


# TAFE QUEENSLAND NORTH

# STUDENT INFORMATION



TAFE Queensland North offers an extensive range of programs across 17 campus locations including:

Atherton | Bamaga | Bowen | Burdekin | Cairns | Cannonvale (The Whitsundays) | Charters Towers | Cloncurry | Ingham  
Innisfail | Mount Isa | Normanton | Palm Island | Thursday Island | Townsville (Pimlico) | Townsville Trade Training Centre (Bohle)  
Great Barrier Reef International Marine College (Cairns)

This guide contains a summary of key pre-enrolment information to assist you to understand your rights and obligations as a TAFE Queensland North student and let you know of the extensive range of services that are available to you. Full copies of our most commonly requested policies and procedures can be accessed on our website. Alternatively, our friendly customer service team is also on hand to assist you, at customer service counters, by phone on **1300 656 959** or email [info.north@tafe.qld.edu.au](mailto:info.north@tafe.qld.edu.au).

## How do I enrol into a program at TAFE Queensland North?

The following is a general outline of the enrolment procedures for programs offered at TAFE Queensland North.

In response to your initial enquiry, if you are asking about an accredited course, you will receive a course brochure as well as this brochure. We suggest that you familiarise yourself with the contents of these brochures as they will assist you in making your decision to study with us.

Once you have decided on a particular program to study, you will need to take the right steps to secure your place in that program. The locations of our Customer Service Centres and our different payment options are detailed below:

### By Phone:

To enrol by phone (credit card payments only), call Customer Service on 1300 656 959.

### By Email:

Email your enquiry or request for enrolment to our Customer Service Centre email address: [info.north@tafe.qld.edu.au](mailto:info.north@tafe.qld.edu.au)

### By Mail:

Post your completed enrolment documentation with your cheque or money order to:

**The Customer Service Centre  
TAFE Queensland North  
PMB 1, CAIRNS QLD 4870**

### In Person:

Visit one of our 13 Customer Service Centres conveniently located across the region. Please refer to our website for a location near you.

**Please note:** Prior to visiting Customer Service, please remember to bring your current Centrelink Health Care Card, Pensioners Card or Disability Pension Card (if you have one) and your funding eligibility documentation including forms of identification. Have your details ready as you may be eligible for discounted fees at time of enrolment.

## Learn Your Way

### Full Time

This option is perfect if you're ready to jump in and give your studies everything you've got! Studying full time at TAFE Queensland North is the quickest and most immersive way to get the qualification you need. You'll be job-ready in no time!

### Part Time

Is your life already in the fast lane? If you're busy working, juggling family or anything else just as exciting, we don't mind if you only want to hang with us part time. You'll still learn everything you need to get fully qualified.

### Residential Blocks

Some of our Aboriginal and Torres Strait Islander courses are delivered in intensive blocks of training on campus. You may be required to travel away from home to complete this type of study. Funding support for travel, accommodation and meals may be available. Contact a Student Support Officer to find out if you are eligible.

### External

We understand if your schedule is too hectic for face-to-face learning sessions as a group. External study is a flexible learning option, allowing students to complete their studies on an individual basis. This could be online, electronic or print-based distance learning with as required contact with teachers.

### Workplace

TAFE Queensland North works closely with students in their workplace to help them upskill. We can assess your current skills and develop a flexible, competency-based training program and deliver it in your workplace, ensuring that the training meets your individual and employment needs.

### Online

Studying online gives you greater flexibility and access to TAFE Queensland North's huge range of resources with the added bonus of learning anywhere, anytime, as long you have an internet connection. Our interactive e-learning environment can be accessed 24/7 and allows students to easily connect with teachers and classmates, using the latest e-learning tools.

## Apprenticeships/Traineeships

Get the skills while you pay the bills with an apprenticeship or traineeship through TAFE Queensland North! We work with employers training you for a formal qualification that complements your on-the-job training. You can choose a range of flexible study options including full time and part time or you can even start early while you're still at high school.

### Flexible

If you want a qualification but don't know how to fit study into your busy life, TAFE Queensland North will give you the flexible learning options you need. Flexible study combines online forums, video conferences, interactive face-to-face learning and even workplace training, at a pace that suits you.

## How will I be selected for a program at TAFE Queensland North and what are the entry requirements?

The selection process varies based on the level of the program you are interested in. Generally, our brochures and flyers contain the entry requirements specific to the program of your choice. For Australian students wishing to study a Diploma, entry to Diploma programs is either by applying directly with TAFE Queensland North or via the Queensland Tertiary Admissions Centre (QTAC). More details about QTAC applications can be obtained from their website [www.qtac.edu.au](http://www.qtac.edu.au).

Please note: Charges apply for the use

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of the QTAC service. Further information and assistance is available from Customer Service or [www.qtac.edu.au](http://www.qtac.edu.au). Certificate level and short courses are available for direct application. Please feel free to contact any of our Customer Service Centres by phone, email, in person, fax or by mail, to obtain additional information or to clarify any issues or questions you may have.

### If I choose to study with TAFE Queensland North, what can I expect?

At the beginning of each semester and/or program, most new students will receive an orientation either face-to-face or via an online format. At orientation you will be made aware of essential information including, but not limited to:

- Workplace Health and Safety requirements.
- Enrolment conditions.
- Student Support services and Library services.
- TAFE Queensland North policies and procedures.
- Your timetable (including important dates and assessment requirements).
- ID card (if not already obtained at enrolment).

### Will I be provided with additional learning support if I need it?

In order for us to find out what level of support you will need, we need you to complete an online exercise before you start any funded training. The bksb will give us an idea of your foundation skills!

What is bksb? The bksb (Basic Key Skills Builder) is an online tool that provides an overview of your learning strengths and helps us find out your learning styles, as well as your English and Maths levels. This tool helps us to find out how we can best support you in your chosen course of study.

All new students will get an email about the bksb and can complete it at home on their computer, tablet or phone, as well as at our Pimlico and Cairns campus libraries.

[www.tafenorth.edu.au/current-students/student-life/skills-review-bksb/](http://www.tafenorth.edu.au/current-students/student-life/skills-review-bksb/)

### These student services are available to help you.

We have a dedicated team ready to assist you with:

- Study skills
- Language, literacy and numeracy support
- Online and phone support for students studying off campus
- Tutorials and class support
- Time management and preparing for exams
- Help with assignments, referencing and essay writing
- The bksb (Basic Key Skills Builder) skills review
- 24/7 academic support with the 'yourtutor' online program

#### Counselling and Career advice

Free and confidential short-term counselling is available to assist and support students with physical, emotional, social, educational

and vocational needs. Where necessary, a counsellor will work with teachers to assist students to achieve their personal and educational potential.

#### Disability Services

Students with a disability receive a variety of support services including career advice and assistance with information on course content, adaptive equipment, contacting other service providers and identifying support needs.

#### Indigenous Student Support

All Aboriginal and Torres Strait Islander students have access to a team of Indigenous Support Officers, to assist them with their learning and training needs. For details, phone 07 4042 2644.

#### Library

Visit: <https://north.tafeqld.spydus.com/> for the full range of library services available including: books, magazines, DVDs, computers for student use, eBooks and eJournals. Students studying externally or at a campus without a library, may request resources to be sent to their postal address.

#### Internet/WiFi

Wi-Fi hot spots are available at various campuses. Ask us how to connect your personal devices. Student computers are equipped with internet access. Ask Customer Services how to connect.

#### myPROFILER

If you are unsure about what to study, TAFE Queensland North's myPROFILER program on our website can help give you some ideas on what careers and courses will suit you. Visit: [www.tafenorth.edu.au](http://www.tafenorth.edu.au)

### What assessments will I be required to undertake as part of my program?

For each unit of your program, you will be given or have access to a study guide containing details of the assessments you will need to successfully complete in order to pass the unit. The study guide will contain critical information about those assessments such as due dates, the type of assessment being conducted and what learning outcomes each assessment is designed to test – so that you know what learning from your unit you need to demonstrate to pass that assessment.

### Competency-Based Assessment

To be eligible to successfully complete your program, you must satisfactorily complete all the requirements of that program. This means that you will be assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given as one of the following:

**J** – Competent

**M** – Not yet competent

Results of assessment can be viewed and printed from Student Self Service.

TAFE Queensland North has personnel with appropriate qualifications and experience to deliver your training and facilitate your assessment. Assessments must meet

national assessment principles, including Recognition of Prior Learning and Credit Transfer. Adequate facilities, equipment and training materials are utilised to ensure the learning environment is conducive to your success.

### Subsidised Courses

#### Payment Subsidies

The Queensland Government will offset the cost of study for eligible students who meet certain criteria.

#### Certificate 3 Guarantee

The Certificate 3 Guarantee funding is a Queensland Government initiative. To ensure ongoing training is available to eligible students to increase employment opportunities. If eligible, you will receive subsidised training for your first post-school Certificate III level qualification in a priority training area.

#### Fee-Free Training For Year 12 Graduates

If you're a Queensland resident, have just finished Year 12 and are keen to start your studies, you might be eligible for fee-free training. The Queensland Government will pay the full cost of a number of Certificate III qualifications in high priority study areas, under the Certificate 3 Guarantee and User Choice programs.

#### Higher Level Skills Subsidy

The Higher Level Skills Subsidy is a key Queensland Government initiative to assist individuals to gain the higher-level skills required to secure employment, or career advancement in a priority industry, or transition to university. The program provides a government subsidy to support eligible individuals to access one subsidised training place in selected Certificate IV level and above qualifications or priority skill sets.

Various funding is available to assist you with your tuition fees. Conditions apply.

### Fee and Payment Options\*

#### Full Fee Payment

If you're not eligible for a subsidy or concession, you can pay the total amount via EFTPOS, credit card or BPAY – limited cash services available.

#### VET FEE-HELP/Vet Student Loans

The Australian Government has reviewed the VET FEE-HELP scheme. A new program called VET Student Loans will commence from 1 January 2017. You can view the list of approved courses that attract a VET Student Loan on the VET Students Loans website at [www.education.gov.au/vet-student-loans](http://www.education.gov.au/vet-student-loans). If you are eligible, you will be able to apply for a VET Student Loan from 1 January 2017. If you have already been receiving VET FEE-HELP you will still receive it next year while you complete your course.

#### Payment Plans

TAFE Queensland North offers an interest free payment plan option to approved students allowing them to pay their fees in instalments over the duration of their study. Payment plans are available for both full fee paying students and students paying a subsidised tuition fee. Terms and conditions apply and payment plans are only offered through Direct Bank Debit contracts.



## Fee Concession

Eligible students are entitled to a fee concession on most Queensland Government funded programs. For more information or to find out if you meet the criteria, visit:

[www.tafenorth.edu.au](http://www.tafenorth.edu.au)

\*Fee and payment options are subject to change.

## Is there a refund policy?

TAFE Queensland North has a number of different refund policies, depending on whether you are a domestic or international student and your method of payment. Please visit our website for the full refund policy which applies to you. Please note that a Refund Administration Fee may apply. For domestic students paying their own tuition fees, we may provide the student and/or third party/guarantor with a full or partial refund in the following instances:

### Course Fees

- TAFE Queensland North cancels the course.
- You cancel your enrolment before the course/classes are scheduled to commence.
- You receive an unsatisfactory result in a course and you request and pay for the re-evaluation of that course. If you are successful, you will receive a refund of the re-evaluation fee.

### If you cancel your Certificate or lower level enrolment after the course starts, the following applies:

- The General Manager shall not refund any fees and charges paid by/for the student for the cancelled course once classes have commenced.
- The General Manager shall not cancel any remaining payments or monies due in respect to any cancelled course enrolment/s for classes that have commenced.
- The General Manager must cancel any further course enrolment/s and refund fees paid in advance in respect to classes that have not commenced.
- The General Manager shall cancel any future payments due in respect to classes that have not commenced.

**Please note:** Refund applications may be obtained from all Customer Service Centres and all learning areas.

If a course has started, TAFE Queensland North will not provide a refund, however, if any of the following events occur while you are undertaking study, you may apply to the General Manager for a refund under the following circumstances:

- You accepted a place offered through QTAC for another course.
  - You suffer an illness or injury preventing you from completing the course.
  - Exceptional circumstances prevent you from completing the course.
- In these circumstances you will be required to provide supporting evidence detailing the event/s to be considered for a full or partial refund.

## VET FEE-HELP/VET Student Loan refunds for all Diploma/Advanced Diploma level students

This section is applicable to all students enrolled in a Diploma level course that offer VET FEE-HELP/VET Student Loan payment options, regardless of the student's payment method. In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- if a student does have a loan, the student will not incur a debt.

### In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- if a student does have a loan, the student will incur a debt.

### Special Circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for re-crediting their loan balance.

## Fee Adjustment for certain Transfers and Cancellations of Enrolment

If you are enrolled into a course and then transfer to essentially the same course at another TAFE Queensland Region or another course at TAFE Queensland North, no later than two weeks after the start of the cancelled course, the tuition charges paid for the original enrolment will be applied to the new enrolment. Any balance of course tuition charges will be refunded.

**Please note:** "Course" means unit of competency, subject or module that is part of a training program that you are officially enrolled in at TAFE Queensland North.

## What if my application for a refund is refused?

If your refund application is refused you will be given a written notice of the reasons for this refusal. You may, within 12 days after the written notice is given, apply to the General Manager for a reconsideration of the refusal. For full terms and conditions of our refund policy, including information on fee adjustments, transfers and cancellations, please visit our website or contact Customer Service.

## TAFE Queensland North's key policies

### Academic Appeals

If at any time during your study at TAFE Queensland North you are dissatisfied with any academic decision or process or have a concern that directly relates to the successful completion of your program, you can access TAFE Queensland's Academic Appeals Process by contacting administration staff at the Learning Area where you are studying

## Behavioural Expectations and Disciplinary Procedures

All TAFE Queensland North students are subject to the TAFE Queensland Student Rules regarding their behaviour in connection with their studies, on and off campus. The rules cover topics such as Academic and Behavioural Misconduct, and set out TAFE Queensland North expectations of you and your fellow students. Please note that bullying, harassment and dangerous behaviour are not tolerated by TAFE Queensland North. The rules also contain information on the disciplinary procedures that TAFE Queensland North follows in the event that a student breaches, or is suspected to have breached, as well as appeals procedures that students utilise if TAFE Queensland North makes an adverse finding against the student.

### Exemptions, Credit Transfers or Recognition of Prior Learning

You must apply to your teacher for an academic exemption within two weeks after class commencement. An academic exemption means the student holds a successful result in the same course from another registered training provider. It also means the student has successfully completed the same course, with a different code and name, however the course content is the same. A member of your teaching team can provide you with information for re-evaluations.

Recognition of Prior Learning (RPL) is the process that formally recognises that you have acquired relevant skills and knowledge as a result of work experience, life experience, previous training or education. For further information, our credit and recognition policy and Recognition of Prior Learning and/or credit transfer policy can be found on our website, alternatively please contact the relevant teaching team.

### Feedback and Complaints

TAFE Queensland North has policies and procedures in place for handling client complaints. During your study at TAFE Queensland North you will be provided with several opportunities to provide feedback about your experience, including surveys and focus groups. You can also email your feedback to: [quality.north@tafe.qld.edu.au](mailto:quality.north@tafe.qld.edu.au) at any time.

### Protecting Your Personal Information

We are committed to protecting and maintaining the privacy, accuracy and security of your personal information. Your personal information will only be used for the purpose for which it is collected or a directly related purpose – with your permission or if TAFE Queensland North is authorised or required by law to use or disclose that information in a particular way. For further information regarding your personal information email [RTI.north@tafe.qld.edu.au](mailto:RTI.north@tafe.qld.edu.au).

### Do you have an email address?

As a student of TAFE Queensland North it is important that we have your current email address so that you don't miss out on important information relating to your studies. Please contact your teaching team to update or supply your email address or use Student Self Service.



**1300 656 959**  
**www.tafenorth.edu.au**  
**info.north@tafe.qld.edu.au**



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