

# STUDENT GUIDE **2016**



# 2016 Student Calendar

## Term Dates

18 January - 31 January

### 1 February

4 April

17 April

19 June

20 - 26 June

27 June

10 July

### 11 July

19 September

3 October

27 November

28 November - 11 December

12 December

Teaching section available.

### Semester One begins

Autumn student vacation begins.

Autumn student vacation ends.

Semester One ends.

Teaching section available.

Winter student vacation begins.

Winter student vacation ends.

### Semester Two begins

Spring student vacation begins.

Spring student vacation ends.

Semester Two ends.

Teaching section available.

Summer student vacation begins.

## Useful websites

### Apprenticeships

[australianapprenticeships.gov.au](http://australianapprenticeships.gov.au)

### Anxiety and depression

[beyondblue.org.au](http://beyondblue.org.au)

### Australian Tax Office

[ato.gov.au](http://ato.gov.au)

### Career information

[youth.gov.au](http://youth.gov.au) (for the young)

[deewr.gov.au/experience](http://deewr.gov.au/experience) (for the mature)

[myfuture.edu.au](http://myfuture.edu.au)

[sydneytafe.edu.au/careersconnect](http://sydneytafe.edu.au/careersconnect)

### Centrelink

[humanservices.gov.au/customer/dhs/Centrelink](http://humanservices.gov.au/customer/dhs/Centrelink)

### Drugs and alcohol

[adin.com.au](http://adin.com.au)

[alcohol.gov.au](http://alcohol.gov.au)

[drugs.health.gov.au](http://drugs.health.gov.au)

### Gay and lesbian counselling

[glcsnsw.org.au](http://glcsnsw.org.au)

### Jobs

[jobsearch.gov.au](http://jobsearch.gov.au)

[careerone.com.au](http://careerone.com.au)

### Public transport

[131500.com.au](http://131500.com.au)

### Rape Crisis Centre

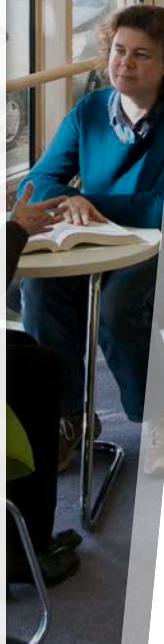
[nswrapecrisis.com.au](http://nswrapecrisis.com.au)

### Student e-Services (SeS)

[tafensw.edu.au/eservices](http://tafensw.edu.au/eservices)

### Study in Australia

[studyinaustralia.gov.au](http://studyinaustralia.gov.au)





## Welcome

I am happy to welcome all new and returning students to Sydney TAFE. This guide will provide you with everything you need to know to get started. From enrolment and your first day, to services and support - we've got you covered.

Sydney TAFE is one of Australia's oldest and largest training providers. We have been providing career-focused education for over 120 years. We help students get to where they want to be with their careers.

You will be attending one of seven colleges within the Sydney CBD and metropolitan area with some of the best training facilities in NSW. You will be able to enjoy numerous amenities that Sydney TAFE has to offer as well as the quality of life in and around the city.

Be sure to use our Careers Connect career service - see page 59. They can help you get a job while you're still studying and find you a position in your industry when you graduate.

To find out what's happening around your campus, ask the Student Association. They will be able to fill you in on all the concerts, exhibitions and special events occurring throughout the year.

You are now part of the Sydney TAFE community! So make some friends, enjoy your study and don't forget to have some fun too.

Best wishes,

**David Riordan**  
**Institute Director**



# Top five reasons to study at Sydney TAFE

- 1 High level qualifications to fast-track your career and/or help you gain advanced standing at university.
- 2 Hands-on practical training combining study with industry work placements in state-of-the-art facilities.
- 3 Passionate, professional teachers who care about helping you to achieve your study goals and career ambitions.
- 4 Flexible training to suit your lifestyle, delivered part-time, full-time, online, in your workplace or on weekends.
- 5 Strong industry connections provide you with the most relevant up-to-date skills sought by employers.



# Your Study Goal

## Vocational Pathway

Combine school and TAFE

- > TVET courses
- > Trade school
- > Certificates I – III
- > HSC or TPC studies
- > School-based apprenticeships or traineeships

Gain skills to enter the workforce

- > Foundation courses
- > Pre-vocational courses
- > English language skills
- > TAFE statements
- > Certificates I – IV
- > Apprenticeships or traineeships

Gain new skills to change careers

- > Certificates I – IV
- > Diploma and Advanced Diploma
- > TAFE statements
- > Customised Training Solutions courses
- > Green skills courses

Train your employees

- > The workplace
- > Flexibly or online
- > Fast-Track and Skills Express courses
- > Training Solutions courses
- > Skill sets and statements of attainment
- > Green skills courses
- > Customised training programs

Skills for existing workers

- > Skills Express courses
- > combining recognition and gap training
- > Apprenticeships and traineeships
- > Pre-vocational courses
- > Existing Worker Traineeships
- > Language, Literacy and Numeracy courses
- > Training Solutions courses
- > Customised training programs

## Enterprise Pathway

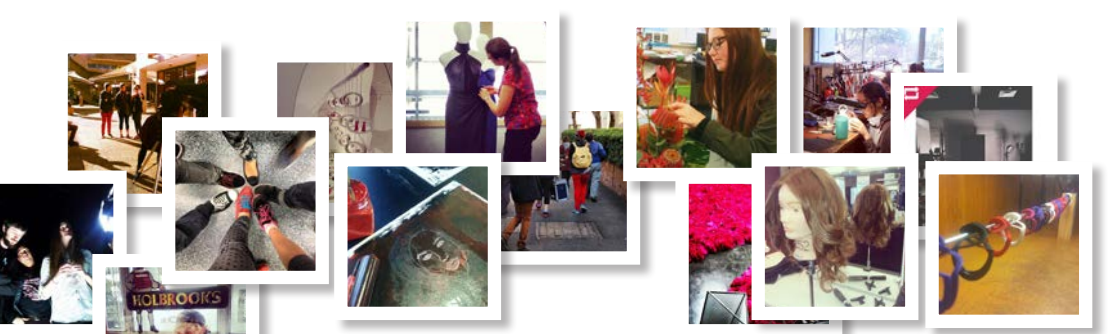
Up-skill to improve job prospects

- > Fast-Track courses
- > Certificates III - IV
- > Diplomas and Advanced Diplomas
- > Training Solutions courses
- > Green skills courses

Gain higher level qualifications to advance careers or get into university

- > Sydney Institute degree programs
- > Fast-Track courses
- > Diplomas and Advanced Diplomas
- > HSC or TPC studies
- > Training Solutions courses

## Tertiary Pathway



Keep up to date with events, celebrations, course info, competitions, fun and useful information through our social media platforms.

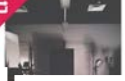
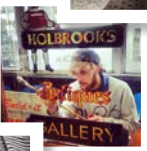
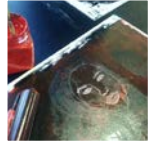
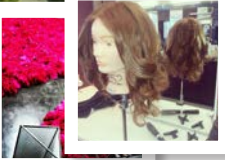
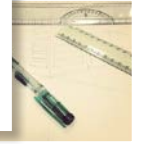
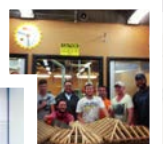
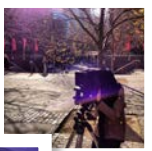
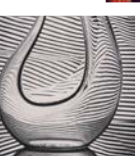
You can participate and comment in discussions on our social media sites\*.

## #mydayatsydneytafe

*We invite you to share your Sydney TAFE experiences (what's happening in class or on campus) via Instagram.*

Your photos will be shared on Sydney TAFE's Facebook in Happy Friday albums

\*Offensive content will be removed by Sydney TAFE and, if necessary, users will be reported to the external site host (e.g. Facebook).



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## Getting started

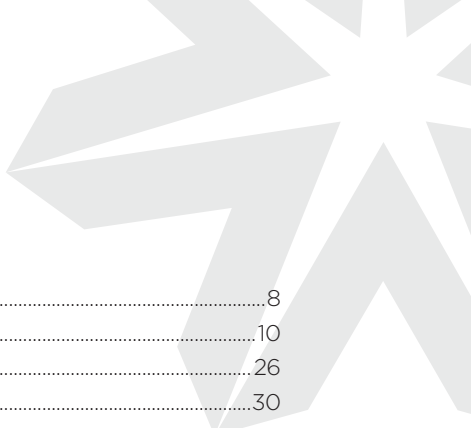
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# Getting started

## Orientation

At your first class, your teacher will give you essential information about Sydney TAFE, your college and your course.

This information will ensure you have a learning experience that is safe, successful and rewarding.

## Get your TAFEcard

You need to have a photograph taken after enrolment to receive a TAFEcard.

The TAFEcard is a student identification card that is provided to students enrolling in a TAFE NSW course, including Sydney TAFE courses. It displays the student photograph, name, student ID and a barcode. The TAFEcard is not a travel concession card.

The TAFEcard is compulsory for all students. It does not have an expiry date. Your existing TAFEcard is automatically re-activated for your current enrolment year.

Your TAFEcard is a smart card that provides access to all TAFE NSW college libraries and can store a value via a magnetic stripe account. It can be used on a range of services which may be offered at your campus such as access to parking and classrooms, photocopying and printing.

If you choose to join the Student Association, your TAFEcard will be marked with the TAFE NSW Student Association identifier, entitling you to benefits on and off campus.

You should carry your TAFEcard whenever you are on college grounds and you must present it to any member of staff who asks to prove your student identity.

Your TAFEcard must be produced for identification when sitting for Sydney TAFE final examinations.

Treat your TAFEcard with care and do not allow it to be used by another person.

You should contact your college Customer Service Centre if you have:

- > missed the TAFEcard enrolment photographic session
- > experienced problems using your TAFEcard
- > lost or damaged your TAFEcard (a \$20 replacement fee applies).





## Get the Sydney TAFE Map App!

Make your campus life easy with your FREE Sydney TAFE map app. Find every classroom, library, lab, workshop, coffee shop, carpark, bus stop, toilet, even your nearest vending machine. Plus, did you know about the Sydney TAFE secret locations?

The Sydney TAFE map:

- > tells you how far each place is from you and how long it will take to get there
- > has a COMPASS even points you in the right direction!
- > allows you to vote for your favourite campus coffee shop, lunch place -
- > or anything on campus
- > allows students to comment on any location - you can read and reply to student COMMENTS on every location.

### The following campuses are supported in the Sydney TAFE map app:

- > Design Centre Enmore College
- > Eora College
- > Petersham College - Annandale
- > Petersham College - Crystal Street
- > Petersham College - West Street
- > Randwick College
- > St George College
- > Sutherland College - Gymea
- > Sutherland College - Loftus
- > Ultimo College.

### Download your Sydney TAFE app from:

- > The App Store (iphone/iPad/iPod touch)
- > Google Play (Android)
- > Windows Phone Apps.



# Campus information

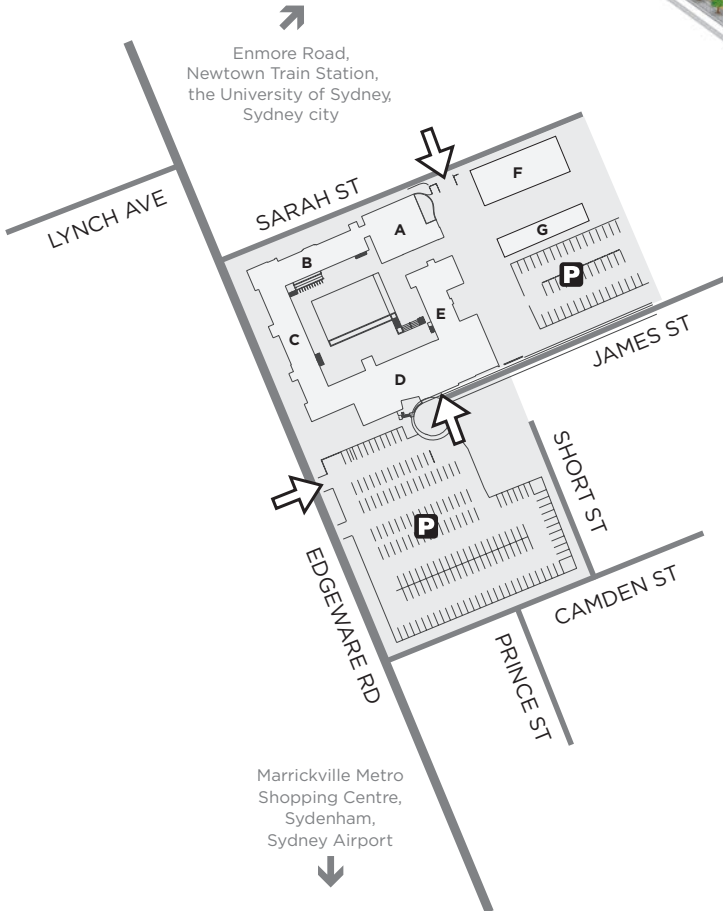
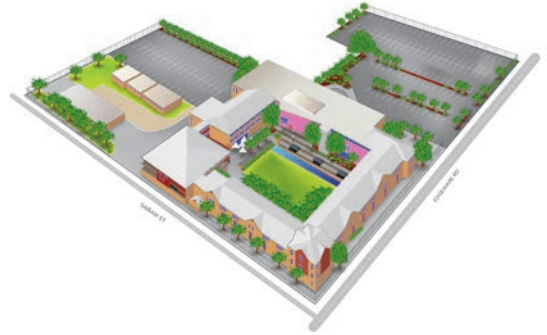
## Design Centre Enmore

110 Edgeware Road  
Enmore NSW 2042

Ph: 9394 5700

Fax: 9394 5757

Email: [sienmore.info@tafensw.edu.au](mailto:sienmore.info@tafensw.edu.au)





## **Student services and facilities**

### **Art and Bookshop**

- Building E, Room EG.10

### **Canteen**

- Building E, Ground Floor

### **Cashier**

- Building D, Ground Floor

### **Course Information**

- Building D, Ground Floor

### **Computer Access for Students**

- Building A, Library

### **Counselling and Career Services**

- Building B, Room B1.05

### **Customer Service Centre**

- Building D, ground floor

### **Disability Support**

- Building 5, Room DG.21

### **Exhibition Space**

- Building D, Ground Floor, Room DG.08

### **First Aid Room**

- Building D, Room DG.16

### **International Student Coordinator**

- Building B, Room B208

### **Library**

- Building A, Second Floor

### **Public Telephone**

- Edgeware Road

### **Security/Stores Officer**

- Building D Room DG.43 (located next to the customer service centre)

### **Student Association**

- Building A, Room AG.13

### **Student Association Lounge**

- Building E, Room EG.09.

## **Banks**

### **ANZ/St George**

- Marrickville Metro Shopping Centre

### **Commonwealth**

- Enmore Road, Enmore

### **Westpac**

- Enmore Road, Enmore

## **Buses/ trains**

- > 355, 423, 426, 428 travel along Enmore Road - get off at the corner of Edgeware and Enmore Road
- > 370, 422 travel down King Street - get off at the corner of Camden and King Street
- > 308 travels from eastern suburbs through Alexandria to St Peters - get off at the corner of Alice and Pearl Street, or Smidmore Street and Edgeware Road.

Design Centre Enmore is a 20-minute walk from Newtown, or a 30-minute walk from St Peters train station.

## **Car parking**

Ample parking spaces are available in the main car park on Edgeware Road.

The college takes no responsibility for any damages to, or loss of personal property.

# Campus information

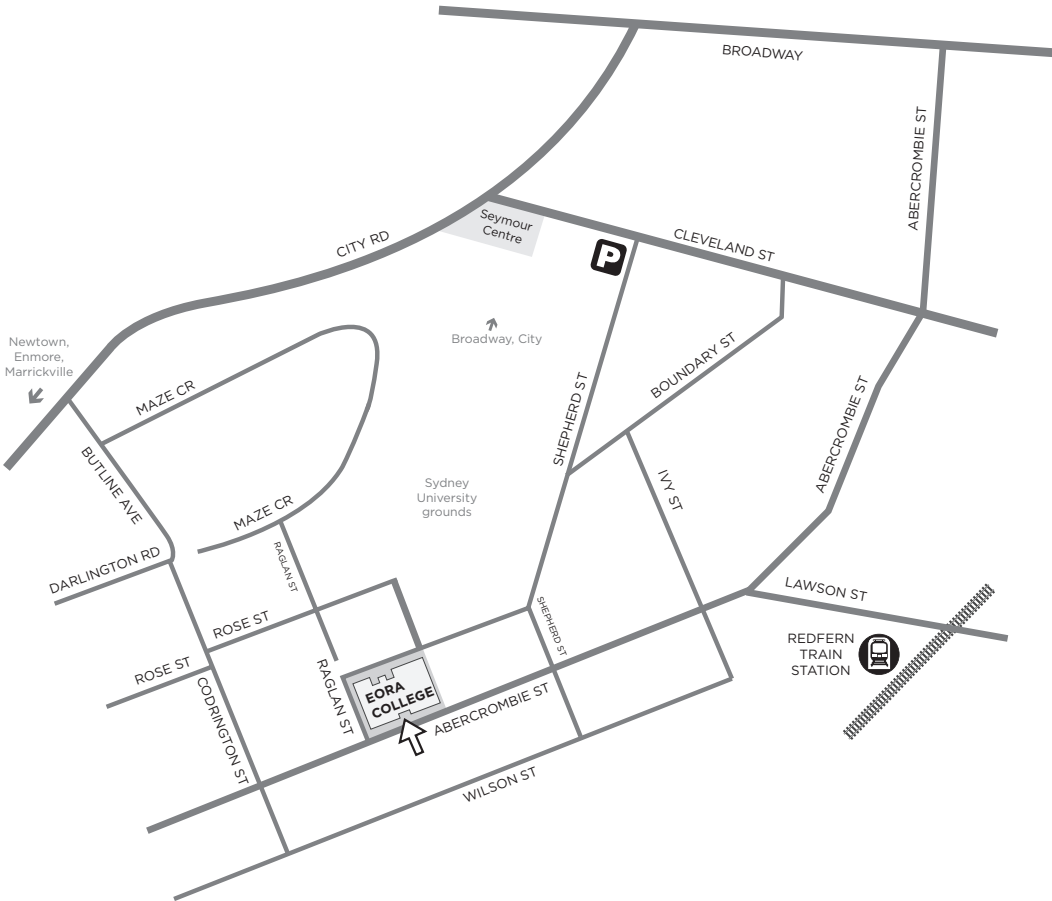


## Eora College

333 Abercrombie Street  
Chippendale NSW 2008

Ph: 9217 4878 or 9217 4876

Email: sieora.info@tafensw.edu.au







## Student services and facilities

### Ground Floor

Cashier  
Common Area  
Computers - located in Library  
Counsellor  
Customer Service Centre  
Disability Support  
Exhibition Gallery  
First Aid  
Kitchen  
Library and Information Services  
Lift  
Security  
Student Association  
Theatre

### First Floor

Students' Lounge area  
Lockers  
Filtered water bubbler.

## Public telephones

Located opposite the college on Abercrombie Street.

## Bank and post office

There is a Commonwealth Bank and Australia Post located on Redfern Street, Redfern.

## Buses

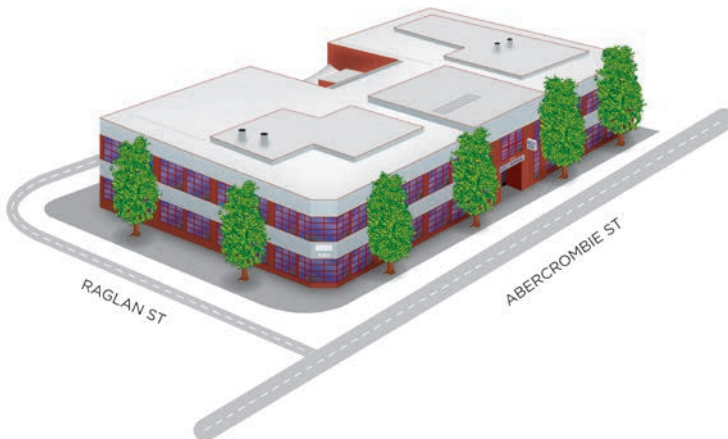
> 352, 370, 422, 423, 426, 428 travel along City Road and King Street

For timetable information, call 131 500 or visit [131500.com.au](http://131500.com.au)

## Car parking

Student parking is not available on campus.

Limited on-street parking is available in the surrounding area.



## Petersham College

### Crystal Street campus

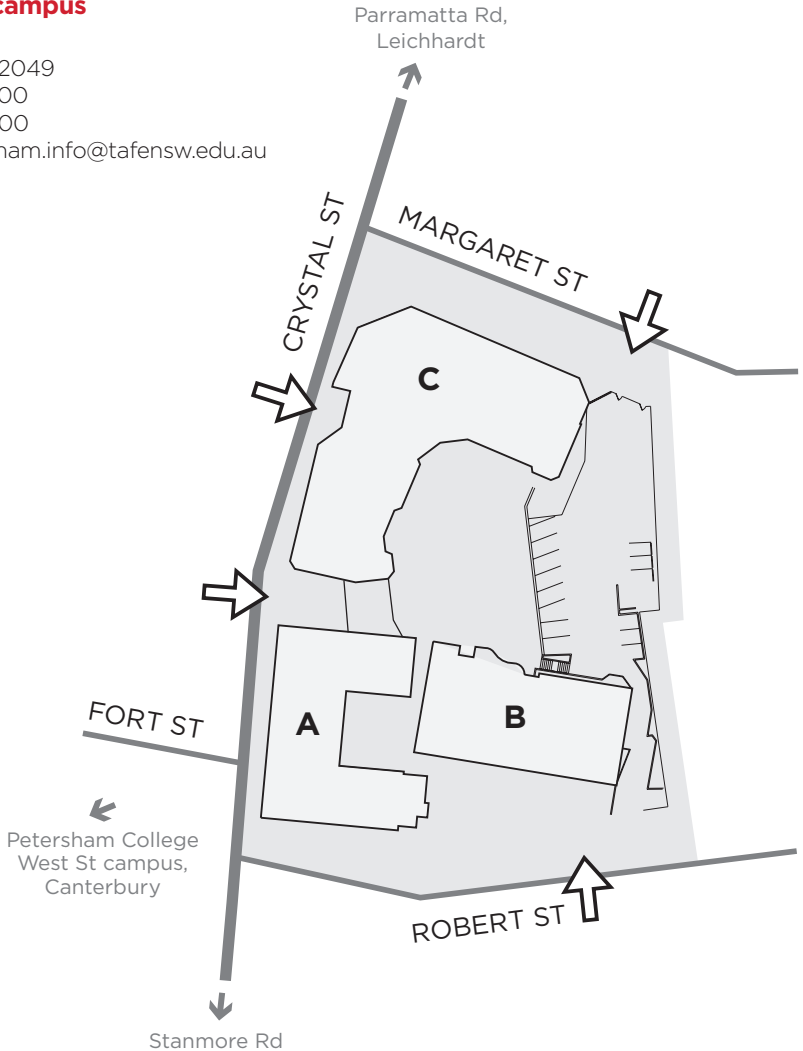
27 Crystal Street

Petersham NSW 2049

Ph: 9335 2500

Fax: 9335 2600

Email: [sipetersham.info@tafensw.edu.au](mailto:sipetersham.info@tafensw.edu.au)





## Student services and facilities

### Bookshop

- Building C, Ground Floor

### Canteen

- Building C, Ground Floor

### Computer Access for Students

- Building C - in Library, Ground Floor

### Course Information

- Building A, Ground Floor

### Counselling and Career Services

- Building C, First Floor

### Customer Service Centre

- Building A, Ground Floor

### Disability Support

- Building C, First Floor

### Flexible Learning Centre

- Building C, Third Floor

### Hair and Beauty Salon

- Building C, Second Floor

### International Student Unit

- Building C, Second Floor, Room 27

### Library

- Building C, Ground Floor

### Payment Centre

- Building A, Ground Floor

### Security

- Building C, Ground Floor

### Student Association

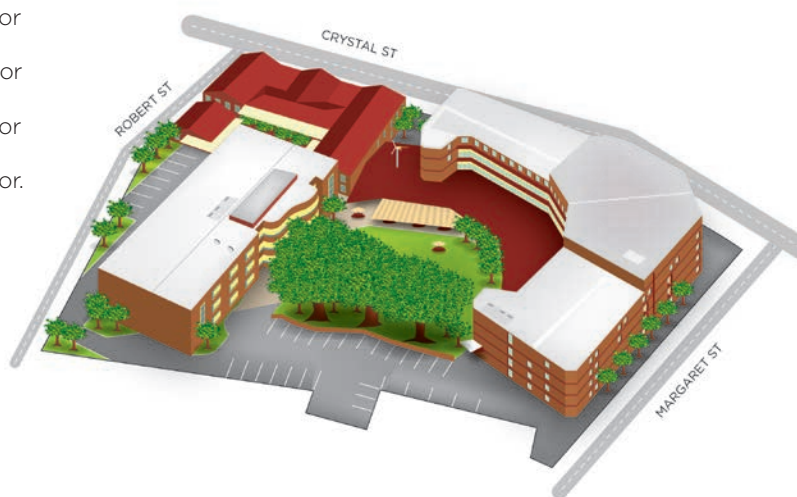
- Building C, Ground Floor.

## Buses

- > 10 (Metrobus) 413, 436, 437, 438
- > L38, 440, 461, 480, 483 – get off at Parramatta Road just before Crystal Street
- > 436, 437, 438, L38, 440 travel down Norton Street
- > 445 travels down Crystal Street, to Canterbury train station and Balmain.

## Car parking

There are no student parking facilities available at Crystal Street campus. However, street parking may be used in the vicinity.



# Campus information

## West Street campus

Corner Gordon and West Street  
Petersham NSW 2049

Ph: 9335 2500

Fax: 9335 2701

Email: [sipetersham.info@tafensw.edu.au](mailto:sipetersham.info@tafensw.edu.au)

## Student services and facilities

### Canteen

- Building B

### Payment Centre

- Building A, Ground Floor

### Childcare Centre

- Building F

### Computer Access for Students

- Building E, in Library

### Counselling and Career Services

- Building E

### Course Information

- Building A, Ground Floor

### Customer Service Centre

- Building A, Ground Floor

### Library

- Building E

### Security

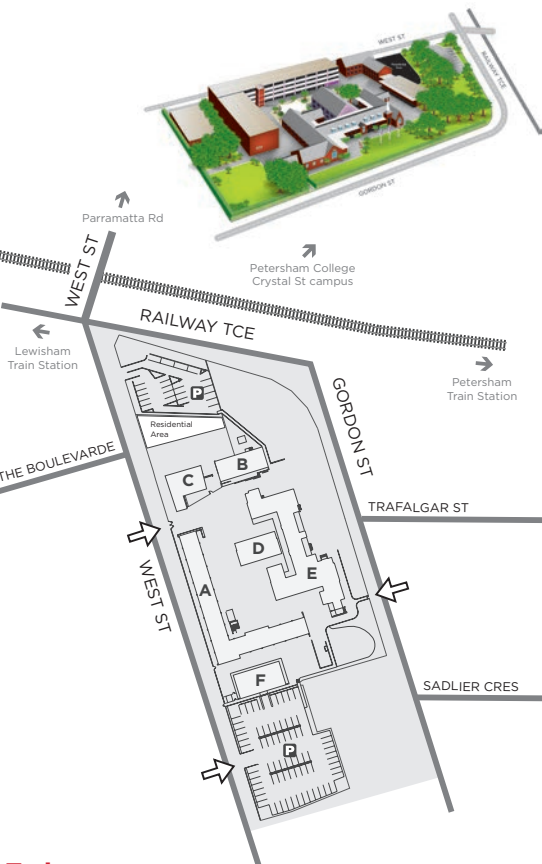
- Building A, Ground Floor

### Student Association and Lounge

- Building A, Ground Floor

## Buses

- > 412 and 445 - get off at the corner of Stanmore Road and Crystal Street
- > 445 goes to Canterbury train station or Balmain
- > 413 travels from Campsie along Trafalgar Street, to the city
- > 428 travels from Canterbury train station along Stanmore Road to Petersham shopping district.



## Trains

- > 5-minute walk from Lewisham Train Station.

## Car parking

Student parking area is available at West Street campus. A fee is applicable. Please contact customer service on 9335 2500 for further queries (enter from West Street).





## Annandale campus

**Johnston Street**  
**Annandale NSW 2038**

Ph: 9217 4181

Fax: 9217 4039

## Student services and facilities

### Customer Service

- Building A,  
Monday (am and pm),  
Wednesday and Thursday (pm)

### Student Amenities Room

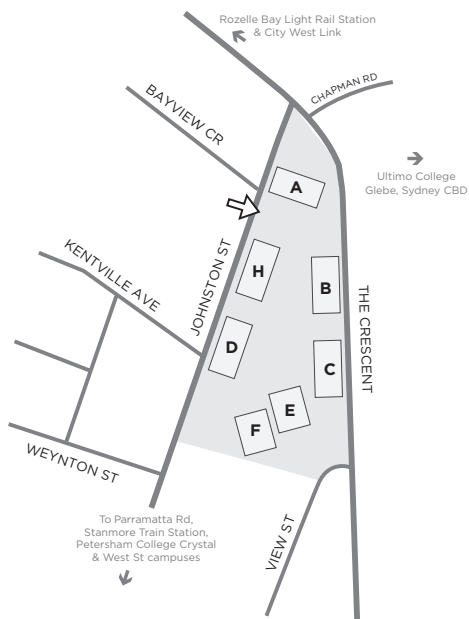
- Building A

## Buses/ light rail

433 travels via The Crescent and Chapel Street. It stops 50 metres down the road from Johnston Street light rail station. Rozelle Bay light rail station is a 5-minute walk.

## Car parking

There are no student parking facilities at the Annandale campus although on street parking is available.



# Campus information



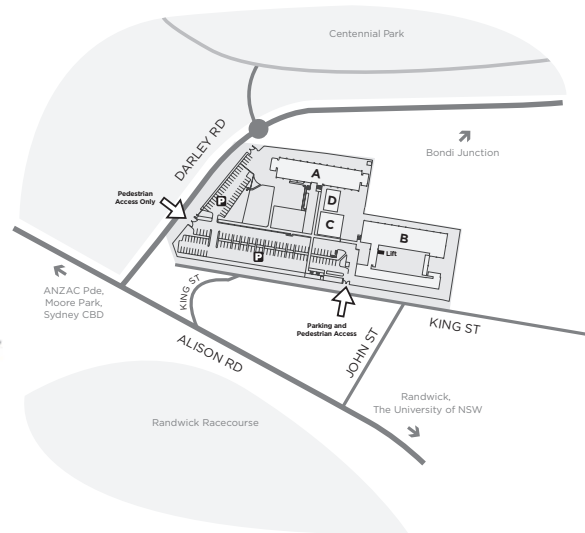
## Randwick College

Corner Darley Road and King Street  
Randwick NSW 2031

Ph: 9469 8500

Fax: 9469 8758

Email: [sirandwick.info@tafensw.edu.au](mailto:sirandwick.info@tafensw.edu.au)



### Buses

- > 314 Bondi Junction to Coogee - get off at Belmore Road, 10-15 minute walk
- > 316 or 317 Bondi Junction to East Gardens - get off at Belmore Road, 10-15 minute walk
- > 339 City to Clovelly (via Eddy Ave, Central Railway) get off at Darley Road stop
- > 348 Bondi Junction to Wolli Creek - get off at Alison Road & Belmore Road stop, 10-15 minute walk
- > 372 Railway Square to Coogee - get off at Alison Road stop (near Darley Road intersection)
- > 373 City to Coogee - get off at Alison Road stop (near Darley Road intersection)
- > 374 City to Coogee (via Eddy Ave, Central Railway) get off at Alison Road stop (near Darley Road intersection)
- > 376 Railway Square to Maroubra Beach (via Eddy Ave, Central Railway) get off at Alison Road stop (near Darley Road intersection)
- > 377 City to Maroubra Beach - get off at Alison Road stop (near Darley Road intersection)
- > 400 Bondi Junction to Burwood
- > 410 Bondi Junction to Rockdale (prepaid only) - get off at Cook Street, 5-10 minute walk.

For bus timetables please contact Transport NSW info line 131 500 or visit [www.transportnsw.info](http://www.transportnsw.info)

## Student services and facilities

### Bookshop

– Building B, Ground Floor (foyer area)

### Canteen

– Building C next to Student Association

### Cashiers

– Building A, Lower Ground Floor

### Computer Access for Students

– Building A, Ground Floor – Library and Flexible Learning Centre

### Counselling and Career Services

– Building A, Level 2, Room A2.05

### Course Information

– Building A, Lower Ground Floor, Customer Service Centre

### Customer Service Centre

– Building A, Lower Ground Floor

### Disability Support

– Building A, Level 1, Room A1.25B/C/D

### Emergency Phones

– Building A, Ground Floor Foyer and Building B, Entrance Foyer Area (opposite bookshop)

### First Aid Room

– Building A, Lower Ground Floor, Room ALG.03

and Building B, Level 1, Room B1.05

### Fitness Centre

– Building B, Ground Floor, Room BG.5B

### Flexible Learning Centre

– Building A, Ground Floor

### International Student Coordinator

– Building A, Level 3, Room A3.16

### Library

– Building A, Ground Floor

### Massage Clinic

– Building B, Level 1, Room B1.31

### Prayer Room

– Building B, Ground Floor, Room BG.7

### Security

– Building A, Lower Ground Floor, Room ALG20A

(near Customer Service Centre), Mobile: 0419 616 783

### Student Association

– Building D, next to canteen

## Accessible toilets

### Building A

– Lower Ground Floor (next to First Aid room)

### Building B

– Ground Floor (next to Fitness Centre).

## Banks

**ANZ** – 12-14 Belmore Road.

There is also an ATM inside Randwick Caltex, 2 Alison Road (near the College on King Street)

**Bankwest** – Shop 4-5, 75 Belmore Road

**Commonwealth** – 22 Belmore Road and Royal Randwick Shopping Centre: 73 Belmore Road

**National Australia Bank** – 111-115 Belmore Road

**St George** – 44-46 Belmore Road

**Westpac** – 49-51 Belmore Road.

## Car parking

There is a fee for parking on campus.

You will need to use your TAFEcard (student ID card) to access on-campus student parking. Student Association members receive a discount (your TAFEcard must be encoded to receive the membership discount). Fees are:

> Members: \$3 per entry

> Non-members: \$7.50 per entry

Parking on campus is at your own risk.

## Accessible parking is located at:

### Building A

– Darley Road Entrance

### Building B

– King Street Entrance, under car park near the lift

### Building C

– King Street Entrance, behind Student Association and Canteen.

## Bikes

> Bicycle rack is located at Building A  
– Lower Courtyard (near the pedestrian ramp)

> Bicycle shelter located in student carpark (near internal boomgate under the foot bridge)

> Motorbike parking space is under Building B near the lift on the right.

# Campus information

## St George College

Ph: 9598 6200  
Fax: 9587 2629  
Email: [sistgeorge.info@tafensw.edu.au](mailto:sistgeorge.info@tafensw.edu.au)



## Main campus

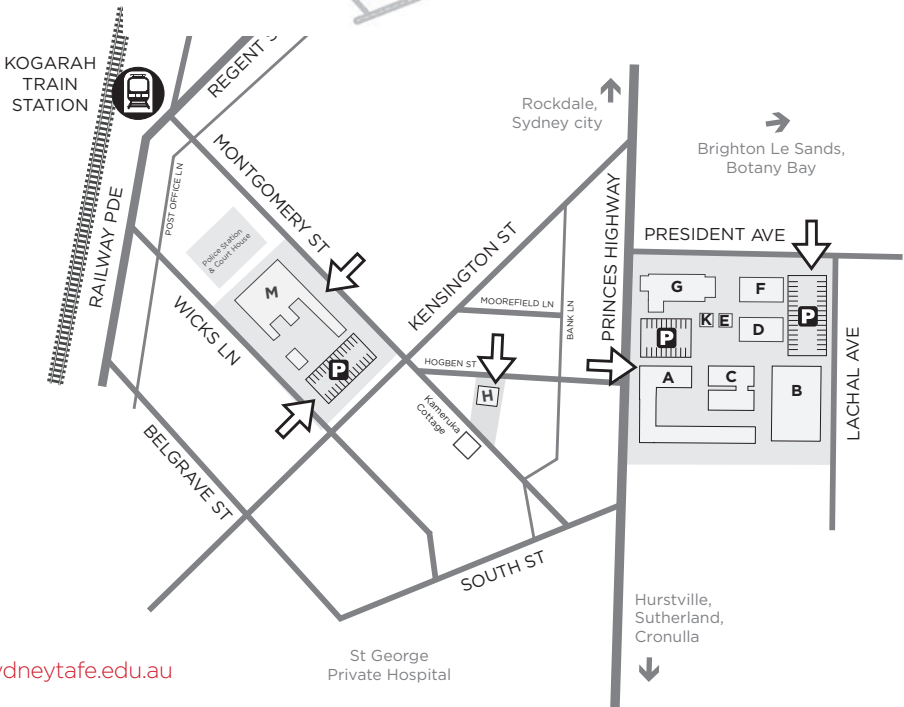
Corner President Avenue  
and Princes Highway  
Kogarah NSW 2217

## Montgomery Street campus

19 Montgomery Street  
Kogarah NSW 2217

## Hogben Street campus

Hogben Street  
Kogarah NSW 2217







## Student services and facilities

### Bookshop

- Building K, Ground Floor

### Canteen

- Building E

### Cashier

- Building A, Ground Floor

### Children's Centre

- Kameruka Cottage, 57 Montgomery Street, Kogarah

### Computer Access for Students

- Building B, Library

### Counselling and Career Services

- Building A, Ground Floor

### Course Information

- Building A, Ground Floor

### Customer Service Centre

- Building A, Ground Floor
- Montgomery St, Building M, Ground Floor

### Disability Support

- Building A, Ground Floor

### First Aid room

- Building A, Ground Floor

### International Student Coordinator

- Building F, First Floor, Room 10

### Learner Support Centre

- Building B, First Floor

### Library

- Building B

### Public Phone

- Building F

### Security

- Building A, Ground Floor

### Student Association and Lounge

- Building D, Ground Floor
- Montgomery St, Building M, Ground Floor

## Buses/ trains

- > State Transit buses 476 (Rockdale-Dolls Point) and 477 (Rockdale to Miranda) run every 10 minutes on weekdays
- > Veolia buses 455 (Kingsgrove to Rockdale Plaza), 947 (Hurstville to Kogarah) and 958 (Hurstville to Rockdale) run every 30 minutes on weekdays
- > Punchbowl Bus 446 (Kogarah to Roselands) runs every 30 or 60 minutes on weekdays
- > Kogarah train station is a 10 minute walk from the college.

## Car parking

Parking is available. Student Association members receive a discount. Fees are:

- > Members: \$4 per entry
- > Non-members: \$7 per entry

Accessible parking is available.



# Campus information



## Sutherland College

### Loftus campus

Rawson Avenue

Loftus NSW 2232

Ph: 9710 5800

Fax: 9710 5801

### GyMEA campus

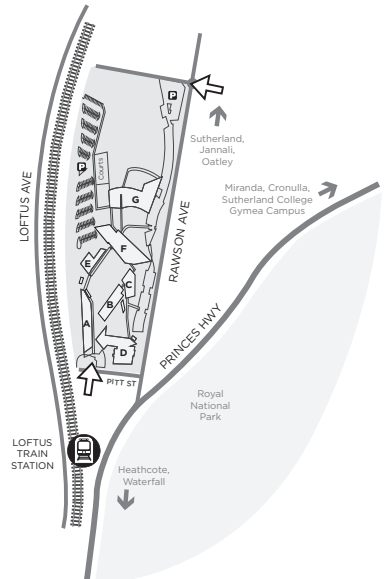
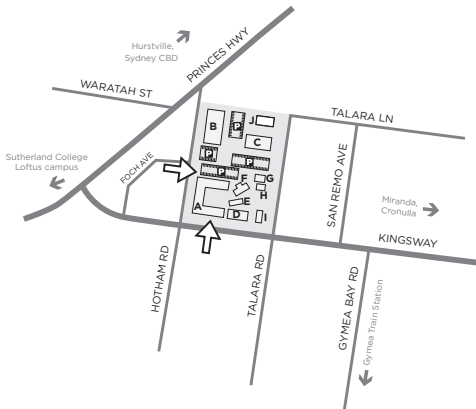
Corner Hotham Road and The Kingsway

GyMEA NSW 2227

Ph: 9710 5000

Fax: 9710 5026

Email: [sisutherland.info@tafensw.edu.au](mailto:sisutherland.info@tafensw.edu.au)  
Student services and facilities



## **GyMEA campus**

### **Bookshop**

- Building D

### **Cafeteria**

- Building D

### **Cashiers**

- Building A

### **Computer Access for Students**

- Building A, Library and Flexible Learning Centre

### **Counselling and Career Services**

- Building A, First Floor

### **Course Information**

- Building A, Ground Floor

### **Customer Service Centre**

- Building A, Ground Floor

### **Disability Support**

- Building A, Ground Floor

### **Hair and Beauty**

- Building A, Second Floor

### **International Student Coordinator**

- Building A, Ground Floor, Room 7

### **Library**

- Building A, Ground Floor

### **Public Phone**

- Building A, Ground Floor

### **Security**

- Building A, Ground Floor

### **Student Association**

- Building D

## **Buses/ trains**

### **GyMEA campus**

- > 961, 962 and 969 stop on The Kingsway near Talara Road North, 345 metres from GyMEA campus
- > GyMEA train station is a 5-minute walk from GyMEA campus.

### **Loftus campus**

- > 993 stops at Sixth Avenue (near Loftus Avenue), 270 metres from Loftus campus.
- > 993 also stops at Loftus train station, 420 metres from Loftus campus.
- > Loftus train station is a 2-minute walk from Loftus campus.

## **Loftus campus**

### **Bookshop**

- Building A, Ground Floor

### **Cafeteria**

- Building A

### **Cashiers**

- Building G

### **Children's Centre**

- Building D

### **Computer Access for Students**

- Building B, Library

### **Counselling and Career Services**

- Building G

### **Course Information**

- Building G

### **Customer Service Centre**

- Building G

### **Disability Support**

- Building G

### **Embark Gatewood Training Restaurant**

- Building A

### **Gymnasium**

- Building G

### **Individual Learning Centre**

- Building C

### **Library**

- Building B, Ground Floor

### **Massage Therapy Clinic**

- Building F

### **Security**

- Building E

### **Student Association**

- Building A.

## **Car parking**

Free student parking is provided at GyMEA and Loftus campuses. Street parking may be used in the vicinity. Students are asked to be considerate of the local residents.

# Campus information

## Ultimo College

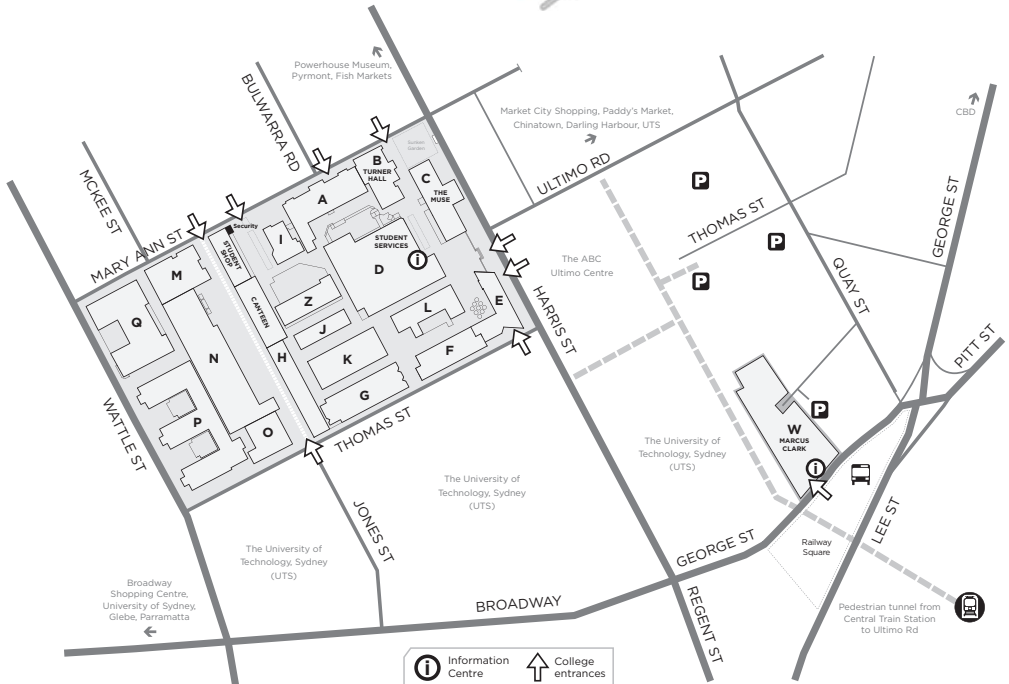
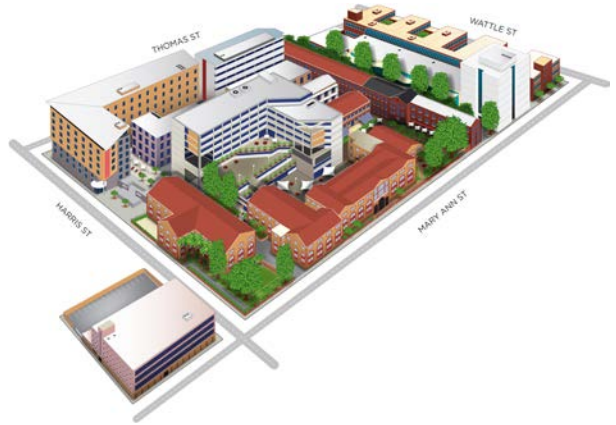
### Harris St campus

731-695 Harris Street  
Ultimo NSW 2007

### Marcus Clark Building

827 - 839 George St  
Ultimo NSW 2007

Ph: 1300 360 601  
Fax: 9217 4938  
Email: [siultimo.info@tafensw.edu.au](mailto:siultimo.info@tafensw.edu.au)





## Student services and facilities

**Bookshop** – Building H, Ground Floor

**Cafes** – Buildings E, H and W

**Canteen** – Building H

**Cashiers** – Building W, Ground Floor; Building D, Ground Floor

**Childcare Centre** – Building Z, Ground Floor

**Counselling and Career Services** – Building D, Level 4

**Customer Service Centres**

– Building D, Level 4; Building E, Level 1; Building G, Ground Floor; Building N, Ground Floor; Building W, Ground Floor and Level 5

**Exemptions and Refunds** – Building D, Ground Floor

**Disability Support** – Building D, Level 4

**Examination Centre** – Building W, Level 8

**Executive Unit** – Building A

**Flexible Learning Centre** – Building D, Ground Floor (Library)

**Gym** – Building Z, Level 1

**Hair and Beauty** – Building W, Level 4

**Admissions and Customer Service Centre**

– Building W, Ground Floor

**International Student Unit** – Building H, Ground Floor, Room 25

**Legal Service** – Building W, Ground Floor

**Library** – Building D

**Security** – Building H, Gatehouse

**Student Association** – Building Z, Level 1;

**Student Administration** – Building D, Ground Floor

**The Muse** – Building C, Ground Level

**Turner Hall** – Building B, Level 1

**Work Health and Safety Services** – Building D, Level 3.

## Banks

**ANZ Bank** – Broadway Shopping Centre and 665-669 George Street, Haymarket

**Commonwealth Bank** – 431-439 Sussex Street, Chinatown

**National Australia Bank** – 37 Ultimo Road, Haymarket

**St George Bank** – Broadway Shopping Centre and 699 George Street, Haymarket

**Westpac** – Broadway Shopping Centre and 671-675 George Street, Haymarket.

There is also an ATM located onsite next to the Student Bookshop near Mary Ann Street.

## Buses/ trains

- > Central Railway Station and Railway Square are a few minutes' walk from campus.
- > A number of State Transit and private buses operate from Railway Square.

## Car parking

- > There is no general parking on college premises.
- > Parking is available at local parking stations where discounted parking is available for students who are members of the Student Association. Parking rates are subject to change.
- > Accessible parking is provided on Mary Ann Street.



## Contact details for Sydney TAFE services

### Aboriginal Education Training Unit:

Eora .....	9217 4896
Petersham .....	9469 8509
Randwick .....	9469 8509
St George.....	9710 5183
Sutherland.....	9710 5183
Ultimo.....	9217 5365

### Aboriginal student coordinators:

Design Centre Enmore.....	9217 5365
Eora .....	9217 4896
Petersham .....	9469 8509
Randwick .....	9469 8509
St George.....	9710 5183
Sutherland.....	9710 5183
Ultimo.....	9217 5365

### Adult Foundation Studies:

Eora .....	9217 4871
Petersham .....	9335 2343
Randwick .....	9469 8615
St George.....	9598 6297
Sutherland (Gymea).....	9710 5100
Sutherland (Loftus).....	9710 5417
Ultimo.....	9217 3732

### Bilingual counsellors:

Randwick (Greek).....	9469 8546
St George (Arabic).....	9598 6232
Ultimo (Spanish, Cantonese and Mandarin).....	9217 3238

### Bookshop:

Design Centre Enmore.....	9519 5215
Petersham .....	9568 2562
Randwick .....	9469 8548
St George.....	9598 6394
Sutherland (Gymea).....	9710 5092
Ultimo.....	9281 7981

### Careers Connect officers:

Design Centre Enmore.....	9217 3865
Eora .....	9217 3865
Petersham .....	9217 3865
Randwick .....	9217 3865
St George and Sutherland.....	9598 6223
Ultimo.....	9217 4485

### Children's centres:

Petersham .....	9335 2734
St George.....	9588 1975 or 9598 9701
Sutherland (Loftus).....	9710 5852
Ultimo.....	9217 4448

### Counselling and Career Services:

Design Centre Enmore.....	9394 5710
Eora .....	9217 4876
Petersham (Crystal St).....	9335 2575
Petersham (West St).....	9335 2706
Randwick .....	9469 8546
St George.....	9598 6232
Sutherland (Gymea).....	9710 5109
Sutherland (Loftus).....	9710 5817
Ultimo.....	9217 3238

## Customer Service Centre:

Design Centre Enmore.....	9394 5700
Eora.....	9217 4878
Petersham.....	9335 2500
Randwick.....	9469 8540
St George.....	9598 6305
Sutherland (GyMEA).....	9710 5000
Sutherland (Loftus).....	9710 5800
Ultimo.....	9217 3400

## Disability support units:

### Administration contacts

Eora.....	9335 2310
Petersham.....	9469 8665
Randwick.....	9469 8665
St George.....	9598 6232
Sutherland (GyMEA).....	9710 5193
Sutherland (Loftus).....	9710 5879
Ultimo.....	9217 3690

## Disability teacher consultants:

### Intellectual:

Design Centre Enmore.....	9335 2532
Eora.....	9335 2310
Petersham.....	9335 2532
Randwick.....	9469 8537
St George.....	9598 6268
Sutherland.....	9598 6268
Ultimo.....	9217 3970

### Deaf/ Hearing Impaired:

Design Centre Enmore.....	0408 252 304 (SMS only)
.....	9469 8665 (Admin support)
Eora.....	0408 252 304 (SMS only)
.....	9469 8665 (Admin support)

Petersham.....	13 36 77 (TTY service)
.....	0408 252 304 (SMS only)
.....	9469 8665 (Admin support)
Randwick.....	0408 252 304 (SMS only)
.....	9469 8665 (Admin support)
St George.....	9598 6399
.....	9598 6399 (TTY service)
Sutherland.....	9598 6399 (TTY service)
Ultimo.....	9217 3991 (TTY service)
.....	0401 376 878 (SMS only)

### Physical:

Design Centre Enmore.....	9469 8642
Eora.....	9469 8642
Petersham.....	9469 8642
Randwick.....	9469 8642
St George.....	9469 8642
Sutherland.....	9469 8642
Ultimo.....	9217 3099

### Visual:

All colleges.....	9217 4061
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### Psychiatric:

Design Centre Enmore.....	9335 2310
Eora.....	9217 3709
Petersham.....	9335 2310
Randwick.....	9335 2310
St George.....	9710 5193
Sutherland.....	9710 5193
Ultimo.....	9217 3709

### Neurological:

Petersham.....	9217 3628
Randwick.....	9217 4715
St George and Sutherland.....	9710 5879
Ultimo.....	9217 3628 or 9217 4715

### Emergency contact:

All colleges ..... 9217 3333

Or call your college Security (see page 29).

### English Language Centre (SITEC):

Ultimo..... 9217 4818

### Flexible Learning Centre:

Petersham (West St).....9335 2721

Randwick ..... 9469 8786

St George.....9598 6153

Sutherland (Loftus)..... 9710 5417

Ultimo (Maths, Science ESOL - English)  
..... 9217 3868

### Gyms:

Randwick ..... 9469 8734

Sutherland ..... 9710 5943

Ultimo..... 9217 3870 or 9217 3679

### Information Centre:

All colleges ..... 1300 360 601

### International student coordinators:

Design Centre Enmore.....9394 5755

Petersham .....9335 2586

Randwick ..... 9469 8662

St George..... 9598 6144

Sutherland .....9710 5860

### Ultimo:

For students studying Accounting,  
Advertising, Business, Human Resource  
Management, Marketing, International  
Business, Public Relations, Electrical  
Technology, Electronics & Communication,  
Hospitality, Commercial Cookery.....9217 3864

For Aged Care, Animal Care, Laboratory  
Technology, Beauty Therapy, Events, Fashion  
Design, Floristry, Hairdressing, Health,  
Music, Nursing, Photography, Tourism,  
Welfare, Architectural Technology, Building

& Construction, Civil Construction, Spatial  
Information Services, Surveying, Property  
Valuation, Business Administration, Tertiary  
Preparation, Information Technology,  
Mechanical Engineering .....9217 4626

### International Students' Unit:

All colleges..... 9217 3721

### LearnSpace:

Learner Support Centre:.....9217 3868

Ultimo Library (Ground Floor) ..... 9217 3356

### Legal services:

All colleges..... 9217 5473

### Library and information services:

Design Centre Enmore.....9394 5721

Eora ..... 9217 4893

Petersham (Crystal St).....9335 2562

Petersham (West St)..... 9335 2771

Randwick .....9469 8530

St George..... 9598 6311

Sutherland (Gymea).....9710 5027

Sutherland (Loftus)..... 9710 5834

Ultimo (Information desk) .....9217 3317

### Outreach coordinators:

Petersham ..... 9335 2790

Randwick ..... 9469 8591

St George..... 9598 6371

Sutherland..... 9710 5004

Ultimo..... 9217 5005

### Reading, writing and basic maths (learner support):

Eora ..... 9217 4871

Petersham .....9335 2404

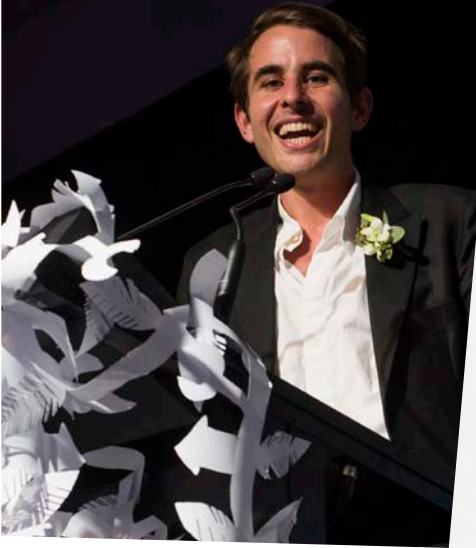
Randwick ..... 9469 8615

St George.....9598 6297

Sutherland (Gymea)..... 9710 5125

Sutherland (Loftus).....9710 5417

Ultimo.....9217 3109



## Awards and Prizes

The prestigious annual Sydney TAFE Awards night recognises outstanding students in specific course, achievement and subject categories. Award winners receive Sydney TAFE prizes for excellence and are eligible for the overall Sydney TAFE medal. All award winners are also encouraged to enter regional, NSW and National Training Awards competitions.

TAFE NSW State Medal prizes are awarded to students who score the highest marks state-wide in their study area each year. These medals and other student awards are presented at events or graduations held throughout the year at your college and teaching section.

### Security:

Design Centre Enmore.....	9394 5890
Eora.....	9217 4878
Petersham (Crystal St).....	0407 872 616
Petersham (West St).....	0407 879 044
Randwick.....	0419 616 783
St George.....	9598 6122
Sutherland (GyMEA).....	
.....	0411 237 369 and 0411 237 366
Sutherland (Loftus).....	
.....	0411 237 361 and 0411 237 360
Ultimo.....	9217 4777

### Student Association/ support officers:

Design Centre Enmore.....	9394 5718
Eora.....	9217 4876
Petersham (Crystal St).....	9335 2558
Petersham (West St).....	9335 2785
Randwick.....	9469 8545
St George.....	9598 6202
Sutherland (GyMEA).....	9710 5094
Sutherland (Loftus).....	9710 5856
Ultimo.....	9217 4620

### Traineeships:

All colleges.....	9217 4232 and 9217 4502
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### TVET consultants:

Institute Coordinator.....	9469 8573
Design Centre Enmore.....	9394 5728
Eora.....	9469 8573
Petersham (Crystal St).....	9335 2369
Randwick.....	9469 8685
St George.....	9598 6431
Sutherland (GyMEA).....	9710 5047
Sutherland (Loftus).....	9710 5883
Ultimo.....	9217 3608, 9217 5590 and 9217 4638



## Sydney TAFE facilities

Refer to individual colleges for more detailed information.

### Children's Centres

Childcare is offered at Petersham, St George, Sutherland (Loftus Campus) and Ultimo colleges for the children of students studying at Sydney TAFE. Eligible students can apply for government assistance. For more information, refer to the Children's Centres section on page 26 of this guide.

### Parking

With the exception of Eora, Petersham and Ultimo, our colleges provide parking facilities. Where the parking facilities are not free, discount parking rates are offered through the Student Association at your college.

At Ultimo college, discounts for local parking stations are offered via the Student Association – see page 36.

Further details about parking and public transport access are provided in the individual College Information sections of this guide (pages 10-25).

If you need to use on-street parking, please lock your vehicle and be sensitive to local residents.

Sydney TAFE is not responsible for theft from or damage to student vehicles.

### Security

All Sydney TAFE colleges are staffed by security personnel. Duty times vary depending on college locations. For contact information, please refer to the individual College Information (pages 10-25).

### Canteens

Canteens and cafes are available at most colleges and offer a variety of food and drinks in a relaxed atmosphere. Food and drink vending machines are also available. Locations are listed in the College Information section of this guide (pages 10-25).

### Cashiers

Cashiers operate during the standard office hours of each college.

For individual college hours, visit [sydneytafe.edu.au/courses/payments](http://sydneytafe.edu.au/courses/payments)

## ITSA Bookshops

Get your textbooks, student notes, stationery, technical equipment, trade equipment, safety gear and much more from your campus bookshop. Each shop has different trading hours but most are open for longer during the first two weeks of term. Use your Student Association membership to receive a discount (5-10%). Student Association membership can be purchased from the bookshop if the Student Association office is unattended.

On campus bookshops are located at:

<b>Enmore</b>	Building E, Edgware Road, Enmore	9519 5215
<b>Gymea</b>	Building D, The Kingsway, Gymea	9710 5092
<b>Petersham</b>	Building C, Crystal Street, Petersham	9568 2562
<b>Randwick</b>	Building B, Ground floor (foyer), King Street, Randwick	9469 8548
<b>St George</b>	Building K, President Avenue, Kogarah	9598 6394
<b>Ultimo</b>	Building H, Mary Ann Street, Ultimo	9281 7981

## Travel concessions and passes

### Travel concession cards

All full-time students and first, second and third year apprentices are entitled to a Transport for NSW (TfNSW) Travel Concession.

TfNSW define a full-time student as a person studying a minimum of 20 hours per week, for a minimum of nine weeks.

Students NOT eligible for a TfNSW Concession include:

- > external students (e.g. OTEN students)
- > part-time students
- > Temporary Visa holders.

To receive a travel concession, you will need to provide your college Customer Service Centre with your current Enrolment Form or Sydney TAFE fee receipt. Your enrolling officer must note the total number of hours per week you are studying on these forms.

You will then be asked to complete a TfNSW concession application form which you will need to sign in to consent to TAFE NSW supplying your details to TfNSW in order for you to apply for a concession Opal card online at <https://www.opal.com.au/ordercard?execution=e1s1>

The NSW Government has supported the provision of travel concessions to International students. Further details are available by contacting the International Students unit.

### First year apprentices or trainees

When the NSW Department of Education and Communities (DEC) writes to you to notify you that your application for an apprenticeship or traineeship has been approved, a Travel Concession Application Form will be provided to you together with information on how to apply for a Travel Concession Card.

If you are an apprentice or trainee, and you do not receive a Travel Concession Card, you should inform your employer.

### Second and third year apprentices

Apprentices who do not receive their Travel Concession Card should inform their employer.

Employers should contact their local NSW DEC State Training Centre or phone 132 811 for more information.

### Travel passes

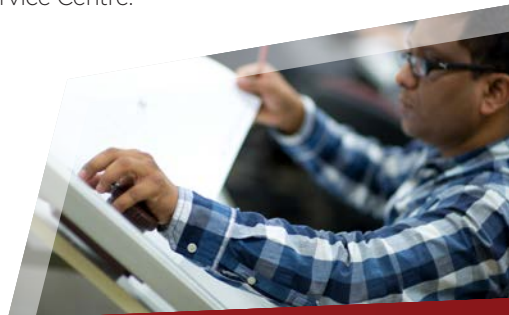
Students under 18 years who meet certain requirements may be eligible to receive a free travel pass to use on journeys to and from their Sydney TAFE college. Please contact the Customer Service Centre at your college for more information.

Please note that the conditions you must meet to gain a travel pass or concession are set by Transport for NSW (TfNSW) and private bus companies that issue travel passes. Sydney TAFE must ensure that the rules and regulations of these authorities are strictly met.

The NSW Government has supported the provision of travel concessions to International students. Further details are available by contacting the Bookshop.

### Return of travel concession cards and/or travel passes

If you withdraw from your course, you are expected to return your travel concession and/or travel pass to your college Customer Service Centre.



## Student services and support **Study support**

### Customer Service Centres

Customer Service Centres are located in all colleges. These centres can assist with:

- > applying for courses
- > class and teacher information
- > course information
- > enrolments
- > assessments
- > fee concessions, exemptions and refunds
- > printing
- > student records
- > travel concessions and passes
- > student portal passwords
- > TAFEcard creations and enquiries
- > lost property.

Check for the location of your College's Customer Service Centre in the College Information section on pages 10-25 of this guide.

### Learner support

You can benefit from learner support during your learning journey. Learner support can help with understanding the content of your TAFE course work, and tasks you need to complete in your TAFE course.

Learner support may assist you with skills you need, for example:

- > English language skills (listening, speaking, reading, writing)
- > ESL (English as a second language) language skills
- > communication skills
- > reading and writing for specific purposes
- > mathematics skills
- > computing skills
- > study and exam skills
- > access to Moodle and other resources.

Each college has a designated centre for learner support where you can get assistance with your studies from teachers. If you have an identified disability, please read the section called Disabilities Support (page 34). For further information on these services, please contact your college's Customer Service centre.

## YourTutor Academic Support

Need help with your homework, assignments, essays or English skills? Or need some assistance with business, engineering, health and science, maths or accounting and economics, but unable to contact your teachers? YourTutor can help you! YourTutor is your one-to-one, online, on-demand study help centre. It's free for all Sydney TAFE students and you can access it via your Learner Portal. You can connect live with a personal tutor from the comfort of your home or any Sydney TAFE campus, between 3pm - midnight Sunday to Friday to ask questions and get help when you need it, or upload your writing drafts and receive feedback within 24 hours.

For more information about YourTutor, please ask your teachers or look for the YourTutor link on your Learner Portal .

## Counselling and career development services

We are committed to helping students build strengths, improve wellbeing and successfully complete their studies.

Counsellors are available to help students achieve their goals by providing support in a range of areas. The service is free and confidential and may include career counselling, or counselling about study difficulties and/or personal matters which impact on learning. Counsellors will listen and work with you to:

- > identify your options and goals
- > understand your concerns
- > develop a plan of action to help you achieve your career, study and personal goals
- > refer you to other support systems where required.

Counsellors can help with:

- > **Career and course planning:**
  - > making career decisions
  - > choosing the right course for you
  - > applying for courses and understanding the selection process
  - > using overseas qualifications
  - > applying for recognition of your skills, qualifications and experience
  - > using your TAFE qualifications for further study including university

- > **Course and study matters:**

- > staying motivated and focussed
- > balancing time, study, work and relationships
- > improving concentration and memory
- > preparing for assessments
- > providing learning needs and study progress check-ups to prevent course problems becoming too big to manage (pick up a learning check-up card at your college Customer Service Centre)
- > accessing educational support for your individual learning needs
- > managing worries about dropping out

- > **Personal matters which affect your learning, including for example:**

- > making decisions and solving problems
- > managing relationships, conflict and family issues
- > managing worries, stress or depression
- > coping with loss or grief
- > alcohol, drugs, gambling or addiction problems
- > health and sexuality
- > dealing with bullying and harassment.

Counsellors can also link you to other services such as legal, financial, medical and housing assistance, helping you to deal with 'the system.'

Some counsellors speak more than one language. Interpreters can also be organised if required.

For more information, see the support service contact details on pages 26-29 of this guide. You may also prefer to email your preferred Counselling and Career Development Unit to make an appointment or book into a group at [sydneytafe.edu.au/counsellingcareers](http://sydneytafe.edu.au/counsellingcareers)



## Disability support

Sydney TAFE provides a range of disability services to assist enrolled or prospective students with disability. Specialist Disability Teacher Consultants are available to support people with disability to have equal access to education and training. Our Disability Teacher Consultants have expertise in physical, psychiatric/mental health, neurological, intellectual, blind/vision impairment and deaf/hearing impairment disabilities. Contact details are provided on page 27 of this guide.

Disability Teacher Consultants provide a range of reasonable adjustments to assist students with disability. These include:

- > pre-course counselling
- > assistance with the enrolment process
- > negotiated appropriate classroom support and assessment modifications
- > learner support
- > adaptive technology
- > sign language interpreters
- > note-takers
- > customised access courses.

Please note that disclosure of any disability information will remain confidential.

## Flexible Learning Centres

Flexible Learning Centres are located at Petersham, Randwick, St George and Ultimo colleges. They offer individually tailored, self-paced programs to students requiring assistance in English, mathematics and languages, and offer skills to cope with assessment tasks and examinations. Please also refer to the Learner Support information on page 32.

## Study skills programs

There are a number of ways Sydney TAFE counsellors can advise and assist students to improve their study skills. Regular small group workshops cover topics such as motivation and goal setting, memory techniques, overcoming procrastination and exam anxiety, note taking, time management, essay writing, etc. Students can also arrange to see a counsellor for individual help with their approach to study. Tip sheets are available. Students can also be referred to other useful resources such as online sites offering further study suggestions.

## Bookshops/course resources

College bookshops offer a variety of books and stationery that cater to your study needs. Many of the course notes you will require are also available. Your teacher will advise you on what you need. Student Association members receive a discount.

## Library and information services

Each college has its own library. When you enrol, you also become a member of the library.

At the library, you can access relevant and up-to-date information to assist you with your study and research. There is also a range of tools to help you with assignments.

The library also offers:

- > computer facilities
- > group study rooms
- > individual study areas
- > printers/photocopiers.

Visit the library website at [sydneytafe.edu.au/library](http://sydneytafe.edu.au/library) for detailed information on the resources, services and facilities available at each college.





Your college library is a valuable source of information. To get the most out of it, ask about library tours and information skills workshops, e.g. internet training sessions.

College libraries also offer a number of online services which are available 24/7. College libraries are open extended hours to cater for both day and evening students. You may also borrow from any other TAFE library in NSW using your TAFEcard.

### **Scholarships**

Sydney TAFE offers a range of scholarships across a number of vocational areas. Scholarships provide financial assistance so that students can focus more effectively on their studies. The Scholarship Program is supported by Sydney TAFE and valued industry partners who see the worth in assisting our graduates.

To find out more about selection criteria and how to apply for 2016, look at:

- > [sydneytafe.edu.au/courses/scholarships](http://sydneytafe.edu.au/courses/scholarships)
- > the 2016 Sydney TAFE Career Guide
- > or call 1300 360 601 to book an appointment with a career counsellor or to talk with a course information officer.

### **Aboriginal Education Training Unit**

The Yulang Aboriginal Education Training Unit provides support for Aboriginal students across Sydney TAFE and works with the Aboriginal community and industry to customise training. Sydney TAFE has a Manager of Aboriginal Education and Training and three Aboriginal Institute Coordinators.

Contact details are provided at the back of this guide.

### **Going Global**

Sydney TAFE offers a range of optional international opportunities for our students, which provide a global perspective in a range of course areas to give a broader international flavour to your qualification. These include:

- > outbound mobility programs for students to obtain global experience in their industry areas and
- > international internships for students to work overseas or with international companies in Australia.

Talk to your teacher for further information on current opportunities.

### **Health service**

Sydney TAFE students can access medical care through medical centres located near each college. Some of the medical centres offer bulk-billing services to students for routine Medicare-covered consultations.

Please note that some centres require you to make an appointment and may charge you for some special consultations, such as travel vaccinations and diving medicals.

You can obtain further information about the locations, times of opening and fees of the medical centres located near your college by visiting your local Student Association Office (please refer to the College Information section at the front of this guide, pages 10-25).

## Student Association

The Sydney TAFE Student Association (SISA) is our student services club. It provides you with a wide range of great deals, including access to many services, facilities and activities. It is great value for money and the good news is you can join for only \$20 a year. As a member you will receive many benefits, including:

- > free Careers Connect service;
- > free legal service;
- > discounts on textbooks, stationery and course material at your campus bookshop;
- > common rooms with televisions, kitchens, microwaves, hot water and lounges;
- > discount parking at some campuses and local participating parking stations;
- > discounted movie tickets to Hoyts, Events and IMAX theatres;
- > half price photocopying and printing at all campus libraries;
- > discounts on faxing, binding and laminating at most campuses;
- > events and activities throughout each term;
- > student locker hire at some campuses.

Management of SISA is overseen by an elected board made up of students and staff.

All membership fees are used to benefit the members of SISA by funding the facilities, services and activities at your college.

For more information on the Student Association, please see your local Student Association Office (please refer to the College Information section at the front of this guide (pages 10-25) or visit [sydneytafe.edu.au/studentassociation](http://sydneytafe.edu.au/studentassociation))

## Legal service

The Sydney TAFE Student Association provides a free and confidential legal service offered by a qualified and experienced solicitor for its members. The Legal Service is located in Building W, Broadway, Ultimo Campus. There are many legal matters we can help you with:

- > credit and debt issues;
- > criminal law;
- > discrimination;
- > domestic violence;
- > employment law;
- > neighbourhood disputes;
- > social security;
- > tenancy matters; and
- > traffic offences.

## Centrelink

As a student, you may be eligible for financial assistance from the Commonwealth Government, such as Youth Allowance or Austudy Allowance payments, while you are studying. Any government benefit or allowance will need to be organised through either Centrelink or with the government department offering assistance. Centrelink monitors student attendance, so it is important to inform them if you change your study program.

Please refer to the Centrelink website at [centrelink.gov.au](http://centrelink.gov.au) for more information about the types of financial assistance that may be available to you

## Careers connect

Careers Connect is a specialised employment service where current Sydney TAFE students and recent graduates can access job and career skill development opportunities. It is a web-based administration system that provides an electronic communication hub between students and employers. Careers Connect features a database of current job opportunities from employers who are specifically advertising to current Sydney TAFE students and recent graduates.



## Hairdressing

### Hair-raising value! Hairdressing by Sydney TAFE students

Tints, foils, chemical straightening, treatments and stylish new cuts all available at jaw-dropping prices.

Consultations start from \$5 upwards\*

Phone for an appointment

<b>Gymea</b>	9710 5045	10.00am – 4.00pm
<b>Petersham</b>	9335 2339	9.00am – 4.00pm
<b>Ultimo</b>	9217 5134	9.00am – 4.30pm

\*All clients must be allergy tested 24 to 48 hours before each hair colour service. The allergy test must be seen by the class teacher on the day of the appointment.

### WorldSkills

WorldSkills Australia is an organisation that conducts competitions in more than 50 trade and skill areas. Based on a two-year cycle, the competition occurs locally, regionally, nationally and internationally. Previous participants have said that the experience of competing in WorldSkills has been life changing as well as a lot of fun! Talk to your teacher for more information on how you can get involved in WorldSkills or visit the WorldSkills website [worldskills.org.au](http://worldskills.org.au)

### Aboriginal courses

Sydney TAFE offers speciality courses for the Aboriginal and Torres Strait Islander community.

Eora College specialises in Aboriginal education and training courses including:

- > Vocational and Study Pathways
- > Access to Work and Training
- > Skills for Work and Training
- > Education, Employment and Training
- > Aboriginal and Torres Strait Islander Cultural Arts
- > Diploma of Aboriginal Studies
- > Community and Welfare
- > Creative Industries (Media)
- > Media
- > Music (Performance).

## International students

### International Students Unit

Sydney TAFE's International Students Unit (ISU) is located in Building H at Ultimo College. It provides a number of support services for international students.

### Orientation program

All international students must attend an orientation program. You will meet your teachers and international student coordinators, receive information on living and studying in Sydney and be formally enrolled. For information on living in Sydney please visit [Sydney.com](http://Sydney.com)

### International Student Lounge

The International Student Lounge, located in Ultimo College Building H next to the ISU office, is a place for international students to meet with friends between classes. There is a dining area equipped with sinks and microwave ovens.

## Massage

### Spoil yourself and unwind with a relaxing therapeutic massage.

Relaxation, remedial and sports massages available.

Full-time students / those with concession cards pay \$25 per session.

Appointments are also available for the general public from \$30.

**Loftus** 9710 5838  
Monday to Thursday afternoons

**Randwick** 9469 8738  
Tuesday and Friday evenings, Thursday all day

## Personal safety

Although Australia is a safe place to live and study, it is still wise to take precautions to keep yourself safe.

The following tips will help you enjoy your visit:

- > always tell someone where you are going and when you expect to return
- > take care travelling on your own at night
- > do not leave personal belongings unattended
- > always carry a mobile phone, coins for a pay phone or a phone card
- > take note of any security guidelines provided by your college or international student coordinator
- > avoid giving personal information to strangers
- > lock doors and windows before leaving your house or apartment
- > take care when using automatic teller machines (ATMs) and put your cash away quickly
- > keep valuables out of sight and secure when travelling
- > ensure property is safely stored in lockers and removed when you complete your course.

For more safety tips, go to [thinkbefore.com](http://thinkbefore.com)

## Student Association

International students have free membership of the Student Association and can access all services and amenities offered by Sydney Institute Student Association. Member benefits also include discounts on textbooks, stationery, course materials and movie vouchers.

## Sydney Institute English Centre (SITEC)

SITEC courses are available to all international students on all types of eligible visas. You can enrol in an English course only, or package it as a pathway to a TAFE vocational or degree course. It is the largest TAFE NSW English Language Centre and is located at Sydney TAFE's Ultimo College. SITEC offers:

- > structured, outcome focused programs
- > preparation for further study and global careers
- > cross-cultural communication and job search skills
- > training starting at any level from beginner to advanced
- > orientation to further vocational and university study
- > classrooms with internet connections and interactive whiteboards
- > language laboratory and two computer laboratories with free Wi-Fi access
- > full access to TAFE student facilities and services
- > a vibrant nationality mix: approximately 350 students from 80 different countries
- > free after-class tutorials, teacher-led excursions and sports clubs
- > assistance with homestay, airport pick-up and guardianship arrangements.

To apply for our English courses, please email [sit.englishcentre@tafensw.edu.au](mailto:sit.englishcentre@tafensw.edu.au) or call +61 2 9217 4818. SITEC are located at Ultimo College on the ground floor of Building H.

For more information visit [sydneytafe.edu.au/sitec](http://sydneytafe.edu.au/sitec)

## Temporary Visa Holder (TVH) students

TVH students are visa holders without permanent residency status.

TVH students are eligible to enrol in most Sydney TAFE courses, provided their visas allow them to study while they are in Australia. However, restrictions do apply.

TVH students should contact their college customer service staff for advice on whether they are eligible to study at a Sydney TAFE college.

TVH students will be required to pay the fee-for-service fee, either in full or by installments, if applicable.

TVH students do not have access to government subsidised training.

TVH students who wish to study with Sydney TAFE must provide documents which show their current residency status and visa.

## Accommodation

The ISU provides advice and information to access a range of accommodation including:

- > home stays
- > sharing a flat or house
- > student hostels.

## Pastoral care

All our colleges have advisers to provide special care for international students. Our international student coordinators can assist with day-to-day problems or difficulties, such as helping with study skills or difficulties in understanding a particular subject or teacher. The international student coordinators can also provide support and advice on personal matters and, if required, can refer students to college counsellors who are qualified psychologists.



# Course information

## Course details

For information about all our courses you can:

- > go to our website at [sydneytafe.edu.au](http://sydneytafe.edu.au)
- > visit a Customer Service Centre at your college and pick up a Sydney TAFE 2016 Career Guide
- > go to the counter at the Sydney TAFE Admissions and Customer Service Centre, Marcus Clark Building (Building W), 827-839 George Street, Haymarket (opposite Railway Square)
- > contact the Sydney TAFE Admissions and Customer Service Centre on 1300 360 601 between 8:30am and 6:00pm Monday to Friday.

Information about courses across TAFE NSW is available online at the TAFE NSW website, [tafensw.edu.au](http://tafensw.edu.au)

## School leavers under 17 years

In NSW, students are required to complete school to Year 10 and then, until at least 17 years of age, continue in either:

- > full-time education (years 11 and 12)
- > training (apprenticeship, traineeship or enrol in a vocational qualification)
- > paid employment or
- > a combination of these.

Sydney TAFE can provide vocational training and learning support to help you to get a job or go on to further training. Under exceptional circumstances, we will offer Certificate II vocational courses for young people who are under 17 years of age and have not completed Year 10.

## Traineeships

Traineeships are a great way to learn a new skill or vocation and secure your future. Trainees usually work for three or four days a week while also studying at TAFE and earning a trainee wage.

Typically traineeships last one or two years and provide training in areas such as children's services, marketing, tourism and real estate. You can fast track your traineeship through our incentivised, accelerated programs or, alternatively, you can undertake short intensive programs or pre-vocational courses, as well as school-based apprenticeships.

In 2016 the NSW government has capped traineeship fees at \$1000.

For more information visit [sydneytafe.edu.au/future-students/thinking-studying/apprentice-or-trainee](http://sydneytafe.edu.au/future-students/thinking-studying/apprentice-or-trainee)

## Apprenticeships

Entering an apprenticeship is a great way to secure your future and there are a huge range of options available at Sydney TAFE. You will learn a skill or trade through a combination of work and structured training leading to a nationally recognised qualification. Usually you will work three to four days a week while studying at TAFE and earning an apprentice wage.

Apprenticeships last three or four years and cover traditional trades such as hairdressing, carpentry, electrotechnology, plumbing and some less traditional trades, including hospitality. There is also a range of fast-track, pre-vocational and school-based apprenticeship programs available.

In 2016 the NSW government has capped apprenticeship fees at \$2000.

For more information on apprenticeships visit [sydneytafe.edu.au/future-students/thinking-studying/apprentice-or-trainee](http://sydneytafe.edu.au/future-students/thinking-studying/apprentice-or-trainee)



## Pathways

### TVET

The TAFE delivered vocational education and training program (TVET) allows Year 11 and Year 12 school students to get a head start on their vocational education by studying a Vocational Education and Training (VET) course as part of their Higher School Certificate (HSC).

Depending on the course, you may study at a Sydney TAFE college, at your school or at a Trade School. Some TVET courses will also help you gain a place at university by contributing to your ATAR, while also allowing you to get an industry qualification at the same time.

For more information please contact your TVET Consultant, page 29.

### University

Sydney TAFE has developed strong links with Australian universities to ensure our students have a clear pathway to university education.

With more than 435 agreed higher education pathways via more than 80 nationally recognised courses, we can help you get closer to achieving a degree with one of Australia's leading universities or higher education providers.

Sydney TAFE offers four key pathways to university.

#### 1) Credit transfer agreements

Credit transfer is a form of recognition for previous study based on formal arrangements which have been negotiated between TAFE NSW and higher education providers. Credit transfer can significantly reduce the time it takes to complete a

degree and can take various forms including specified, unspecified and block credits. Currently we have agreements with more than 18 different Australian universities and higher education providers.

#### 2) Fast track degree partnership programs

We offer several exciting programs in partnership with the University of Wollongong and Charles Sturt University which allow students who graduate from selected linked-in Advanced Diplomas to receive up to two years' credit in three-year degrees.

Sydney TAFE diplomas and advanced diplomas also offer credit pathways into the Federation University Australia's Bachelor of Applied Management at St George College and the Bachelor of Hospitality (Management) at Ultimo College.

#### 3) Tertiary Preparation Certificate

The Certificate IV in Tertiary Preparation (TPC) is suitable for people who may not have had the opportunity to qualify for university entry through traditional study pathways such as the Higher School Certificate (HSC). The TPC will help develop a broad range of skills necessary to gain entry to and succeed in tertiary education and employment. The TPC is considered equivalent to the HSC.

#### 4) Get a degree at Sydney TAFE

In 2011, Sydney TAFE bridged the traditional gap between vocational training and university by introducing its first degree – the Bachelor of Design (Interior Design) at the Design Centre Enmore.

Building upon the success of this inaugural program, Sydney TAFE is proud to offer the following degree and associate degree programs directly:

- > Associate Degree of Accounting
- > Associate Degree of Applied Engineering (Renewable Energy Technologies)
- > Bachelor of Applied Finance (Financial Planning)
- > Bachelor of 3D Art and Animation
- > Bachelor of Design (Interior Design)
- > Bachelor or Early Childhood Education and Care (Birth to 5)
- > Bachelor of Fashion Design
- > Bachelor of Property Valuation.

For more information on all our university pathways, visit [sydneytafe.edu.au/tafetouni](http://sydneytafe.edu.au/tafetouni) or pick up a copy of the 'Degree Pathways 2016' brochure.

## Your student portals

### What is DEC Student Portal (sPortal)?

The DEC Student Portal is a free, personal and password-protected internet and email account that is supplied by the NSW Department of Education and Communities (DEC).

The DEC Student Portal provides secure access to internet browsing and your own student email account. It is also a gateway to various online resources, including eLearning/ Moodle. You are encouraged to check this email account for messages from your teachers.

All students are given a DEC Student Portal account when they enrol in a Sydney TAFE course. If you are a first-time student who enrolled on campus, your DEC Username/ User ID (identity) and password is provided to you on the receipt for payment for your Sydney TAFE fee. If you enrolled online, it will be provided to you by email. These details must be kept secure at all times.

Re-enrolling and continuing students retain their existing DEC Username/User ID and password for their DEC Student Portal and Learner Portal (see next page).

Students must remember to log off/out of any online systems they access via the sPortal and to sign out of their email (Gmail) account. Simply closing browsers, instead of logging off/out, means that other students who might use a college or library computer may be able to access your account.

### How can I access the DEC Student Portal (sPortal)?

As a student, you can access the DEC Student Portal from any location with internet access. Visit [sydneytafe.edu.au](http://sydneytafe.edu.au) and

- > click on the red 'Logins' quick link at top right, or
- > select 'Current Students'/ your college/ 'Getting started'/ 'Logins and online access', or
- > go directly to [student.det.nsw.edu.au](http://student.det.nsw.edu.au)

You will not be able to use the internet or email services provided without an active DEC Student Portal account.

### How do I activate my DEC Student Portal account?

To activate your DEC Student Portal account, log on to the DEC Student Portal, agree to the Terms of Use, then:

1. select the Change Password link and change your password to something you can easily remember
2. set-up your three secret questions and answers. (The Change Password browser also provides the option to set up your own secret questions and answers. The secret questions allow you to access the DEC Student Portal and Learner Portal (see below) when your password expires every three months or if you forget your password.)

You can change your password at any time once you have activated your DEC Student Portal. This information must not be shared with other students. Internet access and usage is recorded against each student's DEC User ID.

Before you can print or photocopy at any of the Sydney TAFE libraries, you will first need to activate your DEC Student Portal account. Printing and copying will then be enabled within 24 hours of your DEC Student Portal account being activated.

### **What if I have a problem? Who do I contact for help?**

If you have difficulty accessing the DEC Student Portal, or if you cannot remember your DEC Username/User ID or password, you should contact our Information Centre on 1300 360 601 or the Customer Service Centre at your college.

### **The Learner Portal**

The Learner Portal is an online website designed for learner self-service which is accessed by single sign-on via the DEC Student Portal. It is designed to accommodate a variety of learner and enrolment types and will encourage learners to manage their content and interactions online with a 'self-service' approach.

The Learner Portal allows learners to manage several elements of their TAFE experience, including:

- > viewing institution-specific announcements and individual learning plans, including assessments, assessment results, unit outcomes, outstanding fees, charges, previous payments and timetabled events;
- > requesting Student Assessment Guide;
- > accessing online learning resources;
- > updating personal details, except name and date of birth changes;
- > navigating to the TAFE NSW website and DEC Student Portal Services; and

- > making fee payments, including instalments, by Mastercard and Visa, and generating a fee statement to pay fees offline.

Learner Portal interacts in real time with the system used by Sydney TAFE staff for enrolments and study outcomes. It also allows the Learning Management System (LMS) link to appear on its **My Learning Plan** page, even if the learner has outstanding enrolment fees.

## **Exams and assessment**

### **Exams/Assessments**

At the beginning of the semester, your teachers will let you know the assessment method for each subject including which ones have final exams. You will have to show your TAFEcard as identification before sitting for each exam.

### **Calculators, dictionaries, textbooks**

Check the Student Assessment Guide as to whether these can be used in your exam. This information will also be on the cover of your exam paper.

### **Final state-wide exams**

Final state-wide exams are conducted outside normal class time. Exams for each module/unit are scheduled at the same time, on the same date throughout NSW. Exams are normally held over several weeks in June and November.

### **Exam timetables**

The timetables for mid-year and end-of-year final state-wide exams will be displayed on notice boards as follows:

- > mid-year exams by April.
- > end-of-year exams by September.

Please check your timetables regularly for changes.

Final state-wide exam times may differ from the day and time of your normal classes.

Room allocations will be shown on the notice boards before the scheduled exam dates.

### **Students with disability**

If you have a disability which may affect your ability to complete an exam, or complete it in the required time, contact your teacher or disabilities teacher consultant. They will determine if you qualify for special concessions (e.g. a modified exam).

### **Clash of exams**

If you have two exams scheduled for the same time on the same date, you must apply to sit for one of the exams at another time on that date. You should contact the Customer Service Centre at your college at least three weeks before the scheduled exam date to submit your application.

### **Exam attendance**

You should be seated for the final exam at least 15 minutes before the scheduled starting time. You must have your TAFEcard or some form of photo identification with you when you sit for exams.

### **Malpractice in exams and assessments**

If you engage in malpractice, such as copying, colluding with another person, using unauthorised notes, or exposing work papers in such a manner that another student may copy them, you will be liable for disciplinary action.

The penalties for malpractice range from failure in the subject being examined to a period of exclusion from the college. In some situations, a police prosecution may also occur.

### **Failure in a module/unit (on two occasions)**

If you wish to re-enrol in a subject after receiving two Fail results in that module/unit within a three-year period, you are required to submit a request in writing to your Faculty Director showing cause as to why you should

be re-enrolled.

Your enrolment fee only covers your first attempt of a unit of competency. From 2016 Semester 2 if you have withdrawn and/or failed a unit you will need to pay a fee to reenrol into that unit as a second attempt.

### **Missing an exam**

If you miss a final exam, or arrive late due to illness or circumstances beyond your control, you should contact the Customer Service Centre at your college. You must provide justifiable reasons for consideration to be given that will allow you to sit for the exam at the next scheduled exam period.

### **Exam results**

Result notices are posted to your postal address approximately four weeks after the exam period. This is why it is important for us to have your current address at all times.

### **Assessment**

General information about assessments and details of the assessment events relating to the different units of competency in your course are contained in the Student Assessment Guide. You will receive a copy at your first class.

It is your responsibility to read the Student Assessment Guide/s provided by your teachers and you must sign a statement to confirm that you have received and understood the assessment procedure relating to your qualification/units of competency.

You must submit assessment work and attend scheduled assessment events on the required dates.

You can view further information related to assessment in Every Student's Guide to Assessment in TAFE NSW, which can be downloaded from [https://www.det.nsw.edu.au/policies/assessment/tafe/stud\\_assess/Every\\_Students\\_Guide.pdf](https://www.det.nsw.edu.au/policies/assessment/tafe/stud_assess/Every_Students_Guide.pdf)

### **What happens if I miss a formal assessment activity or an exam, or if**



## I'm late with an assessment task?

It may be that no result can be awarded for the assessment. So you should contact your teacher as soon as possible, giving reasons for your lateness or absence. For assessments you have seven (7) days to do this, or until the day of the next scheduled attendance, whichever comes first. For final examinations in Category A or B (exams that are centrally set and timetabled), you have ten (10) working days. Your teacher will inform you about the revised examination date, which may not be until the following year.

Where possible, you should provide evidence to support what you say – for example, a medical certificate. In some cases, your teacher may accept a late assignment or allow you to sit for a test at a later date. With final exams, you may be able to attempt the exam at the next scheduled examination period – usually several months later.

## How much notice will I receive about assessment tasks?

There will be a range of assessment tasks that you will undertake during your study. On commencement of each unit, all adequate assessment information will be provided to you in the 'Student Assessment Guide – Unit of competency'. Your teacher will give you adequate notice of the assessment event, depending on the duration of the unit. If you are unsure, always ask your teacher.

## Discipline and appeals

### Appeals

Information relating to assessment appeals can be found in the Student Assessment Guide for your qualification and the Student Assessment Guides for the units of competency you will study. You will receive

this information at your first class. Further information relating to assessment appeals can be viewed in Every Student's Guide to Assessment in TAFE NSW, which can be downloaded from [https://www.det.nsw.edu.au/policies/assessment/tafe/stud\\_assess/Every\\_Students\\_Guide.pdf](https://www.det.nsw.edu.au/policies/assessment/tafe/stud_assess/Every_Students_Guide.pdf).

Your results will be checked before you receive your Transcript of Academic Record. You are able to request a review of your results if you have a valid reason. Or you can ask for special consideration. You may also lodge a formal complaint about the assessment process or decision.

If you wish to request a review of your results, contact your teacher or head teacher. If they are unavailable, contact a Customer Service Centre officer, at the college where the result was recorded, within 14 days of receiving your results.

Your teacher will either address the appeal in accordance with TAFE NSW procedures on reassessment and review of results or refer the matter to an educational manager, where appropriate. The relevant educational manager's contact details and availability will be listed in the assessment information provided to you on enrolment.

The process for appeals on assessment matters must address and record any complaints or concerns expressed by students. Such complaints or concerns might relate to misinformation provided by a member of Sydney TAFE staff – for example, inadequate or inaccurate provision of information in relation to



assessment requirements, the provision of inappropriate learning materials or refusal to respond appropriately to a student's concerns. The appeal process is simple and direct and ensures that students are readily able to register honest concerns.

Should you wish to appeal the decision, you will be supplied with the relevant Assessment Policy – TAFE NSW, which can be viewed at [here](#).

Please also refer to the exam failure result information on page 44 of this guide.

## Discipline

Sydney TAFE provides you with the opportunity to study, learn and develop skills in a safe and healthy educational and social environment. When you sign and date your Enrolment Form, or complete your enrolment online, you declare that the information you have given is correct and you agree to abide by the TAFE NSW Student Discipline Policy.

A breach of discipline can occur when a student acts (on or off Sydney TAFE premises) in a way that adversely affects the freedom of others to study, work or participate in Sydney TAFE activities and/or the management of Sydney TAFE, College or Student Association activities.

A breach of discipline will incur penalties as listed in the TAFE NSW Student Discipline

Policy, which can be viewed at [dec.nsw.gov.au/tafe-student-discipline-policy](http://dec.nsw.gov.au/tafe-student-discipline-policy)

A designated officer will consider (within 21 days of the breach) if the student has a case to answer. Notice in writing will be delivered (either by post, or served personally) to the student within 28 days of the breach, detailing all relevant information, along with a copy of the policy. The student has the right to make both oral and written submissions with respect to matters related to student discipline.

Penalties can include:

- > a reprimand
- > a fine (not exceeding \$200)
- > payment of compensation
- > failure in an assessment
- > assessment results and transcripts being withheld
- > exclusion from the use of specified facilities (for up to 12 months)
- > suspension from classes (for up to 12 months)
- > set conditions for future behaviour
- > expulsion.

## Temporary exclusion from classes or use of facilities

Any students misusing equipment or facilities may be banned from using the equipment or facilities for up to 24 hours. Teachers have the right to exclude from class any student who fails to comply with accepted standards of behaviour. Any member of staff who believes that a student has breached discipline may exclude that student from TAFE premises for the remainder of the day on which the alleged breach of discipline occurred. The circumstances of these incidents will be reported to an Sydney TAFE manager for appropriate action.

For clarification on students' rights and responsibilities, and copies of the Student Discipline Policy, visit [dec.nsw.gov.au/tafe-student-discipline-policy](http://dec.nsw.gov.au/tafe-student-discipline-policy)



# Classes and attendance

## Attendance

You are expected to attend classes regularly, as well as complete and submit work in accordance with the assessment requirements for each module/unit. (Refer to the Student Assessment Guide for your qualification and for the units of competency you will study, which you will receive at your first class). Failure to complete course requirements will lead to course failure. If you are sick or otherwise unable to attend class, you should contact your teacher.

## Classes

All courses run only if there are enough resources and demand. Classes may be discontinued if attendance numbers fall below a set minimum. Advice will be given in advance of any changes.

During the first week of each module/unit in your course, you will be provided with:

- > an outline of the subject
- > special health and safety requirements
- > the student assessment guide for the units of competency you are studying
- > conduct requirements.

## Enrolment

### Personal details

You should promptly notify your college of any changes to personal details so that your enrolment can be amended. Enrolment Adjustment Forms are available from Customer Service Centres or from your head teacher. They can also be downloaded from [tafensw.edu.au/courses/enrol/forms.htm](http://tafensw.edu.au/courses/enrol/forms.htm).

You should use this form to record the following:

- > change of name (original documents such as a marriage certificate must be provided)
- > change of address (postal and/or residential)
- > change of telephone number

- > change of employer contact details (for apprentices only).
- > It is your responsibility to inform Sydney TAFE of any changes that need to be made to your student records.

You are encouraged to change your address and telephone number through the Learner Portal, page 43.

## Enrolling

You can enrol and register for most courses online – visit [tafensw.edu.au](http://tafensw.edu.au) or [sydneytafe.edu.au](http://sydneytafe.edu.au) for more information. Some courses require students to attend compulsory information sessions, tests or auditions prior to enrolment. In this case, you may need to apply for the course online before visiting your college in person.

As an enrolled student, you are provided with a TAFEcard (see page 8) that enables you to access services and borrow books from college libraries. A username and password to enable internet, email and Student Portal access is also provided to you as part of the enrolment process. For more information about enrolments or courses, contact the Customer Service Centre at your college.

## Recognition

### What is recognition?

You can apply to Sydney TAFE to have your previous study, work and/or life experiences recognised. Ask about recognition when you enrol in your course. You may also receive recognition for Sydney TAFE and TAFE NSW courses when you enrol at university.

Recognition and credit transfers reduce the time it takes to complete a course.

You will need to provide evidence or demonstrate that your skills meet the learning outcomes of the module/unit of study for which you are claiming recognition.

Credit transfer is the recognition of specified learning previously completed at a TAFE NSW Institute (including Sydney TAFE). When you enrol in a new course, you may be given what is known as 'advanced standing' based on TAFE NSW courses you have already completed. You are able to apply for a credit transfer at the time of enrolment.

### Applying for recognition

Once you are enrolled, you may apply for recognition in any module or unit of competency in the course you are undertaking.

There is no additional charge for recognition services once you have paid the Sydney TAFE fee, or concession fee, or have been granted a fee exemption.

Recognition services in Sydney TAFE currently enable students to apply for up to 100 per cent of a Sydney TAFE qualification.

For further information, visit [sydneytafe.edu.au/recognition](http://sydneytafe.edu.au/recognition)

### When to apply

It is best to apply for recognition at the time of enrolment, before classes begin. However, you can apply for recognition at any time up until 50% of the unit you are applying for recognition for has been delivered. You will need to attend classes until you receive the outcome of your recognition application.

### Lodging your application

The relevant teacher or head teacher can give you initial advice on the recognition process and advise you about the evidence needed to support your claim.

### Refund

You will be entitled to receive a refund or reduction in future fee instalments once recognition has been granted.

### Overseas qualifications

Students can also gain recognition for overseas study, work or life experience. Sydney TAFE will only assess overseas qualifications against Sydney TAFE modules/units of study.

Before applying for recognition, you must have your supporting documents translated into English.

### Assessment and notification

Your knowledge and skills may be assessed in a variety of ways including via portfolio, practical test, demonstration, interview or a combination of these processes. In assessing applications for recognition, Sydney TAFE will be looking for evidence that is:

- > relevant: your evidence must show that your skills and knowledge match the learning outcomes and competencies of the module for which you wish to receive recognition
- > authentic: it must be your own work or about your own work
- > sufficient: there must be enough evidence to show competency
- > evidence of currency.

### Steps to recognition

1. Check the competencies of the qualification you have enrolled in.
2. Do you already have the skills or experience to apply for recognition?
3. Speak to your teacher and plan your Recognition of Prior Learning (RPL).
4. Collect evidence to prove your skills and knowledge. You may have to undertake an assessment at this stage.
5. Discuss the evidence with the teacher who is assessing your RPL application. You may be asked for further evidence at this stage.
6. If your application is successful, you will not need to complete any further training. If you are unsuccessful, you will be advised of what further study you need to undertake to complete the unit.

## Further information about recognition

Sydney TAFE has a recognition website located at [sydneytafe.edu.au/recognition](http://sydneytafe.edu.au/recognition). Your teacher or head teacher can provide you with information and advice on recognition.

## Withdrawing

Students studying a full-semester subject may withdraw from that subject up to the end of the fifth week without a failure being recorded.

If you apply for a withdrawal after the five-week deadline, or drop a module/unit without applying for a withdrawal, you will have a Fail result entered on your record. Institute managers have the discretion to grant a withdrawal after the five-week deadline has elapsed, but only if there are exceptional circumstances.

From 2016, if you have withdrawn and/or failed a unit, you will need to pay a fee to re-enroll in that unit for a second attempt.

You may want to withdraw from a course if:

- > you chose the wrong course
- > the level is too hard for you
- > you can't cope with the workload
- > you have financial problems
- > you have some personal problems getting in the way of study
- > you can't relate to other students/your teacher
- > you want to spend more time with your family/friends
- > you thought this course was a good idea, but after enrolling, you've changed your mind.

## Seek advice and support first

If you are considering withdrawing due to personal reasons, it is important that you receive appropriate support and

encouragement. Your teacher and college counsellors may be able to assist you in completing your studies in the future.

Counsellors are experienced in dealing with students' problems. Their service is free, friendly and completely confidential. Counsellors can offer advice on an alternative plan or course, which may reduce the problem. They can also help you with the paperwork involved in withdrawing from a course. For more information on counsellors, see page 26.

If you are considering withdrawing because you are dissatisfied with the course, its delivery, or for other reasons related to your experience at Sydney TAFE, it is important to raise your concerns with a member of staff so these causes can be addressed. Sydney TAFE is committed to delivering a high-quality, customer-focused educational service and we'd like to know if you think something isn't working.

## How to apply for withdrawal

Collect a Request for Course Withdrawal Form from your college Customer Service Centre and return it once it is completed.

## Re-admission

If you withdraw from a course and later decide to re-enrol you will need to re-apply.

## Fees and costs

### Fees

When you enrol to study at Sydney TAFE, your course will either be government-subsidised or attract a full fee-for-service.

You will be required to meet eligibility criteria for Sydney TAFE courses that attract a government subsidy.



To meet the eligibility criteria for enrolling in government-subsidised courses, you must:

- > be aged 15 years or older
- > have left school
- > live or work in NSW
- > be an Australian Citizen, Permanent Resident, Humanitarian Visa Holder or New Zealand Citizen.

If you are not eligible to enrol in a government subsidised course, you will still be able to enrol in the course by paying the full fee for service charges.

Course fees for government-subsidised courses at all Registered Training Organisations, including Sydney TAFE, are set by the NSW Government.

The full fee-for-service for all our courses is set by Sydney TAFE.

For more information on government subsidised qualifications, eligibility and fees, please view:

- > the [State Training Services Fee Administration Policy](#) and
- > the [NSW Government Subsidised Training - Fees and Refunds - TAFE NSW Policy](#) or
- > visit your College's Customer Service Centre.

Not all eligible enrolling students are required to pay the government subsidised course fee. You may be entitled to receive a fee exemption or concession if you receive a benefit or allowance from government organisations such as Centrelink or the Department of Veterans' Affairs.

Fees are payable at enrolment and, depending on the course, can be paid in full or by instalment (see next page). There are various opportunities to get [help](#) with your fees. Sydney TAFE also awards a number of [scholarships](#) (see page 35) each year.

## Financial assistance

### VET FEE-HELP

- > Sydney TAFE is an approved provider of VET FEE-HELP student loans, which means eligible students don't have to pay any course fees up front – and only repay the loan when their income reaches a certain level. This means you can study now and pay later.
- > Eligible students studying diploma, advanced diploma, vocational graduate courses and a limited number of certificate IV courses can apply for VET FEE-HELP. For more information, visit [sydneytafe.edu.au/courses/vetfeehelp](http://sydneytafe.edu.au/courses/vetfeehelp)

### FEE-HELP

FEE-HELP is an interest-free Commonwealth loan that assists eligible full-fee paying students to pay their tuition fees (and is paid directly to the education provider).

FEE-HELP covers the cost of tuition fees for any units of study at the associate degree or degree level. A Commonwealth Government-imposed loan fee of 25% applies to FEE-HELP, but there is no application fee for FEEHELP and no interest charged on the FEE-HELP debt.

### Trade Support Loans

Designed to help apprentices with the cost of living and learning, Trade Support Loans offer flexible loans of up to \$20,000 to apprentices in the form of monthly payments, which can be repaid through the tax system when your income meets the repayment threshold.

To qualify, you need to live in Australia and be an Australian citizen (or hold a permanent visa). You also need to be studying:

- > a certificate III or IV level qualification that leads to an occupation on the National Skills Needs List; or
- > a certificate II, III or IV agricultural qualification; or
- > a certificate II, III or IV horticulture qualification while working in rural or regional Australia.

For further information, call the Skilling Australia information line on 13 38 73.

For more information about financial assistance with your Sydney TAFE fees, visit [sydneytafe.edu.au/courses/help-your-fees](http://sydneytafe.edu.au/courses/help-your-fees)

## Paying in instalments

You can pay in instalments if:

- > your course has a minimum course fee of \$500 OR you are a concession student
- > your course is 12 weeks or more in duration, and
- > if VET FEE-HELP is not available for your course.

If your course fee is less than \$500 or your course is shorter than 12 weeks in duration, fees need to be paid in full at enrolment. For VET-FEE HELP eligible courses, you must have applied for a VET-FEE HELP loan, or paid for that unit of study, by the census date.

For more information about paying in instalments, visit [sydneytafe.edu.au/courses/payments](http://sydneytafe.edu.au/courses/payments)

## Outstanding fees

If you have outstanding or unpaid fees in the current or previous year, please contact your Customer Service Centre and organise payment as soon as possible. If you have not paid your fees, you are not entitled to attend classes and you will not receive any of the following documents:

- > transcript of academic record
- > record of successful study
- > statement of competencies achieved
- > report to employer
- > testamur (the document you receive on graduation).

## Repeating a Unit of Competence

Your enrolment fee covers only your first attempt of a unit of competency. From 2016 if you have a Withdrawn/ Fail or Not Yet

Competent result code you will need to pay a fee to re-enrol into that unit as a second attempt.

Each unit of competency has been assigned a price band of High, Medium or Low. Where there is the need to repeat a unit there will be, where possible three options made available to you:

- > **Assessment only** – the assessment is re-attempted with no tuition provided
- > **Tuition and assessment** – tuition arrangements are put in place to support areas of need and then followed by the assessment
- > **Repeat the whole unit** – the full unit is repeated with same or similar delivery and assessment arrangements

Students are encouraged to consult with their teacher or head teacher to determine the most suitable option to choose.

The price band assigned to the unit, coupled with the option chosen will determine the fee to be paid to repeat the unit.

The bands will remain consistent throughout your enrolment in this course however the fee attached to each band will be updated annually.

The annual fees will be provided to you as a separate document and are also available from the head teacher.

### Further information regarding assessment:

<https://www.tafensw.edu.au/courses/get-started-at-tafe-nsw/assessment#.VThD0iGqpBc>

### Every Student's Guide to Assessment in TAFE NSW – 2015

[https://www.tafensw.edu.au/\\_data/assets/pdf\\_file/0017/7280/assessment\\_guide.pdf](https://www.tafensw.edu.au/_data/assets/pdf_file/0017/7280/assessment_guide.pdf)

## Fee exemptions and concessions – general information

### Proof of eligibility to apply for a TAFE NSW fee exemption and/or concession

To be exempt from the TAFE NSW fee, or to be eligible for a concession fee, you must be receiving a pension or benefit. You must also be able to provide proof of this benefit and submit evidence at the time of your enrolment.

NOTE: It is your responsibility to ensure that your study details (e.g. number of hours studied per week) are current and are supplied to Centrelink as soon as there are changes to your study program.

One or more of the following is considered proof of eligibility:

- > a recent copy (within the last month) of correspondence from Centrelink indicating that you have received a benefit, e.g. benefit grant letter dated within two weeks of the enrolment date.
- > a Pensioner Concession Card.
- > documentary proof that your parent, spouse or partner receives a benefit/allowance, and evidence that your dependent status (as a child, spouse or partner of a beneficiary) is accepted by the benefit provider.
- > a letter from the Department of Veterans' Affairs indicating the benefit paid.
- > a letter giving approval for benefits to be paid.

NOTE: A health care card is not accepted as proof of eligibility for exemption and concessions.

**Concession fees** are granted to students receiving one of the following benefits:

- > Age Pension
- > Austudy
- > Carer Payment
- > Exceptional Circumstance Relief Payment

- > Family Tax Benefit – Part A (Maximum Rate)
- > Farm Household Allowance
- > Newstart Allowance
- > Parenting Payment (Single)
- > Sickness Allowance
- > Special Benefit
- > Veterans' Affairs Payment
- > Veterans' Children Education Scheme
- > Widow Allowance
- > Widow Pension (including Widow 'B' Pension)
- > Wife Pension
- > Youth Allowance.

### Aboriginal and Torres Strait Islander students

Aboriginal and Torres Strait Islander students are exempt from the Sydney TAFE course fee. Abstudy benefits do not affect exemption status.

### Students with disability

Students with disability (clients of a Teacher/Consultant for students with disability/have been diagnosed as experiencing a disability from a health professional), and students who live or work in NSW who receive a disability support pension, are exempt from paying the Sydney TAFE fee for all Sydney TAFE government subsidised enrolments.

Enrolment adjustments such as the processing of Recognition for Prior Learning (RPL), may affect your study program and can affect your entitlement payments.

Sydney TAFE does not provide this information to Centrelink. You must supply Centrelink with all information relating to your study program.

## Refund policy

Refund provisions are the same for government subsidised and fee for service programs/ courses.

There are special refund provisions where students use VET FEE HELP and FEE HELP to pay for their course.

There are no refunds for:

- > short courses (courses less than one term or nine weeks in duration)
- > part qualifications or concessions after commencement.

Refunds after participation cannot be more than 80% of the course fee.

Refunds will apply if Sydney TAFE cancels courses.

Refunds may apply:

- > on the basis of RPL and Credit
- > in exceptional circumstances
- > if a student exits having completed the requirements for a lower level qualification.

This policy applies regardless of payment option, with the exception of VET Fee-Help and FEE HELP courses. For more information visit [sydneytafe.edu.au/courses/payments](http://sydneytafe.edu.au/courses/payments)

## Transcripts and results

### Replacement transcript/testamurs

You can request a free replacement transcript at any of our Customer Service Centres.

You can apply for a replacement testamur (the document you receive on graduation) at your college of enrolment by completing the TAFE NSW Application form for a replacement testamur/confirmation of award and paying the \$75 fee. The \$75 fee is charged for lost, damaged or stolen testamur/confirmation of award (COA).

## Results

Result notices for studies completed mid-year are issued in July, and for studies completed at the end of the year, in early January. If you believe there may have been a mistake with a result, you can apply to your teacher for it to be reviewed.

Testamurs for all courses are issued on successful completion.

Your results will not be released to any other person or organisation unless you provide your written consent, or the records are subpoenaed.

Your results will not be released if you have any current or previous years' TAFE NSW fees outstanding.

## Graduation

After all the hard work, comes the public recognition. Once you have finished your course, make sure you attend your graduation ceremony. These are usually held between April and June each year. Family and friends are welcome to join you. Additional graduation ceremonies are sometimes also held for students who finish their courses mid-year.

If you cannot make it to your graduation ceremony, please check with the Customer Service Centre at your college to make alternative arrangements for the collection of your testamur.

# Policies and procedures

## Copyright and plagiarism

### What is plagiarism?

Plagiarism is taking the ideas or writings of others and presenting them as if they were your own work without acknowledging the original author.

### What is copyright infringement?

A copyright owner is entitled to take legal action against a person who infringes copyright.

Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright. Many works can only be used with the prior written permission of the author.

Unless otherwise permitted by the Copyright Act 1968, making a copy of another person's published work is an infringement of copyright.

However, within the Act, you are permitted to make a copy of published work for the purpose of research or study. This is called fair dealing.

- A reasonable guide to fair dealing would be:
- > one article in a periodical
  - > two or more articles (if they relate to the same subject matter)
  - > up to 10 per cent or one chapter of a book.

Note: Institutions or individuals are liable for prosecution under the Copyright Act for infringements of copyright.

For more information:

- > visit Sydney TAFE Libraries Copyright Guide
- > visit [smartcopying.edu.au](http://smartcopying.edu.au) or [copyright.org.au](http://copyright.org.au)
- > your college librarian can also provide information on copyright.

### How do I ensure I do not infringe copyright?

You must:

- > never plagiarise information
- > respect the intellectual property and copyright of owners and authors of work, including works, ideas and graphics, etc on Sydney TAFE and other websites
- > always acknowledge the creator or author of any material published
- > not make available or use illegal (pirated) copies of copyrighted software on Sydney TAFE equipment.

## Beauty

### Fancy a makeover? Treat yourself to a beauty treatment that won't break the bank!

- > Manicures, pedicures, facials, waxing and eyelash tinting\*
- > Blissful treatments start from as little as \$5!

Phone for an appointment

**Gymea** 9710 5045 / 9710 5044 10.00am - 4.00pm

**Petersham** 9335 2596 Tuesday evening  
Wednesday and Friday afternoons  
every second Saturday

**Ultimo** 9217 5134 8.30am - 4.30pm



## Access to information

### The Government Information (Public Access) Act

The *Government Information (Public Access) Act 2009* encourages the proactive release of information. The Act establishes four ways for the public to access government information:

- > mandatory disclosure – information required to be publicly available on the DEC internet
- > proactive release – the proactive releasing of information into the public domain
- > informal release – in response to requests from the public
- > formal access – a formal application process for the release of information.

The Government Information (Public Access) Act focuses on the broader notion of information, which is compiled, recorded or stored in writing or electronically. The law encourages informal, as well as formal access applications.

The guiding principle of the Government Information (Public Access) Act is the public interest. It is a 'push' model, with a general presumption that disclosure of information is in the public interest unless a strong case to the contrary can be demonstrated. Under the Act, it is compulsory for Sydney TAFE/ TAFE NSW to disclose information about their structure, functions and policies. The proactive and informal disclosure of other information is promoted and encouraged. Formal access applications should only need to be lodged as a last resort. Where formal applications are required, the Act sets out the process that applicants and Sydney TAFE/ TAFE NSW need to follow, as well as the options for review of access decisions.

Further information about the Government Information (Public Access) Act can be viewed at [ipc.nsw.gov.au/privacy/ipc\\_index.html](http://ipc.nsw.gov.au/privacy/ipc_index.html)

## Protecting student information

Sydney TAFE is committed to protecting student information in accordance with the Data Protection Principles (DPP) recommended by the Privacy Committee of NSW. They:

- > allow people access to their own records
- > prevent disclosure of personal information outside of TAFE NSW
- > impose special restrictions on 'sensitive' information.

### Information that we store

The type of information received and stored by Sydney TAFE as a part of normal business activities includes student details such as:

- > names, addresses and telephone numbers
- > employer information
- > other personal information, e.g. date of birth
- > academic records including results, awards and prizes
- > discipline matters
- > disabilities.

### Security of information

Student information is stored in appropriate and secure locations. The transport of student information between locations is undertaken with care. Documents being carried or posted are marked confidential and are not left unattended at any time.

All information collected about students is related to, or associated with, enrolment and/ or academic records.

Student information is not provided to anyone other than Sydney TAFE/ TAFE NSW staff and the student concerned. A student may give written consent to release information about themselves. Student records are not provided to anyone over the telephone (including students).

Exam marks are confidential and may only be released to authorised Sydney TAFE/ TAFE NSW staff. Employers of apprentices are entitled to receive an Employer Report. These reports are produced automatically at the end of each semester and provided to employers. Employers, other than employers of apprentices, are not entitled to receive information about their employees from Sydney TAFE or TAFE NSW.

## Internet and email

All users of Sydney TAFE (TAFE NSW) internet and email services must comply with the TAFE NSW Internet and Email Services Code of Expected User Behaviour. You can find this at [det.nsw.edu.au/policies](http://det.nsw.edu.au/policies)

TAFE NSW reserves the right to monitor and record all usage of its computer networks, including its intranet, internet, email and other online services.

TAFE NSW reserves the right to take disciplinary action when breaches of the TAFE NSW Internet and Email Services Code of Expected User Behaviour occur. Disciplinary action may include legal action.

TAFE NSW reserves the right to limit access to internet and email services, including the filtering of websites.

As a student, you have a responsibility to:

- > follow any requirements for internet and email services usage and behaviour addressed in TAFE NSW policies and government legislation
- > use TAFE NSW internet and email services for educational, professional or career development activities
- > take reasonable precautions to prevent others from using your account/s
- > comply with the TAFE NSW Internet and Email Services Code of Expected User Behaviour, including provisions regarding intellectual property, child protection, pornography, offensive, obscene, abusive, defamatory or otherwise inappropriate conduct or use
- > ensure that the language you use and information you publish through all TAFE internet and email services is respectful of, and sensitive to, all people
- > report breaches of the policy to your teacher or another relevant Sydney TAFE staff member.



## Tour the world while studying

Sydney TAFE offers a range of study tours around the world and across many industry areas to skill you for working globally in the future. Recently our students studied artisan fashion manufacturing in India, logistics and international trade in China, pastry making in Italy, film and television production in New York City and advertising in Singapore.

Study tours benefit you by giving you opportunities to:

- > explore your subject from a global perspective
- > get to see firsthand how your industry works overseas
- > build professional business networks both locally and internationally
- > gain hands-on international industry experience
- > get credit towards academic units as part of your education program
- > experience a different culture.

## Harassment

All staff and students are entitled to be treated fairly and to work and/or learn in an environment free from harassment.

Harassment includes inappropriate conduct that is unwelcome, demeaning, unreciprocated, intimidating and/or offensive against an individual or a group of people.

Behaviour that is acceptable to one person may not be acceptable to another. Sydney TAFE aims to protect all people by making the environment safe and comfortable. Sydney TAFE does not condone any form of harassment. Harassment may result in disciplinary action and/or criminal charges.

Under Federal and NSW legislation, it is unlawful to harass or discriminate against anybody on the grounds of:

- > sex
- > sexuality
- > race
- > physical/intellectual impairment
- > marital status
- > psychiatric/physical/intellectual disability
- > pregnancy
- > age.

If you feel you are being harassed, it is important to deal with the matter immediately. Please speak with a teacher, harassment contact officer or counsellor. You can also make a complaint through the complaints procedure.

The NSW Anti-Discrimination Board and the Australian Human Rights Commission can provide independent advice on harassment and related matters.

For more information, visit

- > [antidiscrimination.justice.nsw.gov.au](http://antidiscrimination.justice.nsw.gov.au)
- > [humanrights.gov.au](http://humanrights.gov.au)
- > [lawlink.nsw.gov.au](http://lawlink.nsw.gov.au)

## Work Health and Safety (WHS)

### Emergencies

You should become familiar with all fire and emergency exits, especially those closest to the classrooms you use. An emergency evacuation plan is displayed in student areas and classrooms.

In the event of an emergency or unsafe incident (chemical or water spill, smoke odours or unusual objects) – do not panic. If you are the first to notice, immediately tell your teacher or another Sydney TAFE staff member.

Students aren't expected to fight a fire or attempt to rectify an unsafe situation. Students must leave the building or other areas when requested and follow directions given by staff.

### Evacuation

Depending on the situation, your teacher may ask you to evacuate your building.

If this happens, you will be required to:

- > commence evacuation when directed
- > switch off plant and equipment
- > if directed, close doors and windows OR open doors and windows for bomb threat
- > assist people with disability
- > WALK, NOT run
- > NOT use lifts
- > go to designated assembly areas
- > NOT re-enter buildings until instructed.

Should an evacuation be necessary, please carefully follow the instructions given by security officers, work health and safety services, floor wardens and staff members.

## Lockdown

Under some circumstances, your teacher may instruct you to lockdown.

If this happens, you will be required to:

- > close and lock windows and doors
- > close blinds and turn off lights
- > gather people together out of sight
- > switch off mobile phones
- > place teacher/manager phone on silent
- > KEEP CALM AND REMAIN QUIET
- > barricade door with furniture if necessary
- > await instructions of lockdown completion.

## First aid

All colleges have first aid officers and first aid rooms available. If you need help, please ask a member of staff. In an emergency, dial (02) 9217 3333 for assistance.

## Duties of other persons at the workplace

A person at a workplace (whether or not the person has another duty under this Part) must:

- > take reasonable care for his or her own health and safety
- > take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- > comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

This duty therefore applies to students, visitors and any other people who may be at a TAFE workplace. Your teacher will provide more specific information about how you, as a student, can comply with this legislation and contribute to taking care of everyone while at TAFE. Below is some general guidance about work health and safety.

## Protective clothing

Where personal protective equipment is a specified requirement for a class, you will not be permitted to enter or remain in any teaching area unless you are wearing those items. You are responsible for providing your own personal protective equipment.

## Eye and ear protection

You must wear acceptable eye or ear protection in any area that has been declared an eye or ear safety area. Students not wearing protective equipment will be excluded from these areas. Students must provide their own eye or ear protection.

## Equipment

If you are bringing your own equipment to TAFE classes you must ensure that it is safe. If you are unsure about the safety of your equipment, please discuss it with your teacher. In some circumstances, you may be prohibited from bringing your own equipment to classes.

## Footwear

You will not be permitted to enter or remain in any site location, practical work area, workshop or laboratory if you are barefooted or not wearing appropriate footwear that offers sufficient protection. Footwear such as open-toed shoes, platform shoes, stiletto heels, thongs, sandals and joggers are not permitted in the above areas.

## Hair and beards

Students whose hair or beard is not cut short or wholly confined close to the head or face will not be permitted to enter or remain in any practical classroom, workshop or laboratory where there is revolving or reciprocating machinery, or any area which has been declared a restricted area by Sydney TAFE.

# Employment Service - CareersConnect

**Want help with part-time or casual work to support your study?**

**CareersConnect is your one-stop job support service. CareersConnect can provide a range of employment services – it can help you find paid work through temporary or part-time jobs and give you the opportunity to gain practical experience and work-related skills while you are studying. This service is free of charge.**

By registering with CareersConnect you can access the online job vacancy service, workshops, resume support, careers days and events.

You can contact our Careers Connect Coordinator on 9217 4485 or email: [si.careersconnect@tafensw.edu.au](mailto:si.careersconnect@tafensw.edu.au).

## Injuries on Sydney TAFE premises

Any injuries suffered while on Sydney TAFE premises or property or during course activities away from Sydney TAFE premises must be reported to your teacher. An Injury/Illness/Incident Report for Students, Contractors and Visitors Form must be completed and submitted as soon as possible.

## Management of risk of harm to students and staff

Sydney TAFE is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations, it is necessary for us to assess and manage any known risk of violent behaviour.

If you have a history of violence that may suggest that you could pose a potential risk of any type to Sydney TAFE students, staff and/or visitors it is a condition of your enrolment to advise the campus manager, a Sydney TAFE counsellor or your head teacher prior to attending your first class.

For these purposes, violence is not restricted to physical acts. It includes any behaviour in the last ten years that seriously interferes with the physical or psychological safety and well-being of others, such as:

- > actual violence to any person
- > possession of, or use of, a weapon or any item with the intention to causes harm or injury to others
- > threats of violence or intimidation of others
- > suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

Sydney TAFE is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the risk and, if necessary, provide support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate safe environment to suit every student's needs and to maximise their study success.





## Rights and responsibilities

### Rights

Students have a right to:

- > be treated fairly and with respect and courtesy by Sydney TAFE staff and other students
- > a safe learning environment, free from discrimination and harassment
- > be provided with course and subject information including an outline of the subject, assessment requirements, health and safety requirements and information about support services (this should be provided within the first week of class)
- > receive regular information about their academic progress and a results notification sheet at the conclusion of the subject or module
- > receive a testamur on successful completion of a qualification
- > a review of results or other decisions affecting their progress, including an appeal, if charged with a breach of student discipline
- > facilities, equipment and qualified teaching staff that meet program and/or curriculum specifications
- > apply for and receive (if successful) Recognition of Prior Learning (RPL)
- > privacy concerning Sydney TAFE/ TAFE NSW records containing personal information, subject to statutory requirements
- > lodge a complaint or suggestion for improvement without fear of retaliation or victimisation.

### Responsibilities

Students have a responsibility to:

- > treat other students and Sydney TAFE staff with respect and fairness and not behave in a way that could offend, embarrass or vilify others
- > follow any reasonable direction given by a member of Sydney TAFE staff
- > follow all safety practices and instructions
- > do all assessment tasks and examinations honestly and not engage in plagiarism, collusion or cheating
- > comply with the TAFE NSW Internet and Email Services Acceptable Usage Policy, including the TAFE NSW Internet and Email Services Code of Expected User Behaviour
- > return or renew library resources by the due date.

Students have a responsibility NOT to:

- > litter, swear or spit
- > drink or eat in classrooms and other learning areas
- > harass fellow students or staff
- > threaten or assault fellow students or staff
- > damage, steal, modify or misuse Sydney TAFE property
- > consume or be under the influence of alcohol or non-prescribed drugs on Sydney TAFE premises
- > smoke in classrooms, learning areas, Sydney TAFE buildings or near doorways and windows
- > disrupt classes or other activities by using mobile phones, pagers or other electronic devices
- > carry or use any prohibited weapons or prohibited drugs on Sydney TAFE premises.

## Smoking

Smoking (including e-cigarettes) is not permitted within any building or undercover area on Sydney TAFE grounds.

Students must obey 'No Smoking' signage and may smoke only in the designated smoking areas. In accordance with the No Smoking Policy and the Student Discipline Policy, penalties will be applied against students who disobey these directions. To view the policy, visit [sydneytafe.edu.au/studentrights/health-and-safety-campus-students-and-visitors](http://sydneytafe.edu.au/studentrights/health-and-safety-campus-students-and-visitors)

## Complaints

We are committed to providing the highest quality service. If you have a suggestion or complaint, please talk to one of our staff members. You can make a suggestion or complaint in person, by phone or in writing to any Sydney TAFE staff member.

Sydney TAFE recognises that an effective system for handling customer complaints is an essential part of quality service. We handle complaints in a way that:

- > is easily understood by our customers
- > is prompt and courteous
- > keeps customers informed of any developments
- > can be managed in the first instance by any staff member who is approached by a customer
- > provides for different responses depending on the seriousness and complexity of the matter
- > protects the confidentiality of staff and customers
- > leads to the improvement in the level of our services through appropriate remedial action.

Each complaint is recorded on a DEC Complaint Form by the member of staff receiving the complaint. This form is confidential and ensures that the member of staff takes action on your behalf to address

and resolve the complaint. Anonymous complaints can only be acted on in certain instances.

For more information visit [dec.nsw.gov.au/tafe-complaints](http://dec.nsw.gov.au/tafe-complaints)

## Mobile phones

Sydney TAFE embraces the use of electronic technology (smart phones, tablets, laptops and similar devices) that aid in your learning in the classroom. However the technology is to be used for learning and delivery. It is not appropriate to utilise this technology for personal reasons during class time or when instructed by your lecturer to switch off. Please consider other students and staff when using these devices and minimise sounds.

No electronic device or mobile device is permitted in exams AT ANY TIME.

Due to possible breaches of privacy and consideration of other people in the environment, the use of photographic applications in the classroom should be confirmed and approved by your classroom teacher prior to taking photos in student classrooms or learning environments.

Inappropriate use of mobile phones with cameras is a breach of policy. Disciplinary action will be taken against students found using mobile phones and cameras in an inappropriate manner.

Check with your Student Association (see page 29) on mobile phone recycling programs.

## Environmental policy

### Environmental Sustainability Commitment Statement

Sydney TAFE is committed to creating a thriving and sustainable organisation. We accept the challenge of education for a sustainable future and guiding staff and

students to put into practice environmental sustainability in the workplace, learning environment and wider community.

Our goal is to be identified as exemplars of best practice and experts in carbon reduction.

In accordance with our commitment we will:

- > provide training for a low carbon economy by embedding green skills and skills for sustainability to meet the needs of industry and community
- > showcase leadership and innovation in environmental technology
- > develop sustainable leadership skills in our staff through ongoing workforce capability development
- > embed sustainable development principles in all business operations
- > reduce our consumption, minimise our waste, increase our recycling and reuse to reduce our environmental footprint
- > monitor and report our environmental performance
- > incorporate environmental impact and efficiency performances as an integral element in our procurement decisions
- > ensure that sustainability best practice underpins all new building, refurbishment and maintenance projects
- > partner with industry and community organisations to contribute positively to the environment
- > influence the environmental sustainability and awareness of our suppliers and stakeholders through exemplifying good environmental practices.

### **What Sydney TAFE does**

At Sydney TAFE, we are committed to improving our environment by reducing energy use, using renewable energy, reducing water consumption, increasing our recycling and reducing waste to landfill.

We have undertaken a number of projects at Sydney TAFE:

- > energy efficient lighting upgrades and control timers across all colleges
- > motion sensors in selected emergency stairways
- > sustainable monitoring and switches for energy efficient devices, lighting and air conditioners in libraries and computer rooms
- > eight per cent electricity from renewable sources
- > water efficient plumbing installation including dual flush toilets, taps, aerators and rainwater tanks
- > solar power panels, solar hot water and wind turbines.

Plans are also in place to install:

- > motion sensors in selected emergency stairs
- > a pilot energy control and monitoring system
- > clearer signage and more recycling on campuses.

### **What students can do**

As a Sydney TAFE student, you can apply the five R's to reduce your impact on the environment: Reduce, recycle, re-use, repurpose, refuse.

You can reduce the amount of energy, water, paper and materials you use:

- > make sure lights are turned off at the end of class
- > shut down your computer and monitor when you have finished
- > make sure all taps are turned off
- > use half-flush toilets where possible
- > save work to USB drives and only print if needed
- > double side all printing and copying
- > buy energy efficient appliances and electronics

# Get fit at Sydney TAFE Gyms

## Gyms are located at Loftus, Randwick and Ultimo.\*

- > 1-month, 3-month, 6-month and 12-month with DISCOUNTED memberships for Student Association members.\*\*
- > FREE fitness assessments, personal training programs, supervised rehabilitation programs.\*\*\*
- > Group exercise classes including Boxercise, Walking Groups, Tai Chi, Salsa, Yoga, Spinning and more.\*\*\*
- > Latest cardio and weight-training equipment, stretching areas, entertainment systems, changing and shower facilities
- > Open Monday-Friday: check individual gyms for specific hours and holiday/weekend opening.

## Futures Fitness Centre Loftus 9710 5943 • Randwick Fitness Centre 9469 8734 Ultimo Fitness Studio 9217 3679

- \* Ultimo Fitness Studio is managed by the Student Association and has no reciprocal rights with Randwick or Loftus facilities.
- \*\* Available memberships vary at each gym and conditions apply. You can pay by credit/debit card, cheque or money order only. Cash is not accepted.
- \*\*\* Different gyms offer different programs and group exercise classes. Check the relevant timetable for details.

- > cycle or walk to college
- > use public transport or car-share.

You can also re-use and recycle resources:

- > pass on clothes, books and goods for others to use
- > consider buying second-hand and recycled products
- > use waste paper for notepads
- > repair equipment instead of replacing it
- > place your unwanted items in the appropriate recycling and waste bins
- > check with the Student Association (page 29) about mobile phone recycling services
- > recycle e-waste and chemicals through your local council collections
- > participate in 'Green' and 'Recycle Week' on your campus.

You can refuse excess packaging, paper and non-biodegradable products.

- > bring your own mug for coffee – the Student Association sell reusable coffee cups
- > don't dump anything down storm water drains as it ends up in our waterways
- > 'bin your butt'

- > use eco-friendly bags instead of plastic bags
- > use refillable water bottles instead of buying bottled water.

Report any leaking taps or toilets, energy wastage and other environmental risks to Customer Service Centre staff. Let us know about your ideas for environmental improvements on campus. Learn more about sustainability by taking some of the green skills units offered within your course.

## General practices

Don't

- > dump anything in the sewer drains as it all ends up in our waterways
- > get involved in sustainability initiatives within your college and community
- > buy energy-efficient appliances and electronics
- > improve your health and our air quality by walking or cycling
- > save money and reduce emissions by using public transport or car-share to get to your college
- > buy local food and products and reduce transport-related emissions.

# For more information

## Drop in

Sydney TAFE Admissions and Customer Service Centre  
827-839 George Street, Sydney

## Call

1300 360 601 (within Australia)  
+61 2 9217 4106 (outside Australia)

## Visit us online

[sydneytafe.edu.au](http://sydneytafe.edu.au)



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