Contents

5 Welcome

6 Admission information

6 Understanding your rights and responsibilities

6 Unique Student Identifier (USI)

7 Quick summary of the TAFE Queensland student rules

8 Work health and safety

9 Student services

10 Student support

11 Right to information and privacy

12 Complaints, compliments and feedback

12 General information

14 Educational

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

Publication date: 3 February 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
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.

**Admission information**

F ull enrolment information and advice is contained in Course Guides, TAFE Queensland North’s website and at Customer Service Centres. Should you require any further information, please contact a TAFE Queensland North Customer Service Centre by phone, in person or via email info.north@tafe.qld.edu.au.

**Unique Student Identifier (USI)**

F rom 1 January 2015 each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from your registered training organisation, when studying nationally recognised training in Australia.

This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account which will help you keep all your training records together.

You can log on to the website at www.usi.gov.au and get your number now.

**Understanding your rights and responsibilities**

I n order to carry out their work of teaching, training, and public service, TAFE Queensland campuses have an obligation to maintain conditions under which the work can proceed freely. The TAFE Queensland Student Rules are designed to ensure that you are aware of your rights as a student, as well as your responsibilities to TAFE Queensland and to other
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.

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.

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 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.

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.
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,
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.
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/.
Cairns campus.
Mount Isa campus.

A Block
Level 1 Library, Facilities, Reprographics, Information Technology, Business, Childcare, Aged Care, SEE
Level 2 Electrical
B Block Metal Fabrication
C Block Level 1 Business Development, Marketing, Education Support Officers, Client Information Centre, Human Resources, Regional Director, Examination Centre
Level 2 External Room Hire
D Block External Lease, Myuma Corporation

E Block
Level 1 External Room Hire
Level 2 External Room Hire
F Block Fitting and Machining, Diesel Fitting, Automotive

G Block Storage

H Block Metal Fabrication
I Block Construction Classroom
J Block Construction Workshop
L Block Toilet block

Female toilets
Male toilets
Unisex toilets
Special access toilets
Emergency evacuation areas
Townsville (Pimlico) campus.
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.