

2017 Student Handbook



**North
Regional**

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Welcome to North Regional TAFE



Thank you for choosing to train with us. You have enrolled with North Regional TAFE which is part of the TAFE network. This means that your qualification is well known and recognised nationally.

A qualification from TAFE is highly valued by employers and will put you in a great position to take on that new job or career advancement.

As a NRT student you are part of a strong learning community lead by passionate, qualified and industry experienced teachers. Our students continue to give us one of the highest satisfaction ratings in the state.

TAFE means choices and we have plenty of choices for you to study. Have a look at our website – with 160 courses available there is an amazing selection of career areas all supported by a range of student services and resources.

We hope that this is the beginning of a lifelong commitment to learning and development.

Good luck and we wish you well with your studies.

Kevin Doig
Managing Director

Contact details

Phone: 1300 996 573

Visit: northregionaltafe.wa.edu.au

RTO Code: 52788

Broome Campus

68 Cable Beach Road, Broome WA 6725

Derby Campus

40 Clarendon Street, Derby WA

Fitzroy Crossing Campus

Flynn Drive Fitzroy Crossing, WA 6765

Halls Creek Campus

Cnr Terone & Bridge Street, Halls Creek WA 6770

Karratha Campus

Dampier Road Karratha, WA 6714

Kununurra Campus

Coolibah Drive Kununurra, WA 6743

Minurmarghali Mia (Roebourne) Campus

5 Fraser St Roebourne, WA 6718

Newman Campus

Kalgan Drive Newman, WA 6753

Pundulmurra Campus

Parker St South Hedland, WA 6722

Tom Price Campus

Stadium Road Tom Price, WA 6751

Wyndham Campus

Lot 724 Sharpe Street Wyndham, WA 6740

Enrolment

How do I select a course?

We can help you. If you are new to the College come and talk to one of our Student Support Officers who will provide you with information about our training programs. Information is available in our Course Guide and on the College website at: www.northregionaltafe.wa.edu.au

If you are a continuing student talk to your lecturer about how to move to the next level in your training.

Training may take the form of one unit, a cluster of units or a full training course which leads to the issuing of a nationally-recognised qualification.



How do I enrol?

Visit your local campus reception, phone 1300 996 573 or place an enquiry via our website and you will be contacted by one of our Information Officers.

The Information Officer will conduct a pre-enrolment interview and advise you on the training schedule and selection of units.

What is a Unique Student Identifier (USI)?

The Australian government requires every student in vocational education and training to have a Unique Student Identifier (USI). The USI is a ten character code which is unique to you and enables you to have access to all your training records and results wherever you are in Australia. We suggest you store your USI somewhere safe so that you can retrieve it for future enrolments.

For further information on the USI visit www.usi.gov.au.

What about my privacy?

We value your privacy and will not disclose your personal information to others without your permission except as required by legislation or to meet the legitimate requirements of government agencies. For example, we may be required to provide information to the Commonwealth department dealing with immigration matters or Centrelink for enrolment (Abstudy/Austudy/Youth Allowance) enquiries.

If you wish to access your student information file, please direct your enquiry to a Student Support Officer.

What happens if I change my address?

You must let us know if you change your name, address, or phone number. You must also let us know if you want to change your enrolment or enrol in additional units.

Talk to one of our Student Support Officers at any of our campuses. You can also update your contact details and view your study results online. Visit NRT's Student Portal from our website.

What if I change my mind about studying?

If you decide to withdraw from your course and claim a fee refund, you will need to complete the application form available from Campus Reception or your lecturer. To be eligible for a refund you must submit the application form prior to the census date. See information below on Course Fees.

What happens if I live outside Western Australia?

Non-Western Australian residents can apply to study with us, but your study will not be subsidised by the Western Australian government. Your fees will be subject to commercial course costing. FIFO (Fly In Fly Out) workers are eligible for WA subsidised training. Please ask us if you are unsure whether you are eligible.

If you are a non-Australian resident we will put you in contact with Training International WA (TIWA) which manages all international student enrolments in Western Australia. Please ask us for more details.

Course fees

Your training at North Regional TAFE is generally heavily subsidised by the Western Australian government, which contributes an average of 85% of the cost of your training. Your course fees will pay for the remainder, and will vary according to your course and the level at which you are studying.

When do I pay my fees?

You must pay your fees at the time of enrolment. NRT has various payment options. For more information on these options, please ask a Student Support Officer. If your employer or Job Service provider is paying for your fees, a purchase order or approval to pay form must be submitted with your enrolment.

Are there any concessions?

Course fees are reduced for concession card holders at some course levels. At enrolment you should inform our Student Support Officers of your entitlements and have a valid card with you.

Are there scholarships?

The NRT scholarship program supports students through payment of course and resource fees. Visit the NRT website at www.northregionaltafe.wa.edu.au for more information about application details and closing dates.

What government allowances are available to support my study?

Youth Allowance, Austudy and Abstudy are financial schemes administered by Centrelink to assist people who wish to undertake full time study of approved courses. Contact Centrelink on 13 24 90 for the latest information.



What is VET STUDENT LOANS?

NRT offers eligible students the opportunity to study now and pay later through the VET STUDENT LOANS program. This is a fantastic opportunity for students at Diploma level or above to assist payment of tuition fees. You can opt to defer the payment of all or part of your course fees by applying for VET STUDENT LOANS. VET STUDENT LOANS replaces the VET FEE-HELP scheme, which ceased on 31 December 2016. Existing VET FEE-HELP Students can opt-in to continue to use VET FEE-HELP in 2017.

Eligibility criteria and loan caps apply and there is a limit on the value of VET STUDENT LOANS that North Regional TAFE can issue.

More information is available on VET STUDENT LOANS and VET FEE-HELP for continuing students at studyassist.gov.au or contact our Information Officers on 1300 996 573.

What is a Census Date?

North Regional TAFE offers a cooling off period after enrolment, during which time you are able to withdraw from units of study without financial penalty. The end of the cooling off period is referred to as the Census Date, which must be at least 20% of the way through the study period. It is the last date to:

- Withdraw from units without incurring a debt
- Finalise up-front tuition fee payments
- Apply for VET STUDENT LOANS

Can I receive a fee refund if I do not complete my course?

A full copy of our Student Refund Policy is available on our website. This policy does not apply to international students. International

students seeking a refund must contact the International Student Coordinator.

NRT will give you a full fee refund if:

1. We fail to provide the agreed services, for example:
 - the course is cancelled by us (for example, due to insufficient numbers)
 - a course or unit is cancelled or re-scheduled to a time that is not suitable to you.
2. After commencing the course but prior to the census date you decide to withdraw, for any reason. In this case you should complete a Student Withdrawal form available from a Student Support Officer. This does not apply to Short Courses – see below.

In exceptional circumstances a request for refund outside the withdrawal period may be approved by the Managing Director if you can prove that you are withdrawing from the course due to circumstances outside your control, for example serious illness or transfer of employment.

If you are on an instalment plan you will only be entitled to a refund if the total owed to you is less than the refund due. If you owe more than the refund due, you will be given a new instalment agreement showing how the remaining fees will be paid.

The Student Refund Policy also applies to any training and assessment service provided by a third party on behalf of North Regional TAFE.

Short course fee refunds

Once you have enrolled and paid fees for a short course, you will be able to withdraw or transfer your enrolment up to 5 working days prior to the commencement of the course. If you cancel or reschedule within 5 business days of the course commencement you will not receive a refund unless bookings exceed minimum numbers.

What should I do if any of my personal or study details change?

You must notify a Student Support Officer if any of your personal details change.

You should also contact us if you want to:

- a) withdraw from your course/module/unit of competency
- b) transfer to another class time for any subject enrolment
- c) transfer to another training College
- d) enrol in additional subjects.

Notification of changes

If there are any changes to your course or other agreed services including new third party arrangements, change in ownership or changes to an existing third party arrangement, NRT will advise you using the contact information provided on your enrolment form.



Orientation to your training program

Your lecturer will provide you with an orientation to your training program. This may be done in a group or an individual setting and may be long or short, depending on the length of your training. The orientation may include emergency and safety information, use of facilities, learning and disability support, Recognition of Prior Learning, appeals and complaints, and the Student Code of Conduct.

You will be provided with a copy of this Student Handbook which covers more detailed information to support your enrolment with us.

Your rights and responsibilities

When you study with us you have certain rights, and you also have obligations and responsibilities.

Our commitment to you

Our promise to you is that we will work with you to make sure your training is high standard, meets your needs, and is an enjoyable and rewarding experience.

We aim to provide:

- Nationally recognised quality training and qualifications.
- Professional, experienced lecturers with current, relevant skills and expertise.
- Accurate and up-to-date course information.
- Professional, friendly and courteous service.
- An environment which is free from discrimination and harassment.
- Access for students with special needs.

If at any time your experience does not match these commitments, contact your Lecturer, Training Manager, or let us know by completing a feedback form available on our website or ask one of our Student Support Officers.

We promise confidentiality and a prompt response.



Your commitment to us

We ask you to commit to your training and make every effort to complete your course to the best of your ability. You can help this by being prompt for classes and meetings with

your lecturer, by submitting assessments on time, and by cooperating with other students.

What we expect of you (our Student Code of Conduct)

We do our best to ensure that you enjoy your learning experience and gain valuable skills. We expect you to do your best as a student and to observe the following:

Things to do

- Come to classes in a positive frame of mind with a willingness to learn.
- Give all class members the opportunity to listen in a quiet, non-disruptive environment.
- Arrive on time for all appointments and classes. Leave class at scheduled times or with the permission of the lecturer.
- Ensure your behaviour in classrooms and other parts of the College premises is conducted safely and co-operatively.
- Dress in a suitable style in a smart and clean manner, meeting the standards of safety, hygiene and decency.
- Use personal protective equipment where needed.
- Show respect for NRT property and premises.
- Follow the Information Systems Student Usage Policy, when you use the internet, software and computer equipment.
- Always follow instructions from your lecturer when using College equipment.
- Treat other students and staff in a respectful manner.

Things to discuss with your lecturers

- The use of electronic devices in class, such as mobile phones.
- What to do and who to advise if you will be absent.
- Deadlines for assignments.
- How to obtain class work and other support when you have been absent.

Occupational Health and Safety

- Report breakage or faults with equipment or facilities to an NRT staff member.

Things not to do

- Do not create or engage in behaviours that are threatening to people or property.
- Do not engage in physical violence.
- Do not smoke on campus, including e-cigarettes.
- Do not litter (use the bins provided).
- Do not come to class under the influence of drugs or alcohol.
- Do not bring or sell alcohol and illegal drugs on campus.
- Do not cheat or plagiarise other people's work.
- Do not act in a dishonest way or engage in any illegal activities.
- Do not engage in disruptive behaviours.
- Do not damage equipment or the facilities.

Our Student Discipline Policy

If you do not act according to the Code of Conduct above, you may be subject to the Student Discipline Policy, which allows us to suspend you from the College if the offence is serious.

Your study program

Your lecturer will provide you with specific information about your study program, but here are some general things you need to know.

How will I be assessed?

Your lecturer will provide you with an overview of the learning outcomes to be assessed and the method of assessment to be used.

For each assessment task, the lecturer will make you aware of the purpose of the assessment, the assessment task, the context, the time and place for assessment and due dates. If you are unsure of what is required, please talk to your lecturer.

Your assessment outcome for each unit will be recorded using one of these result codes:

CO	=	Competent (when you have met the unit assessment requirements)
R	=	Re-enrol (if you have not met the unit assessment requirements)
E	=	Exemption (where you have completed an equivalent course elsewhere)
WO	=	Withdrawn (where you withdraw from a course before completing all assessments)
PR/UR	=	Recognition of Prior Learning (PR where your application is successful, UR where your application is unsuccessful)



What is Recognition of Prior Learning (RPL)?

RPL is a form of assessment that recognises skills and knowledge gained through:

- . formal training conducted by industry or education
- . work experience
- . life experience

RPL gives you credit for skills and knowledge acquired at work and at home, or through clubs, hobbies and other activities.

For example, if you are a hospitality student who has previously worked in that field, you may already know some of the content of the course. RPL is a way of gaining credit for this learning, which may reduce the amount of time you spend studying.

If you would like to know more about RPL, talk to your lecturer, who will be happy to give you detailed information about how to apply for skills recognition.

How will I know my study progress?

Once you are enrolled you can access your results online through the Student Portal from our website.

1. If you enrol in assessable units and do not successfully complete the assessment requirements you will receive a RE-ENROL result, unless you have formally withdrawn from the subject. You can appeal an assessment result.
2. You will not be allowed to re-enrol in a unit which you have failed twice, unless we give special approval.
3. You will not be allowed to re-enrol in a unit which you have previously passed, unless we give special approval. Where we give approval, the tuition fees will be charged at a higher hourly rate.
4. We will not provide assessment results over the phone. All results will be posted to your postal address, so please ensure that the personal details we have on file are up to date.

What happens if I don't agree with an assessment outcome?

You are entitled to appeal an assessment decision if you don't agree with the outcome. However, you must be able to present evidence to show that the assessment process was not correctly followed, or present additional evidence in relation to your competency in that assessment task.

For further information refer to the NRT website for the *Complaint, Grievance and Appeal Policy* or ask at Reception at any campus for a copy of the *Assessment Appeal Form*.

What should I know about cheating and plagiarism?

Cheating is copying someone else's work. Plagiarism is copying someone else's work and passing it off as your own. This includes copying a paragraph out of a book and putting it in your assignment or copying work from another student without giving credit or acknowledgment to the author. Cheating and plagiarism are serious acts of dishonesty and could lead to disciplinary action.

NRT upholds all copyright laws and may enforce disciplinary action for infringements.

Will my study involve a work placement?

Some courses may require work placement. Prior to such placement you may need to meet certain industry conditions, for example obtaining a police clearance, first aid certificate, etc. In such work placements, you are expected to act professionally and meet the normal behavioural standards of the industry (dress code, work hours, medical certificate if absent from work, etc) to satisfy the competency standards of work placement.

What happens when I complete my studies?

When you complete a program of learning that leads to a qualification you will be issued with an official certificate with the details of your studies. If you choose to complete only one or more units of competence from an

accredited qualification or an accredited short course you can apply for a Statement of Attainment to be issued.

NRT will issue relevant AQF documentation (Qualification/Award, Statement of Academic Record and/or Statement of Attainment) within 30 days of your successful course completion.

See your lecturer or a Student Support Officer to apply for either an Award or a Statement of Attainment.

An administration fee applies to re-issue a copy of your Certificate or Statement of Attainment.

And if I excel at my studies?

Outstanding students who demonstrate a commitment to their training can be nominated by their lecturers for NRT student awards and the WA Training Awards. The WA Training Awards recognise outstanding achievement in Vocational Education and Training (VET). The Awards honour and reward the achievements of students in various categories including:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- Aboriginal and Torres Strait Islander Student of the Year
- School Based Apprentice or Trainee of the Year
- VET in Schools Student of the Year.

For further information, eligibility criteria and nomination forms, speak with your lecturer or visit the WA Training Awards website: www.trainingwa.wa.gov.au/trainingawards

Study support services

We offer a range of student support services to help you manage any barriers that might interfere with your successful completion of your studies.

Can you help me improve my reading, writing, maths and computing skills?

Yes, we can help. NRT provides support for learning all of these skills. If you would like some help with your studies, lecturers are available to work with you to help develop the specific skills required for your course such as reading, writing, maths, computing and organisational skills.

Do you provide specific support for Aboriginal students?

Aboriginal students are eligible for a range of support services through our Aboriginal Support Services team. This includes:

- Help with study and talking to lecturers
- Liaison with Centrelink, Abstudy and Job Service Australia (JSA) or Remote Jobs and Communities Program (RJCP) providers
- Accommodation options
- Transport
- Support in classrooms
- Career advice
- Referrals or information about other services (eg financial assistance and counselling, child care options).
- Apprenticeships and Traineeships.

Contact our Aboriginal Training Services team on 1300 996 573 or aboriginalsupport@nrtafe.wa.edu.au

What support do you offer students with a disability?

Our Disability Support Coordinator can provide information and advice, and coordinate individual study support. You are encouraged to talk with your lecturer or the Disability Support Coordinator about the impact that your disability or medical condition may have on your study. We will work with you to meet your study needs and

ensure you are not disadvantaged. If you require assistance at NRT you should make contact as early as possible and be willing to discuss what assistance you need. Any information you give will be treated confidentially.

Contact our Disability Support Coordinator on 9192 9135 or disabilitysupport@nrtafe.wa.edu.au

What support do you provide for international students?

International students are supported by our Student Support Officers who can assist with study advice, enrolment and fee payments.

What support do you provide for school students?

Our VET in Schools Coordinator works closely with schools to ensure that students are in their program of choice, and are appropriately supported through their TAFE studies.

Contact our VET in Schools Coordinator on 9193 8929 or vetis@nrtafe.wa.edu.au

Your feedback to us

We are committed to providing excellent training and services. In order to achieve this, we need your feedback so that we can constantly improve.

How do I provide feedback?

You can provide feedback (positive or negative) at any time. Contact your lecturer, Training Manager, or complete a feedback form available on our website or at Reception at your campus.

When you have completed your course we will ask you to complete an online questionnaire so that we can learn more about your experience with the College. Please feel free to make any comments that will help us provide better training in future.

The Department of Training and Workforce Development also conducts an annual student satisfaction survey where you can have your say about all of the services provided by NRT. You will be contacted by mail or email in September or October.

What do I do if I want to make a complaint?

If we have not met our commitment to you as a student you can make a formal complaint. A complaint might be about NRT's service or a staff member.

The College has a formal complaints policy and procedure, *Complaint, Grievance and Appeal Policy*. You can ask for a copy at Reception at any campus.

We prefer complaints to be in writing so that we understand the circumstances that have led to the complaint.

Appeals

If you make a complaint and you are not satisfied with the outcome, you can appeal the decision that has been made in relation to resolving the complaint. You will need to submit your appeal in writing within 14 days of notification of the outcome of the complaint.

Campus facilities

North Regional TAFE has 11 campuses:

- . Broome
- . Derby
- . Fitzroy Crossing
- . Halls Creek
- . Karratha
- . Kununurra
- . Newman
- . Minurmarghali Mia (Roebourne)
- . Pundulmurra (South Hedland)
- . Tom Price
- . Wyndham

Although we provide training at all campuses, all course enquiries, enrolments and administration are handled from either Broome, Kununurra, Derby, Karratha, Pundulmurra, Fitzroy Crossing or Halls Creek.

Learning Resources

We have Learning Resource Centres at Broome and Kununurra campuses. Library collections are also located at the Derby and Halls Creek campuses. Students have access to computers, textbooks, DVDs, magazines, CD ROMs and online resources, and inter-library loans are also possible. Friendly staff will assist you in finding resources and information.

See the NRT website www.northregionaltafe.wa.edu.au for details on resources and facilities available at each campus.

Canteen

On campus canteen facilities are located at Broome, Karratha and Pundulmurra. We encourage you to make use of these facilities to break up your day while you are studying.

Opening hours will vary, so please check at each location.

Student Accommodation

Student accommodation is available in South Hedland and on Karratha campus. These self-contained units are available for apprentices, trainees and students who are required to travel to attend class. Please speak to our

Student Support Officers for further information or refer to the Accommodation Handbook on our website.

On-campus computer facilities

We have computers available for student use at each of our campuses. Talk to your lecturer about how to access these. There are some rules you must observe.

What are the rules for using College computers?

Your use of College computer resources must be directly related to your course of study.

Only authorised software that is pre-installed can be used on College computers. You must not install any other applications or utilities.

You must not:

- . Reveal your password to others or use another person's account.
- . Download and/or play unauthorised games.
- . Tamper with hardware, software or add equipment in the computing rooms.
- . Gain unauthorised access to any computing, information or communication device or resources.
- . Alter, destroy or prevent rightful access to, or otherwise interfere with, the integrity of computer based information (files, data, passwords, devices or resources).
- . Distribute messages to inappropriate or unrelated forums, newsgroups or mailing lists ('spamming').
- . Transmit communications that may be considered as harassment or disparagement of others, or use abusive or aggressive language.
- . Use NRT computers and services for commercial activity.
- . Use NRT computers or services for any activities which contravene the laws of Australia or its states and territories.

If you do not follow these rules, you may be subject to the Student Discipline Policy, which allows us to suspend you from the College if the offence is serious.

Student email

As part of your enrolment, you will receive a free NRT student email and Office 365 account. Having your own NRT student email account will enable you to receive information relating to your course, directly from your lecturer.

Your student email account will also provide Office 365 which is an online office and software suite built around Microsoft Office including Word and Excel. Office 365 also includes online storage for documents, photos and music.

A user guide for setting up your email and Office 365 account is available at Campus Reception or ask your lecturer for more information.

Charging facility

The Learning Resource Centre at the Broome campus has a charging dock for charging phones, tablets, etc. Enquire at the Broome LRC reception.

Your safety on campus

We want you to study and learn in a safe and healthy environment.

Health and safety

We all share responsibility for health and safety in the workplace. Lecturers will provide students with an overview of health and safety requirements for their course and while on College premises. If you see a hazard, or identify a health and safety concern, please let us know so that we can quickly rectify.

Personal protective clothing and equipment

There may be requirements in your course to wear protective clothing (such as a sun hat) or equipment (such as a welding mask). Your lecturer will exclude you from class if you do not follow instructions to do so.

Personal security

Do not leave your bag or personal belongings unattended on campus. The College cannot accept responsibility for lost or stolen belongings. Make sure you lock your car and secure any valuables. The College is not liable for any accidents or thefts that occur in the College car parks or theft of personal property anywhere on College grounds, including accommodation.

Emergency procedures

In the case of an emergency or evacuation, follow the instructions of your lecturer or other member of staff.

- . Remain calm.
- . Leave the building by the nearest exit.
- . Move quickly to the nearest emergency assembly area.
- . Follow the directions provided by College staff.
- . Do not re-enter the building until the all-clear is given by a designated Fire Warden.

First aid

First Aid officers are located on each of our campuses. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

If you become unresponsive on campus through illness or injury, an ambulance will be called.

Children on campus

North Regional TAFE provides an adult learning environment for our students, and therefore we do not encourage students or staff to bring their children (under 16 years) into the workplace or training venue without prior discussion with a lecturer or College manager.

Smoke-free campuses

North Regional TAFE campuses are smoke-free, and smoking and the use of e-cigarettes are not allowed anywhere on College grounds or premises. The no smoking policy applies to all employees, students, contractors and visitors.

North Regional TAFE encourages staff and students to access the following resources and services to become and stay smoke free:

- . Quitline: 13 78 48
- . Quitnow: www.quitnow.gov.au
- . Your GP or Health Professional