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 an 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 more than 200 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: www.northregionaltafe.wa.edu.au
info@nrtafe.wa.edu.au

Broome
68 Cable Beach Road, Broome, WA 6725

Derby
40 Clarendon Street, Derby, WA 6728

Fitzroy Crossing
Lot 503 Flynn Drive, Fitzroy Crossing, WA 6765

Halls Creek
1 Terone Street, Halls Creek, WA 6770

Karratha
Lot 2598 Dampier Road, Karratha, WA 6714

Kununurra
79 Coolibah Drive, Kununurra, WA 6743

Minurmarkhali Mia (Roebourne)
5 Fraser Street, Roebourne, WA 6718

Newman
557 Kalgan Drive, Newman, WA 6753

Pundulmurra
18 Parker Street, South Hedland, WA 6722

Tom Price
Lot 3 Stadium Road, Tom Price, WA 6751

Wyndham
Lot 724 Sharpe Street, Wyndham, WA 6740
How do I select a course?

We can help you. If you are new to NRT come and talk to our customer services team 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?

Please speak to our customer services team or call us on 1300 996 573. You can also email NRT on info@nrtafe.wa.edu.au.

Generally we can put you in contact with a lecturer who will provide you with advice about what sort of training will meet your needs.

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 10 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 USIs 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 our customer services team.

What happens if I change my address?

You must let NRT 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.

You can also update your contact details and view your study results online. Visit the Student Portal on NRT’s 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 the customer services team or your lecturer. Please see information on page 5 regarding 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. 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.

Policies and Terms and Conditions of Enrolment

Policies, by-laws and terms and conditions of enrolling at NRT can be found at northregionaltafe.wa.edu.au/publications or by talking to our customer services team.
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 our customer services team.

If your employer or job service provider is paying for your fees, a purchase order or approval to pay form must be submitted to administration.

Are there any concessions?
Course fees are reduced for concession card holders at some course levels. At enrolment you should inform our customer services team of your entitlements and provide a valid card as evidence.

Are there scholarships?
NRT’s scholarship program supports students through payment of course and resource fees. Visit the NRT website at: [www.northregionaltafe.wa.edu.au/futurestudents/scholarships](http://www.northregionaltafe.wa.edu.au/futurestudents/scholarships) for more information about application details and closing dates.

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.

Eligibility criteria and loan caps apply and there is a limit on the value of VET student loans that NRT can issue.

More information is available on VET student loans at [studyassist.gov.au](http://studyassist.gov.au) or by contacting us.

Can I receive a fee refund if I do not complete my course?
A full copy of our Student Fee Refund Policy and VET student loans Tuition Fee Refund Policy is available on our website.

International students seeking a refund must contact NRT’s International Student Coordinator on 1300 996 573 or [international@nrtafe.wa.edu.au](mailto:international@nrtafe.wa.edu.au)

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 for up to five working days prior to the commencement of the course.

If you cancel or reschedule within five 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 NRT’s customer services team if any of your personal details change. You should also contact us if you want to:

1. Withdraw from your course/module/unit of competency
2. Transfer to another class time for any subject enrolment
3. Transfer to another training College
4. 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 NRT 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 of a 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 complete a feedback form available on our website or talk to our customer services team. 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 assist by being prompt for classes and meetings with your lecturer, submitting assessments on time, and 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

• Treat every person with courtesy and respect regardless of gender, age, ethnicity, social background, disability, sexual preference, or religious beliefs and customs.
• Behave appropriately in the learning environment (Including online), use respectful dialogue and debate; and consider others by not disrupting the classroom/learning space.
• Behave responsibly and respectfully while on College grounds; following safety guidelines when using College facilities and equipment.
• Conform to occupational health, safety and welfare principles including not being under the influence of a substance (either legal or illegal) or smoking on College campuses.
• Respect the rights of others to hold and express a range of viewpoints.
• Express views with consideration for the feelings of others, and an understanding of ethical and cultural implications.
• Use College resources in a lawful and appropriate manner, with consideration for the fair access of others.
• Familiarise yourself with information provided about courses, academic support and assessment.
• Attend all lectures, tutorials, workshops and practical sessions as detailed in your class timetable.
• Prepare for classes by completing required readings and preparatory tasks.
• Submit assessments within required timeframes
• Regularly access the student portal and College email account (where this is available).
• Constructively use feedback where it is provided
• Provide respectful and constructive feedback about teaching and the quality of the courses and programs through College evaluation processes and the annual Student Satisfaction Survey.
• Respect the rights of academic staff to manage their time, and balance competing responsibilities.
• Observe reasonable norms of behaviour for contacting lecturers outside of scheduled class times.
• Conduct your work without cheating, plagiarising, fabricating or falsifying data.
• Appropriately acknowledge the contribution of others in academic work and ensure the proper use of copyright.

Things to discuss with your lecturers

• If you can use 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
• Please report breakage or faults with equipment or facilities to an NRT staff member.

Things not to do

• Do not engage in behaviour that threatens the wellbeing of another member of the College community.
• Do not engage in bullying (including cyber bullying) or harassment of staff or students

You have the right to

• Reasonable access to appropriate facilities such as classrooms, IT and library facilities, and access to resources that are maintained and in a good working order.

Our Student Discipline Policy

If you do not act according to the Code of Conduct above, you may be subject to the Student Misconduct Procedure. Serious offences may involve suspension, payment for damages, or reporting to the police pending the seriousness and nature of the breach.
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 unit elsewhere or have a credit transfer)
- **PR/UR** = **Recognition of Prior Learning** (RPL) 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 RPL.

**What is a credit transfer?**

A credit transfer is where a person enrolling in a course with NRT receives recognition towards their program of study because they have already completed units within the course, with NRT or with another training provider.

If you have evidence that you have previously completed any units within your study program, please talk to your lecturer about how you can be provided with credit for this prior study.

**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.

Speak to your lecturer or our customer services team 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 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, speak with your lecturer or visit the website:

www.dtwd.wa.gov.au/watrainingawards
We offer a range of student support services to help you manage any barriers that might interfere with the 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 training 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 (e.g. financial assistance and counselling, child care options).

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 1300 996 573 or disabilitysupport@nrtafe.wa.edu.au

**What support do you provide for apprentices and trainees?**

We have dedicated staff to support apprentices and trainees in their studies. They can assist with arranging accommodation, travel, mentoring support, and LLN support. Where appropriate an apprentice or trainee may be provided with a Training Support Plan which will enable us to put in additional assistance to ensure the best possible outcome.

Ask for our Employment Based Training Coordinator or Indigenous Training and Apprentice Support Officer when calling our customer services team on 1300 996 573.

**What support do you provide for international students?**

All international students should contact TAFE International WA (TIWA) for information about entry and visa requirements on 9218 2100 or www.tafeinternational.wa.edu.au

International student enquiries can also be referred to the College’s International Student Coordinator at International@nrtafe.wa.edu.au

**What support do you provide for school students?**

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

Our VET Coordinator will happily speak to you further; please call 1300 996 573 to be directed through.
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 contact us using the feedback email on our website: feedback@nrtafe.wa.edu.au

We will contact you by email in June / July each year to carry out a survey so that we can learn more about your experience with the College. Please use this opportunity to make any comments that will help us provide better training in the 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 we provide. We will contact you by email in October / November.

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

If you are not satisfied with our services you can make a formal complaint, using the feedback email on our website or the complaint form available at Reception at your campus. The College has a formal Complaints Management Policy and a Complaint Procedure. These documents are available on our website or you can ask our student services team for copies.

**Appeals**

You can make an assessment appeal if you do not agree with an assessment decision. You must lodge the appeal within ten working days of receiving the assessment decision. Please refer to the Assessment Appeal Policy on our website or you can ask our student services team for a copy of the policy and the Appeal and Reassesssment form.

**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 or Pundulmurra.

**Canteen**

On campus canteen facilities are located at 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, please check at each location.

Please see the NRT website: www.northregionaltafe.wa.edu.au for details on resources and facilities available at each campus.
Student accommodation

Student accommodation is available in South Hedland and 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 customer services team 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 resource
- Alter, destroy or prevent rightful access to, or otherwise interfere with, the integrity of computer based information (files, data, pass words, 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 the administration office 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.
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**

NRT 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**

NRT 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.

NRT encourages staff and students to access the following resources and services to become and stay smoke free:

- Quitline: 13 78 48
- Your GP or Health Professional