seeking from undertaking the apprenticeship or traineeship.

Australian Apprenticeship Support Network (AASN)

The Australian Apprenticeship Support Network provide information, administration services and support to employers and Australian apprentices. They assist with the signing of training contracts and
Supervising Registered Training Organisations (SRTO)

Supervising registered training organisations provide structured training to apprentices and trainees.

TAFE Queensland North as your chosen SRTO both during the initial contact (induction) and through the term of the training contact will provide information on topics such as:

- Employer resource assessment
- Training plan and training delivery
- Training records
- Specific school-based apprenticeship or traineeship information
- Role of the employer
- SRTO dispute process
- Completion process
- Any learning support requirements identified
- Requirements, should a change to the SRTO occur.

Employer Resource Assessment

The Employer Resource Assessment (ERA) is conducted by the SRTO to determine the employers’ capacity to provide adequate training arrangements and supervision to the apprentice or trainee.

The ERA must detail all the facilities, equipment, range and type of work, ratio of apprentices or trainees to qualified persons and supervision details. The ERA must include the supervisors’ name, industry licence and qualification that are relevant to the apprenticeship or traineeship within the apprentice’s or trainee’s workplace. The ERA must be signed by the SRTO and employer and must be retained by the SRTO as evidence of conducting the ERA.

The completed Employment Resource Assessment form will be used as verification the process has occurred and provided to Training Queensland if required.

TAFE Queensland North will only commit to being the SRTO when we are satisfied that the employer is able to provide adequate arrangements.

Where TAFE Queensland North determines that the employer does not have the capacity to provide some of the facilities, equipment etc., but the employer agrees to temporarily assign the apprentice or trainee to another employer, this agreement/discussion should be documented as part of the ERA.

For all other enquiries about alternate arrangements, please refer to your local Training Queensland office on 1800 210 210.
Training plan and training delivery

Training plan

Every apprentice and trainee must have a training plan and if under more than one training contract, a training plan is required for each apprenticeship and traineeship (The current User Choice Policy states that “An Apprentice or Trainee can only receive one Government Contribution for a User Choice funded qualification at any single point in time” – Section 2.2.3).

The training plan details the vocation, qualification title and qualification level to be undertaken by the apprentice or trainee, the sequencing and timing of the training and assessment arrangements, the mode of training delivery and the training to be delivered to the apprentice or trainee by either the employer or SRTO.

The Training Plan should also document scheduled workplace contacts by the Supervising Registered Training Organisation to monitor the progress of the apprentice/trainee.

The training plan is a live document that is reviewed throughout the training term and updated to reflect changes to training undertaken both on and off-the-job.

TAFE Queensland North will only commit to the training plan on verifying that the employer has the capacity to commit to the training plan as identified in the employer resource assessment.

Credit Transfer

Credit transfer is awarded for competence achieved by taking part in another program. If the apprentice/trainee have already been assessed as competent in any of the units listed on their training plan, the apprentice/trainee should provide evidence of this to TAFE Queensland North so that a credit transfer can be applied.

Failure to make reasonable progress

There must be a training plan for each apprentice and trainee. The training plan – which is negotiated and signed by the employer, apprentice or trainee, and the supervising registered training organisation – indicates the parties’ agreed position on what constitutes ‘reasonable progress’ by the apprentice or trainee.

Among other things, the training plan must detail the competencies to be achieved during the apprenticeship or traineeship, and the milestones for achieving those competencies.

When an apprentice or trainee experiences difficulties in achieving competence within the timeframe scheduled in the training plan, the SRTO will work with the employer and the apprentice or trainee to develop a strategy to assist the apprentice or trainee to achieve competence. This strategy may include, for example, opportunity to undertake extra training and assessment, extra tuition, improved exposure to appropriate work in the workplace and/or a review of the training plan.

If, after intervention by the SRTO, the employer decides the apprentice or trainee is still failing to make reasonable training progress in their apprenticeship or traineeship, the employer must notify the regional office of Training Queensland of their decision in writing within 14 days. This notification should include the following information:

- Detail of the skills or competency/ies not achieved
- Any reasons for the non-achievement
- The employer’s view on the future of the training contract
- A copy of the operative training plan
- (For school-based apprentices and trainees) a copy of the Education, Training and Employment Schedule where applicable.

Training Queensland will investigate the circumstances and where appropriate, the investigating officer will assist the parties to negotiate a strategy for achieving the successful completion of the apprenticeship or traineeship.
Training Queensland may also take action against an employer or SRTO who fails in their obligations to arrange or deliver training and/or assessment to the apprentice or trainee in accordance with the training plan.

**Recognition of Prior Learning (RPL)**

Recognition of prior learning acknowledges skills and knowledge gained as a result of work experience, life experience and/or formal training. This process is available to the apprentice/trainee for any unit in which they believe they are already competent. Contact TAFE Queensland North for further information on how to apply for RPL.

**Delivery**

TAFE Queensland North provides structured competency-based training which can be negotiated and may be one of the factors that influence the choice of provider.

Delivery modes may include classroom, flexible and work-based delivery.

Classroom delivery, including block release, takes place on campus or at another training facility and is supported by experiential learning on the job.

Flexible delivery may involve video link, teleconference, correspondence, work books, online self-paced and internal and class room links, supported by practical learning on-the-job.

**Enrolment and concession**

Fees are payable by the apprentice/trainee at, or prior to, the time of enrolment. Refer to our website for further information and requirements regarding:

- Fee payment options
- Outstanding debts
- Fee concessions.

**Minimum standard of dress in work situations**

The dress standards listed represent the minimum standard which will provide adequate protection against certain hazards in the working environment.

In addition to these standards, regulations of the Workplace Health and Safety Act apply.

**Thongs and singlets are not allowed.**

Apprentices/trainees are required to apply the same dress code as per normal working hours. Where company uniforms are supplied then that is the minimum requirement.

Where no dress code applies at the workplace then the minimum would be those as outlined below.

- **All jewellery and watches**: Shall be removed during practical work in metal machining, or while undertaking any activity which may result in injury as a result of jewellery becoming caught or entangled.

- **All safety shoes**: Shall conform to AS 2210 (all safety footwear shall incorporate protective steel toecaps complying with the relevant requirements of this standard in all workshops and designated areas). Protective shoes shall have covered uppers and non-slip soles for the working environment.

- **Sunscreen**: Shall be used to provide protection for exposed skin in outdoor activities.

- **Clothing**: Worn by persons who may come in contact with fire, heat and molten metal shall be manufactured from a fire resistant material such as 100% cotton drill.

- **Eye Protection**: Eye protection in the form of safety spectacles or safety clips-on (if you wear non-safety prescription spectacles) is to be provided by each apprentice/trainees. If your own is obtained elsewhere, it must carry the Australian Standards Approval for the Code ‘AS1337’ Industrial Eye. However, if there is any doubt you will be required to obtain a pair that does comply with the Code. If wearing prescription spectacles then safety clip-ons must be worn, unless the lenses are industrially hardened or made of CR39. Your optometrist will be able to advise you on this. However, if there is any doubt then you will be required to obtain and wear a pair of safety clip-ons.
• Hair Protection: Hair protection shall be worn, when working around moving machinery and/or when a designated area is in operation. The hair protection should be in the form of a peak cap especially designed for industrial use. It should also come with a snood capable of fully containing the hair. A cap of fire resistant material shall be worn when working in the various welding areas.

• Ear Protection: You will be responsible for providing this protection, which will also be available for purchase at the campus. If you wish to purchase your own, please ensure that it carries the Australian Standard Approval.

• Mobile Telephones: Students carrying mobile telephones must ensure they are turned off during classroom activities. In exceptional circumstances (eg an illness in the family); students may seek approval from the teacher/tutor to keep his/her telephone switched on.

The standard of dress must be appropriate for the trade work you undertake, eg long sleeve shirts, long trousers, safety shoes must be worn when working in workshops.

Language, literacy and numeracy support

Most trainees and apprentices will need to acquire new language, literacy and numeracy skills during the course of their training.

TAFE Queensland North is committed to supporting these students. Every apprentice and trainee can access this support by contacting their teacher.

NOTE: TAFE Queensland North is not able to provide language, literacy and numeracy support to school based apprentices and trainees, as their relevant schooling sector will be responsible for these arrangements.

Travel and accommodation subsidies

Training Queensland provides financial assistance to subsidise the additional costs incurred by apprentice or trainees who travel specified distances to attend off-the-job training.


Claims are usually paid after college attendance is completed, however special circumstances can apply. This must be signed by a teacher upon block completion and it is an apprentices/trainees responsibility to submit this form.
Training record

The training record provides evidence of the training (both on and off-the-job) that has been completed by the apprentice or trainee.

The purpose of this Training Record (TR) is to record the apprentice/trainee’s achievement of competency for units agreed to in the Training Plan. This is an important record and must be kept by the apprentice/trainee throughout their training.

The TR must be reviewed and updated at least every 3 months by both the apprentice/trainee and the employer/supervisor. This will allow all parties to keep track of the apprentice/trainee’s progress throughout their apprenticeship/traineeship.

Remember – it is your responsibility to keep this book in a safe place. Failure to maintain and produce this training record constitutes ‘misconduct’ under the Further Education and Training Act 2014.

Two documents must be completed for each unit to enable a final result to be awarded. These are the Unit Sign-Off and the Third Party Verifications.

A third document, the Work Experience Record, enables the apprentice/trainee to record details about their work experience. However, this is not compulsory and its use is at the discretion of the apprentice/trainee and the employer/supervisor.

The Unit Sign-Off must remain in the TR as proof of completion of a unit.

The obligations of each party in relation to the Unit Sign-Off are:

Apprentice/trainee’s obligations:

- Sign and date this document when you are confident you can meet the required unit outcomes. This can be done at any stage within your apprenticeship/traineeship but not before you complete your off-the-job training for that unit.

Employer/supervisor’s obligations:

- Sign and date this document when you are satisfied the apprentice/trainee can successfully perform the tasks outlined in the unit at your workplace. This can be done before the apprentice/trainee completes their off-the-job training.

Assessor’s obligations:

- Sign and date the first section of this document when the apprentice/trainee has successfully completed the off-the-job training and assessment for the unit. An interim “K” result (Underpinning skills and knowledge achieved) will be granted for the unit of competency.

- Sign and date the final part of this document when all other signatures have been completed and the Third Party Verification (Third Party Verification is mandatory) has been completed.

The Third Party Verification details the tasks and standard the apprentice/trainee is required to achieve in the workplace and is used by the assessor to gather evidence from the employer/supervisor as it relates to the level of performance of the apprentice/trainee.

In the majority of cases, the apprentice/trainee will be required to successfully perform these tasks on more than one occasion to be deemed competent. However, the overall decision regarding the apprentice/trainee’s competence will, at all times, remain with the assessor.

The Third Party Verification is removed from the TR by the assessor and is added to the apprentice/trainee’s file held by TAFE Queensland North once completed. The obligations of each party in relation to the Third Party Verification are:

Apprentice/trainee obligations:

- Discuss your progress with your employer/supervisor and when they are satisfied that you have the ability to meet the unit outcomes, ask them to sign this page.
**Employer/supervisor's obligations:**
- Sign this page when you are satisfied that the apprentice/trainee has the ability to meet the unit outcomes as applied in your workplace. This can be done before the apprentice/trainee completes their off-the-job training and can be signed progressively or collectively. However, they should be signed well before the end of study date entered on the front page of the TR and in the training plan to allow for the timely processing of results for the apprentice/trainee.

**Assessor's obligations:**
- Collect and file the Third Party Verification (mandatory).
- Sign and date the final section of the Unit Sign-Off page.
- Record a “J” (Competency Achieved) as a final result for the unit.

If further clarification is required please contact TAFE Queensland North.

**Timeframe**
Training Queensland encourages regular checks of the training record to allow the parties the opportunity to discuss training and ensure that the apprentice or trainee receives the full range of work and is progressing satisfactorily.

**Signing the training record upon completion of competencies**
A training record should include signatures of the parties upon completion of each unit of competency:
- The employer’s signature supports that the apprentice or trainee is competent in the workplace to industry standards.
- The apprentice or trainee’s signature supports that he/she agrees he/she has the ability to competently perform the workplace tasks.
- The SRTO’s signature supports that off-the-job training in the underpinning knowledge and skills has been successfully completed.

Third Party Verifications must be completed and returned to TAFE Queensland North when completed by the employer and apprentice/trainee.

A properly kept training record will allow the employer, apprentice or trainee, TAFE Queensland North and Training Queensland to identify, at any stage, the training undertaken and the skills and competencies attained. The training record can also be used should a competency be the subject of a dispute between apprentice or trainee and employer.
A school based apprenticeship or traineeship is a contract of training and paid employment where a school student’s timetable or curriculum reflects a combination of work, training and school study, which together lead to the award of a Queensland Certificate of Education (QCE) or its equivalent and progress towards a vocational qualification.

The student’s school timetable must be impacted by the work and/or training arrangements.

The student’s school is best positioned to determine whether or not an apprenticeship/traineeship impacts on their school timetable. While the level of ‘impact’ is not defined, it is expected the impact will be such that the student’s school timetable schedules a regular time slot/s for the apprenticeship or traineeship.

**Minimum paid work requirement**

The minimum paid work requirement for a school based apprentice/trainee is 50 days (80 days for electro technology) for each 12 month period from the date of commencement or recommencement.

The employer must ensure that their school based apprentice/trainee has regular work in the apprenticeship/traineeship and is scheduled to work on a regular basis. If the minimum requirement cannot be met during the school week, the apprentice/trainee may work some days during weekends or across school holidays.

The employer may provide additional working hours/days if agreeable to all parties and allowable under the relevant industrial instrument.

This policy outlines the minimum requirements, however many school-based apprentices and trainees work more than the minimum days required.

**Institutional training delivery limits**

There are imposed limits on the amount of institutional training, which may be delivered to school-based apprentices, based on the nominal term of a full time training contract. These limits are:

- (a) Four year nominal term - a maximum of 33.3% of the competencies
- (b) Three year nominal term - a maximum of 40% of the competencies
- (c) Two year nominal term - a maximum of 50% of the competencies

This restriction arose out of a concern that some school based apprentices may seek to undertake inappropriate amounts of college attendance without commensurate exposure to workplace experience to support this delivery.

This restriction does not apply to school-based traineeships.

**Completion**

If the SAT does not complete their apprenticeship or traineeship while at school, the employer will be required to convert the training contract to full-time or part-time when the apprentice or trainee completes their final day at school;

If you are dissatisfied with the outcome of the re-evaluation process, you have a right to appeal. If at the end of the SRTO appeals process, the employer or apprentice or trainee remains dissatisfied, they may lodge a complaint with Australian Skills Quality Authority (ASQA).

**Completion process**

Apprenticeships and traineeships in Queensland are competency-based, which means when parties agree that all competencies have been achieved the apprenticeship or traineeship is completed and the qualification and completion certificate can be issued, irrespective of time served.

All parties have a role in the completion process. When all parties agree that the training and assessment is completed, the SRTO:

- Confirms the completion date with the employer and apprentice or trainee
- Issues the qualification
- Notifies Training Queensland of the qualification issue
- Training Queensland issues the completion certificate.


**Relationship with the employer**

TAFE Queensland North will assist the employer to understand their roles and responsibilities in planning and providing workplace tasks, delivering workplace training to the apprentice or trainee, and supporting competency based progression, such as:

- Delivering workplace tasks that are suitable to support the apprentice’s or trainee’s structured training as outlined in the training plan
- Providing on-the-job training as soon as possible so that the apprentice or trainee may progress at a reasonable rate
- Ensuring the apprentice or trainee has suitably qualified personnel designated to train them
- Ensuring the employer signs the training record to support achievement of on-the-job competence, at reasonable intervals of not more than three months
- Confirm the release of apprentice or trainee from work as agreed to attend any off-the-job training, including assessment as negotiated in the training plan.

**SRTO dispute process**

TAFE Queensland North should initially deal with any disputes over competency or completion. Please discuss any disputes initially with your teacher.

The Academic Appeals process is for appeals by students in relation to academic assessment decisions. Where you are dissatisfied with an academic assessment decision you must first request a re-evaluation of the assessment.
Learning Support

It is the responsibility of the apprentice/trainee or employer to notify the TAFE Queensland North of any particular needs of the apprentice/trainee, including:

- Learning styles
- Physical or intellectual abilities
- Language, literacy and numeracy levels
- Training location
- Cultural and ethnic background or socio-economic factors.

It is important to provide equal training and employment opportunities to people with disabilities. TAFE Queensland North can make “reasonable adjustments” by adapting our training delivery methods to ensure equity and full access to training by people with a disability. Please contact the Disability Support Officer at your nearest TAFE Queensland North campus for further information.

For advice on support services, contact Apprenticeships Info on 1800 210 210.

Change of SRTO

The employer and apprentice or trainee may change the SRTO during the apprenticeship or traineeship, provided both parties agree.

The employer notifies the current SRTO of the agreement to change. The SRTO being replaced must provide a Statement of Attainment listing the training that has been completed. The training record may also require updating to reflect any training that has been undertaken and completed by the apprentice or trainee since the previous update.

The new SRTO, on accepting their role has the responsibility to:

- Develop a new training plan; and
- If the contract is a SAT, ensure the training schedule (ETES) is suitable, or re-negotiate the timetable with the school.

Form ATF-010 Change of (supervising registered) training organisation has been developed to enable parties to notify Training Queensland of the change of SRTO.

Further information

Apprenticeships Info service provides free advice and support to all Queenslanders about apprenticeships, traineeships and training options including a range of brochures and promotional material. To access this service contact Training Queensland on:

- Telephone: 1800 210 210
- Website: www.apprenticeshipsinfo.qld.gov.au
- Email: apprenticeshipsinfo@qld.gov.au


The Queensland Training Information Service (QTIS) allows interested parties to search online for information on apprenticeships and traineeships that have been approved for delivery in Queensland. This site also provides details on the supporting courses, qualifications, restricted callings and suppliers. To access this service, visit: http://qtis.training.qld.gov.au/.

Training Queensland Regions provide support and advice to all stakeholders. You may find your local training Queensland office at: http://apprenticeshipsinfo.qld.gov.au/resources/pdf/postcodesbydistrict.pdf.

They provide financial assistance to subsidise the additional costs incurred by apprentice or trainee who travel specified distances to attend off-the-job training. For comprehensive information and eligibility criteria refer: http://apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation/index.html.

Wage and entitlements

Apprentices and trainees are paid for time they spend undertaking an approved course of instruction for the qualification up to the maximum number of hours specified for the course. This applies irrespective of how the course is delivered. Please check with the Fair Work Infoline for wage information relating to school-based apprentices and trainees.

The Fair Work Infoline can be contacted on 13 13 94 or visit the Fair Work website www.fairwork.gov.au.

Existing Worker’s Policy

There is no barrier to an employer’s existing worker becoming an apprentice or trainee. Funding priority for structured training, however, has been given to trainees and apprentices who have been employed less than three months full-time or twelve months part-time/casual immediately prior to commencing the traineeship. In other than these cases, funding for structured training will have to be met on a fee-for-service basis. The existing worker policy does not apply to apprentices entering into a Priority 1 qualification. These qualifications are funded for new and existing workers. For more information contact an Australian Apprenticeship Support Network Provider.

Dealing with issues

Whenever an apprenticeship or traineeship issue arises and the parties cannot resolve it themselves, they should immediately seek assistance from one of the service providers –

- Australian Apprenticeship Support Network Provider
- Supervising Registered Training Organisation (SRTO)
- The Department of Education and Training (DET).

Temporary inability of employer to provide work

If at any time during the apprenticeship or traineeship the employer is temporarily unable to provide training because of a lack of work, arrangements may be made to temporarily transfer the apprentice or trainee.
to another employer who is able to continue the training. The employer should notify the supervising registered training organisation of this arrangement as the training plan will need to be amended to include training which the new temporary employer will provide.

Should these arrangements be unavailable a permanent transfer to another employer is another alternative.

**Cancellation**

After the probationary period has expired, a party seeking to withdraw from a training contract may do so only with the consent of the other party, or when prior approval has been received from Training Queensland.

If all parties agree to cancel the training contract written notification must be immediately forwarded to Training Queensland so that the registration of the training contract may be cancelled.

If only one party is seeking cancellation, the matter should be discussed with the other party. If both parties do not agree an application stating the reason for cancellation may then be made to Training Queensland for a decision. Until that decision is made the training contract remains current.

For advice and assistance contact Apprenticeships Info on 1800 210 210.

**Discipline/serious misconduct**

Disciplinary action can be taken against an employer and/or apprentice/trainee of a registered training contract who has engaged in misconduct or serious misconduct, as defined under the Further Education and Training Act 2014 (the Act).

Examples of misconduct where disciplinary action may be taken are:

- The apprentice/trainee or employer not keeping the training record as prescribed or failing to produce the training record for inspection
- The apprentice/trainee is absent from the employer’s workplace without the employer’s consent unless the absence is authorised under legislation. (This includes off-the-job training).
- The apprentice/trainee failing to carry out reasonable and lawful instruction given by their employer, their employer’s agent, their training organisation or Training Queensland.
- Not participating in training provided under the training plan.
- Not participating in training provided under the training plan or failing because of deliberate neglect or default, to make reasonable progress in training provided under the training plan.
- Causing serious damage or risk of serious damage to the employers’ business or business reputation.

Serious misconduct is defined as:

- The apprentice/trainee being under the influence of liquor or a drug at work or whilst attending training.
- The apprentice/trainee causing an imminent risk of serious bodily injury or work-caused illness or a dangerous event occurring.
- Theft, fraud or assault.

Penalties may be imposed against either an apprentice/trainee or an employer. For advice and assistance contact Apprenticeships Info on 1800 210 210 or Fair Work Australia on 1300 490 378.

**Notifiable events**

The parties to the training contract have an obligation to advise the department (through Apprenticeships Info on telephone 1800 210 210) of any event that affects the training contract of an apprentice or trainee.

**Completions**

Apprenticeships and traineeships are competency-based, which means when all the competencies have been achieved (irrespective of the amount of time served) the apprenticeship or traineeship may be
completed and the qualification and completion certificates issued.

**Training Assistance**

Apprentices and trainees whose training contracts are cancelled may be supported financially to attend a registered training organisation to assist them to re-enter a training contract. Assistance is available from a number of sources. Telephone 1800 210 210 for further information.

**Recognition for previous service or experience**

Do you have any skills and knowledge which may relate to the qualification that you are about to undertake? If so, now is a good time to identify this with a TAFE Queensland North staff member about the possibility of assessing these skills and knowledge prior to commencing training in the qualification you are seeking.

Apprentices and trainees may apply to Training Queensland for credit for previous service or experience related to the apprenticeship or traineeship. A claim for credit usually occurs when a person commences or recommences in an apprenticeship or traineeship.

Each training contract for an apprenticeship or traineeship must have a nominal term (expected duration) and a nominal completion date (end date).

Credits for previous service are applied against the nominal terms of apprenticeships and traineeships at the time of registration of training contracts. Any credit that is applied reduces the balance of the nominal term to be served and subsequently affects the nominal completion date. Previous experience may also allow the apprentice or trainee to receive recognition of prior learning for competencies achieved.

It is the responsibility of the employer, the apprentice or trainee, and the supervising registered training organisation to negotiate a training plan, establish the training entry or re-entry point, and the training to be completed. Irrespective of any time credits allowed against the nominal term, the apprenticeship or traineeship may be completed at any time after the employer, the apprentice or trainee and the supervising registered training organisation agree that the training has been completed, and a qualification has been issued by the supervising registered training organisation.

Where a person claims to have achieved all of the required competencies of a trade calling, but a certificate of completion for an apprenticeship does not support this claim, that person may be eligible to apply for recognition of work or training.

Further information can be obtained at the time of your induction or by contacting the RPL Coordinator at RPL.North@tafe.qld.edu.au.

For recognition in electrical and engineering occupations you may also be required to contact Trades Recognition Australia on 1300 360 992.
Student fee policy

Program fees
All fees are due and payable at the time of enrolment and prior to attending your first class/session. Fees can be paid by cash, cheque (payable to TAFE Queensland North), EFTPOS or credit card (Bankcard, Visa, MasterCard and American Express – not available at all campuses).

Overdue/unpaid debts
Overdue/unpaid debts will be referred to the TAFE Queensland’s Debt Collection Agency for full debt recovery including the cost of recovering the debt. TAFE Queensland out-sources debt collection to Financial Services Branch. Financial Services Branch may contact clients in relation to client accounts, overdue debts and debt recovery.

Fee concessions
Students enrolling into a TAFE Queensland program may be eligible for a concessional rate for the student contribution fee where the TAFE Queensland North is able to validate a current concession. Concession may be available for the below categories:

- Centrelink Health Care Card (HCC)
- Centrelink Pensioner Concession Card (PCC)
- Department Veteran Affairs Card (blue card only)
- Under 17 (at the end of February in the year of study and has not completed year 12) as verified by a parent/guardians signature on the enrolment and fees forms.
- Aboriginal or Torres Strait Islander

In all cases fee concessions MUST be claimed at, or prior to, time of enrolment otherwise full fees will be charged and no further adjustments can be made. For more information please contact the Customer Service Centre at your nearest campus.

Corporate, business, employers and government clients
Applies to corporate, business or government clients who have contracted TAFE Queensland North to provide training, consultancy or other services including employers of apprentices/trainees.

Application is automatic on receipt of a signed and dated purchase order made out to TAFE Queensland North on official stationery or business letterhead. Authority to Invoice forms are also acceptable. Where a contract has been entered into, this is also deemed as a credit application.

Employer to Pay – Authority to Invoice (ABN registered business’s only)
An Authority to Invoice agreement is where the employer/agency elects to pay fees on behalf of the student (including apprentices/trainees).

An approved Authority to Invoice form submitted at, or prior to, the time of enrolment will allow a student (including apprentices and trainees) with an outstanding individual debt to enrol in and attend classes.

You may still receive invoices:
- Where you have a separate individual account that requires repayment, and/or
- Pending finalisation of the employer or other business/agencies account.
Cairns campus.
Mount Isa campus.
Townsville (Pimlico) campus.
Townsville Trade Training Centre.

Level 1

Level 2

Emergency evacuation area
Access lift

Building plan
27 October 2018

MAKE GREAT HAPPEN

TAFE North
It’s time we celebrate the doers. The builders, the bakers, the fancy clothes-makers. The picture takers and flower bunchers, city makers and number crunchers. The protectors, the nurturers, the entertainers, and the people who make us all look beautiful. The upskillers, the room chillers, and the all-important pollution killers. The mariners and miners, mechanics and medics, the graziers and glaziers, and people who just amaze you. You’re the people who make the world turn. You’re the people who make great happen.