

2017 STUDENT GUIDE

BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS

.....: TAFE^{NSW}
.....: ILLAWARRA



Everything you need
to know as a student
Support for your study
Campus information
AND MORE



KEY SEMESTER DATES

Visit www.tafeillawarra.edu.au for the most up-to-date information regarding enrolments.

SEMESTER 1, 2017

Term 1	Monday 30 January to Sunday 9 April 2017
Autumn break	Monday 10 April to Sunday 23 April 2017
Term 2	Monday 24 April to Sunday 18 June 2017
Winter break	Monday 26 June to Sunday 16 July 2017

SEMESTER 2, 2017

Term 3	Monday 17 July to Sunday 24 September 2017
Spring break	Monday 25 September to Sunday 8 October 2017
Term 4	Monday 9 October to Sunday 3 December 2017
Summer break	Monday 4 December 2017 to TBC

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ENROLMENT INFORMATION

How do I Enrol?

Once you have decided which course is right for you, follow these simple steps:

STEP 1 - CREATE YOUR USI

You will need a Unique Student Identifier (USI) before applying or enrolling in any nationally registered course. If you don't already have one, you can simply create your own USI through the Australian Government Department of Industry website www.usi.gov.au

Once your USI has been created, you must update your permissions so TAFE NSW Illawarra can view or update your details. You can update your permissions by following the steps below.

1. Log into your USI
2. Click the Update button in Current Permissions and Select Add Organisation. Search by either TAFE NSW – Illawarra Institute or Code 90006
3. Add TAFE NSW Illawarra to your permissions list for the maximum 5 years
4. Select the View Details box and click save

STEP 2 - GO TO

www.tafeillawarra.edu.au and find your course using the 'Find a Course' tool.

STEP 3 - CHECK A COUPLE OF DETAILS

DO YOU MEET THE ENTRY REQUIREMENTS?

Many TAFE NSW Illawarra courses have specific entry requirements such as photo identification, qualifications, skills, knowledge or experience. Specific requirements will be listed in the course description.

ARE YOU AN APPRENTICE OR TRAINEE?

Make sure that your employer has signed you up as apprentice or trainee – contact [State Training Services](#) to check on 13 28 11 or to find out more about becoming an apprentice or trainee – contact the [Australian Apprenticeship Support Network](#) on 13 38 73.

DO YOU NEED TO DO ANYTHING OTHER THAN REGISTER YOUR INTEREST, APPLY AND/OR ENROL?

You may need to attend an interview, submit a portfolio or attend a testing session. To find out more, read through the course description at www.tafeillawarra.edu.au or call 1300 766 123.

STEP 4 - REGISTER, APPLY OR ENROL

Your next step may vary, depending on your course. The Course Information for your course will clearly outline how to proceed with your enrolment.

You may be invited to:

- Register your interest first and then attend an information/ pre enrolment session
- Complete an application or selection process, which could include submission of a portfolio or attendance at an information session

Enrol online following the process outlined as you progress through the course description via the 'Find a Course' tool at www.tafeillawarra.edu.au.

If you've gained skills and knowledge through previous studies, work or life experiences, you may be eligible for Recognition, which can help you fast track your studies and may reduce the cost of your qualification. To find out if you're eligible, check out our Get Recognised online tool at www.tafeillawarra.edu.au/getrecognised.

I HAVE APPLIED FOR A COURSE, WHAT'S NEXT?

Carefully review the information in your course description, this is where you will find information on when classes start and any materials you will need for your course, it will also contain information on pre enrolment sessions and a contact number for the teacher or head teacher of that course.

You should expect to hear from someone at TAFE NSW Illawarra prior to starting classes to let you know the outcome of your enrolment and if we require any further information from you. Prior to the commencement of classes your teacher or teaching section will provide you with a time table outlining the days and times you need to attend class.

If you cannot find your answer here please do not hesitate to contact our Customer Service Centre at any time on 1300 766 123.

FEE INFORMATION

How much will my course cost?

The fees and charges you pay will depend on the course you are studying.

There are generally two course types;

- Government Subsidised Courses
- Full Fee Courses, also known as Fee for Service Courses.

GOVERNMENT SUBSIDISED COURSES

The government has funded selected courses based on the State's current workforce needs and future demand for jobs, under the Smart and Skilled reform.

The 2017 Skills List defines the courses that the government funded in 2017. Under Smart and Skilled you are charged one fee for the whole qualification. This means you'll know the total cost of your course before you start.

The fee you pay will depend on your eligibility and your previous study history. You can find the most recent Skills List, see which courses are subsidised, to find out if you're eligible for subsidised training and view course fees at www.smartandskilled.nsw.gov.au.

FULL FEE COURSES

We offer many qualifications that are not government funded and are offered at very competitive prices. These include courses such as degree programs specialist short courses and qualifications from Certificate IV up to Advanced Diploma.

Fees for some courses, including all Graduate Certificates and Graduate Diplomas, Bachelor Degrees, Fee-for-Service and courses for international students and temporary visa holders may vary.

You may need to pay course related charges for additional items to support your study, such as textbooks, uniforms, and protective clothing and licence fees.

WHEN DO I HAVE TO PAY?

Training with us in 2017? Concerned about needing to pay in one lump sum before you start? You have other options.

You can pay upfront or you can pay through our simple, easy-to-use Instalment Plan. This payment option means you can get on with training towards your dream career. Your Instalment Plan works according to the duration and cost of your chosen course. Please note that instalment plans are only available for Government Subsidised Courses and are not currently offered on Full Fee courses less than 6 months duration.

Depending on your personal circumstances and course you are studying you may be eligible to other payment options including a fee concession, fee exemption, Smart and Skilled Fee-Free scholarship, FEE HELP or VET FEE HELP. For more information on your payment options please visit www.tafeillawarra.edu.au.

FEE INFORMATION

AM I ELIGIBLE FOR A CONCESSION FEE?

A fee concession is a reduction in the cost you pay for your qualification based on your personal circumstances. This is a set price based the level of qualification you are studying. When you enrol you will be taken through a fee calculator which will determine if you are eligible for a concession. There are also concession fees for TAFE NSW other government subsidised qualifications and courses that do not go through a fee calculator. This is based on the learner's eligibility

You may be eligible for a concession if you are a Commonwealth welfare recipient or dependant of a Commonwealth welfare recipient.

Please see below 2017 Concession fees by qualification level;

QUALIFICATION LEVEL	CONCESSION FEE (\$)
Foundation Course	\$80
Certificate I	TBA
Certificate II	\$160
Certificate III and IV	\$240
Diploma and above	No concession fee

To complete your enrolment, a check of your CRN (Customer reference number) will be made with Centrelink to validate your eligibility for a concession fee.

For specific conditions and more information on information on concessions please see [NSW State Training Services' Smart and Skilled - Prices, fees and subsidies](#) information or www.tafeillawarra.edu.au.

AM I ELIGIBLE FOR A FEE EXEMPTION?

If you are eligible for an exemption, you will not need to pay any fee for your qualification.

Students who are eligible for a fee exemption include:

- Aboriginal and Torres Strait Islander students studying at any level
- Students who have a disability or serious medical condition
- Dependent child, spouse or partner of a recipient of a Disability Support Pension.

If you have a disability or learning problem, it is important to find out about fee exemptions before you enrol. Talk to a Teacher Consultant for students with disabilities.

For specific conditions and more information on information on exemptions please see [NSW State Training Services' Smart and Skilled - Prices, fees and subsidies](#) information or www.tafeillawarra.edu.au.

AM I ELIGIBLE FOR A SMART AND SKILLED FEE-FREE SCHOLARSHIP?

If you are aged between 15 and 30, have left school and are getting a payment from the Commonwealth Government, you may be eligible for a Smart and Skilled Fee-free Scholarship. This means you can get the qualification without paying fees.

You can choose from a range of courses on the 2017 Skills List from Certificate I to Certificate IV, including those supported by apprenticeships or traineeships. Please note this scholarship covers tuition and student fees, it does not cover textbooks, uniform and transport.

Smart and Skilled Fee-free Scholarships are subsidised by the NSW Government.

No formal application is required. For more information give us a call on 1300 766 123 or www.tafeillawarra.edu.au

AM I ELIGIBLE FOR VET STUDENT LOAN?

Find out if you are eligible and further information at www.studyassist.gov.au.

FEE INFORMATION

AM I ELIGIBLE FOR FEE HELP?

FEE-HELP is a student loan that lets you study now and pay later. You can use it to pay all or part of your tuition fees and it's provided by the Federal Government.

Investing in your future with a Higher Education qualification is one of the smartest investments you'll ever make – and FEE-HELP can make it easier to cover the costs upfront.

You will need to pay a fee of 25% of the total loan amount for all undergraduate courses. To find out if you are eligible and for more information, visit www.studyassist.gov.au.

AM I ELIGIBLE FOR A REFUND?

A refund of all or part of the Smart & Skilled Student Fee or concession fee may be given in the following exceptional circumstances;

- You have overpaid the Smart & Skilled Student Fee or concession fee.
- You enrolled in a course that has been cancelled.
- You have paid the full Smart & Skilled Student Fee but now receive Newstart or Austudy. (This benefit must be received within two weeks of the date of enrolment or the date of first attendance at class for you to be eligible for a concession)
- You have paid the full Smart and Skilled Student Fee and you have been granted Credit Transfer or Recognition of Prior Learning after commencing your study.
- You formally advise the campus, before classes commence and with no attendance, that you are withdrawing.

If you're requesting a refund for a Full Fee or Fee-for-Service course, please contact your campus of enrolment. For more information please see www.tafeillawarra.edu.au

CAN I WITHDRAW OR DEFER FROM MY STUDIES?

If you decide you no longer wish to continue with your course of study you will be asked if you are deferring or discontinuing your studies.

DEFERRING YOUR STUDIES MEANS...

You can defer your course up to 12 months from your formal application. If you return to your studies within 12 months, your Smart & Skilled Student or Concession fee will not change.

If you do not return to study within this 12 month period, your student record will be updated to show you as 'withdrawn and discontinuing' your study.

DISCONTINUING YOUR STUDIES MEANS...

You have decided to end your studies in your enrolled qualification, or you have not returned to study within 12 months of your initial deferral. If you wish to return to complete your qualification, you will be reassessed against the Smart & Skilled eligibility and entitlement criteria, current at that time, to determine your Student fee or eligibility for a Concession fee or fee exemption.

If you are enrolled in a course and are temporarily unable to continue study you can defer and have identified a proposed return to study within a period up to 12 months from the date of requesting to defer. Students will be notified prior to enrolment that they can defer from a course and receive a full refund of fees for units not commenced.

REPEAT UNIT OR ASSESSMENT CHARGES

There may be a time when you are unable to complete a unit of competency (e.g. a unit or a subject which forms part of your course) – or you don't pass an exam or assessment which you need to achieve your qualification.

If this happens, you have the option to repeat that part of your studies by re-enrolling in that particular unit and paying a fee. This fee covers the costs of providing the re-assessment.

NEED MORE INFORMATION?

If you have questions or want to get in touch with your relevant Head Teacher, contact our Customer Service team on 1300 766 123 or pop into your local campus Customer Service Centre.

FEE INFORMATION

HOW CAN TAFE ILLAWARRA HELP ME GET QUALIFIED FOR SKILLS I ALREADY HAVE?

TAFE NSW Illawarra recognises the skills, knowledge and experience you have gained through previous studies, work and life in general. The great news is that you don't have to learn what you already know. Recognition can;

- reduce the time required to complete your course or qualification
- lower the cost of your government subsidised qualification.

The [Get Recognised Online Tool](#) will only take a few minutes of your time to complete. Try it now or [click here](#) for more information.

If you have any documentation to support your skills and knowledge have them ready to upload. This can include copies of previous studies, resume or job descriptions.

We will look at your experience and skills and be in touch with you to discuss the best learning and recognition options for you to gain a formal qualification.

SUPPORT WHILE YOU STUDY

Learner support services

TAFE NSW Illawarra provides a range of services to support you to succeed in your study. Our Learner Support services are here for all students and can assist you to do well in your course; to achieve your goals and build a fulfilling career.

Training and education are powerful tools that you can use to get the life you want. Make the most of your opportunity at TAFE NSW Illawarra by accessing the services we have to help you along the way.

LITERACY AND NUMERACY SUPPORT

You may need extra help with a particular subject or skill, especially if you haven't studied for a while or are unsure how to complete your assessment tasks. Our experienced teachers can help you identify and improve your reading, writing, maths and study skills, as well as assist you with assessments.

LITERACY AND NUMERACY SUPPORT IS PROVIDED:

- In the classroom
- At study centres
- In small groups
- One-to-one
- Online chat and phone tutorial

Find out more about Literacy and Numeracy support by calling Customer Service Centre on 1300 766 123.

DISABILITY SUPPORT

If you have a disability our teacher consultants can assist you in achieving your study goals by providing additional support. For a full list of contact information please call 1300 766 123 or see www.tafeillawarra.edu.au/support-for-students/disabilities-support.

ABORIGINAL STUDENT SUPPORT

Our Aboriginal Education team can provide advice about courses and study support. For more information please contact 1300 766 123 or see www.tafeillawarra.edu.au/support-for-students/aboriginal-education-services.

MULTICULTURAL SUPPORT

Our Multicultural Education Coordinator can talk to you about getting your qualifications recognised, choosing the right course and using support services. For more information contact (02) 4229 0151.

INTERNATIONAL STUDENT SUPPORT

Business and International Services are located at Wollongong Campus, they offer a wide range of services to International Students needing academic or lifestyle support. A dedicated International Student Program Coordinator is on-hand to provide useful referrals for educational, counselling and career advice, as well as practical accommodation and employment seeking information. Business and International Services can also assist students with enrolment in our accredited English and Cultural Centre for those in need of further language support. You can contact them by calling 02 4229 0131.

CAREERS AND COUNSELLING SERVICE

The Careers & Counselling service offers guidance & support to enrolled students to assist them with educational or study problems, further education choices, career planning & development or personal issues that may be impacting on their TAFE studies. If you are not an enrolled student TAFE counsellors can assist you to consider your TAFE course & study options & planning your learning pathways.

LIBRARIES

At TAFE NSW Illawarra, you have access to libraries where you can borrow a range of resources and get personalised help from our library team to support your learning. Through individual or class sessions, you'll be able to acquire lifelong learning skills. Your libraries also provide access to online resources (eBooks, eJournals, eVideos) that are available from any computer and most mobile devices. Free WiFi and charged printing and photocopying are also available. Please visit www.tafeillawarra.edu.au/library for information about locations and opening hours.

IMPORTANT INFORMATION

HOW DO I UPDATE MY PERSONAL DETAILS?

If you have moved house or changed your contact information you can keep us updated by logging into the learner portal and updating your profile of any changes to your personal details.

If you have changed your name, residency status or are unable to log into your learner portal please visit or contact your local Customer Service Centre on 1300 766 123. Please note if you have changed your name or residency status you will need to provide documentary evidence of the change.

WHAT IS THE LEARNER PORTAL?

TAFE NSW provides an internet service for students to view their study records within their current Institute of study, via the Learner Portal. In the Learner Portal you may:

- view your current and past study records and results
- check and update your current contact details
- view notifications from your college, such as notifications of your next schedule fee payments as well as a history of your fee payments
- view notifications of calendar information, such as the schedules for TAFE NSW final examinations.

To log on to the Learner Portal, you need the username and password issued to you when you enrolled. If you are unsure of your username and password contact your local Customer Service Centre.

WHAT IS MY LEARNER NUMBER?

Your learner number is a computer generated number which is unique to you and is used to identify you as a learner in our systems. If you have enrolled in a TAFE course before, you will already have a learner number and you will keep this for future enrolments.

WHAT IS A TAFE CARD? HOW DO I GET ONE?

The TAFECard is a student identification card. It displays your photograph, name and student number and is a form of identification at TAFE. Your enrolment is not complete until you have your TAFECard photograph taken.

Your TAFECard can be used for:

- registration on the TAFE NSW Library network
- photocopying and printing within the library
- membership of student associations
- identification of eligible student travel concessions

Visit your local Customer Service Centre to have your photograph taken and TAFEcard issued. You should carry your TAFECard whenever you are on campus.

Please keep your TAFECard when you complete your study as it can be re-activated if you re-enrol with TAFE.

WILL I HAVE EXAMS AND ASSESSMENTS?

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

- an outline of the unit
- the assessment requirements
- any special health and safety requirement
- information about support services available to you.

Assessment tasks can vary for each unit but are generally a combination of a variety of activities such as class tests, examinations, projects, assignments and group work. You will be advised by each teacher at the beginning of your course/units what form of assessment is required.

To access '[Every Student's Guide to Assessment](#)' and the full course structure for your course visit the TAFE NSW website at tafensw.edu.au.

IMPORTANT INFORMATION

AM I ELIGIBLE FOR A STUDENT TRAVEL CONCESSION?

The NSW Government provides subsidised or concession travel with an Opal card to a range of people. As a TAFE NSW Illawarra student you may be entitled to concession or free travel on public or private transport if you are studying more than 20 hours per week (conditions apply).

For further information, talk to the Customer Service Centre at your local campus or call 1300 766 123. Please note International Students are not entitled to travel concessions.

HOW CAN I ACCESS FIRST AID?

First Aid Officers are located at each campus. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

WHAT DO I DO IN THE EVENT OF A SERIOUS OR CRITICAL INCIDENT?

A Serious/Critical incident is a traumatic event which causes normally stable and healthy people to experience strong distress, and so has the potential to interfere with their ability to function at the time or later.

A critical incident includes natural or man-made disasters, or the witnessing of horrific, overwhelming, or life threatening events. There is a Campus Serious/Critical Incident Plan in place - in the event of a Serious/Critical incident please follow the instructions of your class teacher and/or any other person in authority such as a Campus Manager or Emergency Services Personnel.

IS THERE SECURITY ON CAMPUS?

We are committed to your safety. Security Officers provide security on campus and other services including lost property. Contact the Customer Service Centre who will contact your campus security.

WHAT ARE MY STUDENT RIGHTS AND RESPONSIBILITIES?

When you enrol online and indicate your acceptance to the enrolment declaration this is an agreement to abide by the TAFE Commission's instructions and regulations. It is also a declaration that all the information you have provided is true and correct.

As a student you have a right to:

- be treated fairly and with respect by TAFE NSW Illawarra staff and students
- learn in an environment free of discrimination and harassment
- pursue your education goals in a supportive and stimulating environment
- have access to counselling
- privacy concerning TAFE NSW records or documents which contain personal information (subject to statutory requirements)
- lodge a complaint without fear of victimisation
- have Guide dogs - for people with visual or hearing disabilities.

As a student you are expected to:

- treat other people with respect and fairness
- not engage in plagiarism (piracy, copying, forgery), collusion or cheating in any academic assessment or examination
- submit assessment tasks by the due date (or seek approval for extension of deadline in exceptional circumstances)
- return or renew library resources on time
- observe normal safety practices - wear approved clothing and protective equipment and follow directions both written and verbal given by authorised officers
- wear appropriate footwear - you will not be permitted to enter or remain at any location/site if barefooted - footwear such as thongs, platform shoes and stiletto heels are prohibited
- refrain from the use of mobile phones, pagers and other electronic means of communication in classroom and other learning areas
- refrain from swearing in classrooms and other learning areas
- refrain from smoking on all campuses
- refrain from eating and drinking in classrooms

IMPORTANT INFORMATION

- behave in a responsible manner by not:
 - o littering
 - o harassing fellow students or staff
 - o damaging, stealing, modifying or misusing property
 - o entering the campus with drugs, alcohol or weapons or being under the influence of drugs or alcohol
 - o engaging in other behaviour which could offend, embarrass or threaten others
- refrain from riding skateboards and in line skates on campus
- refrain from playing any non-authorised sporting activities within the campus grounds.

You are required to be punctual and regular in attendance. In case of illness or other unavoidable absences you should contact your Teacher or Head Teacher explaining the cause and possible duration of the absence. If you do not maintain a satisfactory work standard you may be required to withdraw from classes.

I HAVE FINISHED MY COURSE, WILL THERE BE A GRADUATION OR AWARDS CEREMONY?

In addition to graduation ceremonies held at all campuses each year TAFE NSW Illawarra holds an Annual Awards Gala Dinner to recognise the excellence and outstanding achievements of our staff and students.

For more information on the Annual Awards Gala and local graduation ceremonies please visit www.tafeillawarra.edu.au.

SUGGESTIONS OR COMPLAINTS?

We are constantly improving the way we work, so let us know if you have any suggestions, compliments or complaints. Your feedback will help staff to meet expectations, remedy problems and improve systems. The suggestion or complaint can be about any aspect of the service provided or not provided; the behaviour or decisions of staff; or about workplace practices, policies or procedures.

We'd also like to know if you think we're doing something well. It helps us to make sure we continue to do great things in public education and training. We'll make sure your message is passed on.

Your teacher is the best person to talk to, however, depending on the situation you may prefer to contact the Head Teacher in charge of your course, a Counsellor, or the Campus Manager. You can find out the contact details by asking a staff member at the campus Customer Service Centre by calling 1300 766 123 or download a [TAFE NSW Illawarra Complaint/Suggestion Form](#) from the TAFE NSW Illawarra website and submit to IITComplaints@tafensw.edu.au, sent by email, mail or handed in to your Campus Manager at your nearest campus.

CAMPUS INFORMATION

Our campuses are great places to connect, learn and grow. You'll find state-of-the-art training facilities and experienced, friendly teachers. You'll have the chance to meet new people, make friends and have fun. Each campus offers specialist knowledge and training, and strong relationships with local industry, schools and universities.

CUSTOMER SERVICE CENTRES

There is a Customer Service Centre located at every campus to provide support and referrals for student enquiries.

Some services the Customer Service Centres can provide you are;

- Processing payment of fees relating to your enrolment
- Information on fee concessions, exemptions and refunds
- Enrolment enquiries and course information
- Updating personal information
- Assistance creating USI
- Issuing travel concessions
- Issuing TAFE Cards
- Providing Campus maps and directions

LIBRARIES

Campus Libraries provide a wide range of services, resources and facilities. Please visit www.tafeillawarra.edu.au/library for information about locations and opening hours.

STUDENT ASSOCIATION (ITSA)

ITSA provides a wide range of day-to-day services and facilities including bookshops, canteens and resource centres.

CHILDREN'S CENTRES

Your child can be looked after by trained professionals while you study at Shellharbour and Wollongong Campuses. For more information please call 1300 766 123 and select your campus of interest.

SMOKING ON CAMPUS

TAFE NSW Illawarra is committed to making campuses safe and healthy environments for staff to work and students to learn, to support this ALL TAFE NSW Illawarra campuses are smoke free.

CHILDREN ON CAMPUS

Our campuses are not designed for children but there may be emergencies when you need to bring a child or children onto the campus with you while you make alternate childcare arrangements. If so, you should approach your teacher in the first instance to negotiate an arrangement that allows you to fulfil your role as a parent or carer at study, protect the child/children and allow other students to study in an appropriate environment.

Teachers will assess the merits of your children being on campus in the light of all of these issues. If the teacher approves you bringing your child to classes, you must accept that the child is your responsibility and directly supervise them at all times, and make appropriate toilet and feeding arrangements that don't disrupt or offend others. You will need to remove the child if they disrupt the class. Not all areas are safe for children - be aware of any risks and take steps to protect their health and safety. Children are not permitted in workshops, laboratories, special purpose classrooms and other areas where there are not provisions to prevent a child's access to these hazards. In the interests of their own safety, children may not accompany their parent/guardian on any TAFE excursions or field trips. You must never bring a child with a contagious disease onto campus if the child is in an infectious stage.

POLICIES AND PROCEDURES

There are a number of important policies and procedures relevant to all aspects of your engagement with TAFE NSW.

You can also get help with any questions that you may have at your local Customer Service Centre.

BREACH OF DISCIPLINE

You will be considered to have committed a breach of discipline if you:

assault or threaten to assault a person or incite another person to assault or threaten any person

- behaviour that involves a breach of the law
- engage in any offensive conduct
- sexual behaviour that could cause offence or harm to others
- consume alcohol otherwise than in an area where it is permitted
- smoke on campus
- remove, damage or use any property of TAFE NSW without the authority of TAFE NSW or a member of staff
- obstruct a member of staff in the performance of the member's duties
- refuse to give full and accurate particulars of your identity in response to a direction to do so by a member of staff
- provide false or inaccurate information or fail to produce evidence of your residency status to TAFE NSW when required
- disobey or disregard an instruction, order or direction of a member of staff, including an instruction, order or direction made by the staff member to ensure the health, safety or welfare of any person
- enter premises of TAFE NSW, or fail to leave a part of TAFE NSW premises, contrary to a direction given by a member of staff
- commit or engage in any dishonest or unfair act including plagiarism in relation to an examination, assignment or other form of academic assessment
- falsify, or attempt to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment
- provide false or inaccurate information to officers of TAFE NSW at the time of enrolment or at any time
- engage in behaviour that amounts to unlawful sexual harassment of another student or students or member of staff, inciting hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the grounds of age, race, sex, homosexuality, transgender, marital status, disability, or religion of the person or members of the group
- encourage, aid or assist another student to commit a breach of student discipline and to disobey or disregard a reasonable instruction, order or direction of a member and when this is directly to ensure the health, safety or welfare of any person
- make inappropriate videos, images, or sound recordings (including videos and sound recordings made without the permission of the person photographed or recorded) and/or sharing or posting them on websites, whether or not TAFE NSW equipment was used
- prepare, write, distribute and/or have in possession (by any means) material adversely targeting individuals or particular groups
- generating graffiti in relation to TAFE NSW property and adversely targeting individuals or particular groups
- aggressive, abusive, threatening, bullying or intimidating behaviour or language directed to staff, students or others
- use electronic means of communication, or telecommunications to adversely target, harass or bully individuals or particular groups
- misuse of a TAFECard
- fail to pay any mandatory fee, charge or penalty owing to TAFE NSW
- fail to return any borrowed TAFE NSW equipment or resource within the specified period of time.
- fail to advise the Campus Manager, TAFE Counsellor, Head Teacher, designated officer or delegate before attending your first class of any history of violence
- fail to comply with a code of conduct relating to student discipline, as approved by TAFE NSW and in force from time to time at tafeillawarra.edu.
- unauthorised use or misuse of TAFE NSW computers or computer systems including misuse of NSW Department of Education and Communities (DEC) user logins
- dangerous driving on or near TAFE NSW premises
- fail to comply with a provision of this Policy or with an order or direction given under such a provision
- fail to comply with an order made on a minor breach of discipline.

POLICIES AND PROCEDURES

PENALTIES FOR BREACHES OF DISCIPLINE

Where a delegated officer is satisfied that a student has committed a breach of discipline, any of the following penalties may be applied:

- reprimand
- requirement to attend counselling at a specified time and place
- pay a fine not exceeding \$200, within a specified time
- payment of compensation by student for damage or loss of property
- use of specified facilities or equipment only in accordance with certain conditions (for a period not exceeding 12 months)
- exclusion from either part or whole campus for up to 30 days or 80 hours of actual class time (whichever greater)
- exclusion of online access to any resource of TAFE NSW for up to 30 days or 80 hours of actual class time (whichever greater)
- exclusion from one or more examinations
- denied the right to borrow Library Resources or use any services from any or all of the libraries operated by TAFE NSW, for a specific period of time
- issue of testamur, result notice or employer report be delayed until student has complied with the order.

COMPUTER USAGE POLICY

As a user of TAFE NSW internet services and collaboration and communication tools the following are your responsibilities. You will:

- ensure that communication through and use of Internet services and collaboration and communication tools and related online services is related to learning and/or the conduct of TAFE NSW business
- not disable or modify departmental equipment, networks or settings for virus protection, spam (i.e. unsolicited email or advertising material) and filtering, unless the activity is related to learning and authorised by a relevant TAFE NSW staff member or supervising teacher
- not make deliberate attempts to disrupt computer system performance nor harm or destroy hardware and data, including through uploading or creation of computer viruses
- never knowingly delete software on TAFE NSW computer facilities
- never knowingly import or download unlicensed or unauthorised software
- keep passwords confidential, and change them when prompted, or as required use passwords that are not obvious or easily guessed
- never allow others to use your personal account
- log off at the end of each session to ensure that nobody else can use your account
- promptly inform a relevant TAFE NSW staff member if you suspect you have received a message that is inappropriate, or you suspect you have a computer virus
- promptly exit an inappropriate website should you inadvertently access such a site
- never knowingly initiate or forward email or other messages containing:
 - o a message that was sent to you in confidence, without the approval of the person who sent the message
 - o a computer virus or attachment that is capable of damaging recipients' computers
 - o chain letters and hoax emails
 - o spam
 - o a message that has been altered without the knowledge of the originator
- never send or publish:
 - o unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments
 - o material that is threatening, bullying or harassing to another person, or makes excessive or unreasonable demands upon another person
 - o sexually explicit or sexually suggestive material or correspondence
 - o false or defamatory information about a person or organisation
 - o ensure that personal use is kept to a minimum (and that internet services and collaboration and communication tools are used for genuine curriculum and educational activities or the conduct of TAFE NSW business
 - o not use unauthorised programs or intentionally download or stream unauthorised software, graphics, movies or music that is not associated with learning or the conduct of TAFE NSW business.
 - o ensure that services are not used for unauthorised commercial activities, political lobbying, online gaming, online gambling or any unlawful purpose.

To review the full TAFE NSW Computer usage policy please visit

https://www.det.nsw.edu.au/policies/technology/internet/tafe_usage/Codeonline.pdf.

POLICIES AND PROCEDURES

PROTECTION OF CHILDREN AND YOUNG PEOPLE

In line with NSW Government legislation, TAFE NSW is committed to promoting the safety, welfare and wellbeing of children and young people (defined legally as people under 18 years of age) whether they are students, apprentices or trainees in schools, colleges, workplaces or programs conducted by TAFE NSW or under the auspices of TAFE NSW.

TAFE NSW employees are required, by law and/or by departmental policy, to report children and young people suspected to be at risk of significant harm to Community Services within the NSW Department of Human Services under new procedures for 'Keep Them Safe: a Shared Approach to Child Wellbeing.

CONSUMER PROTECTION

TAFE NSW Illawarra has a reputation as a safe, progressive and dynamic place to study. TAFE NSW Illawarra aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a TAFE NSW Illawarra Student you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about you and the right to review and correct that information
- access to TAFE NSW Illawarra feedback and complaints handling process.

With rights come responsibilities and as a student in TAFE NSW Illawarra your responsibilities include:

- providing accurate and complete information to TAFE NSW Illawarra
- behaving in a responsible and ethical manner.

For your enquiries in relation to consumer protection matters please contact:

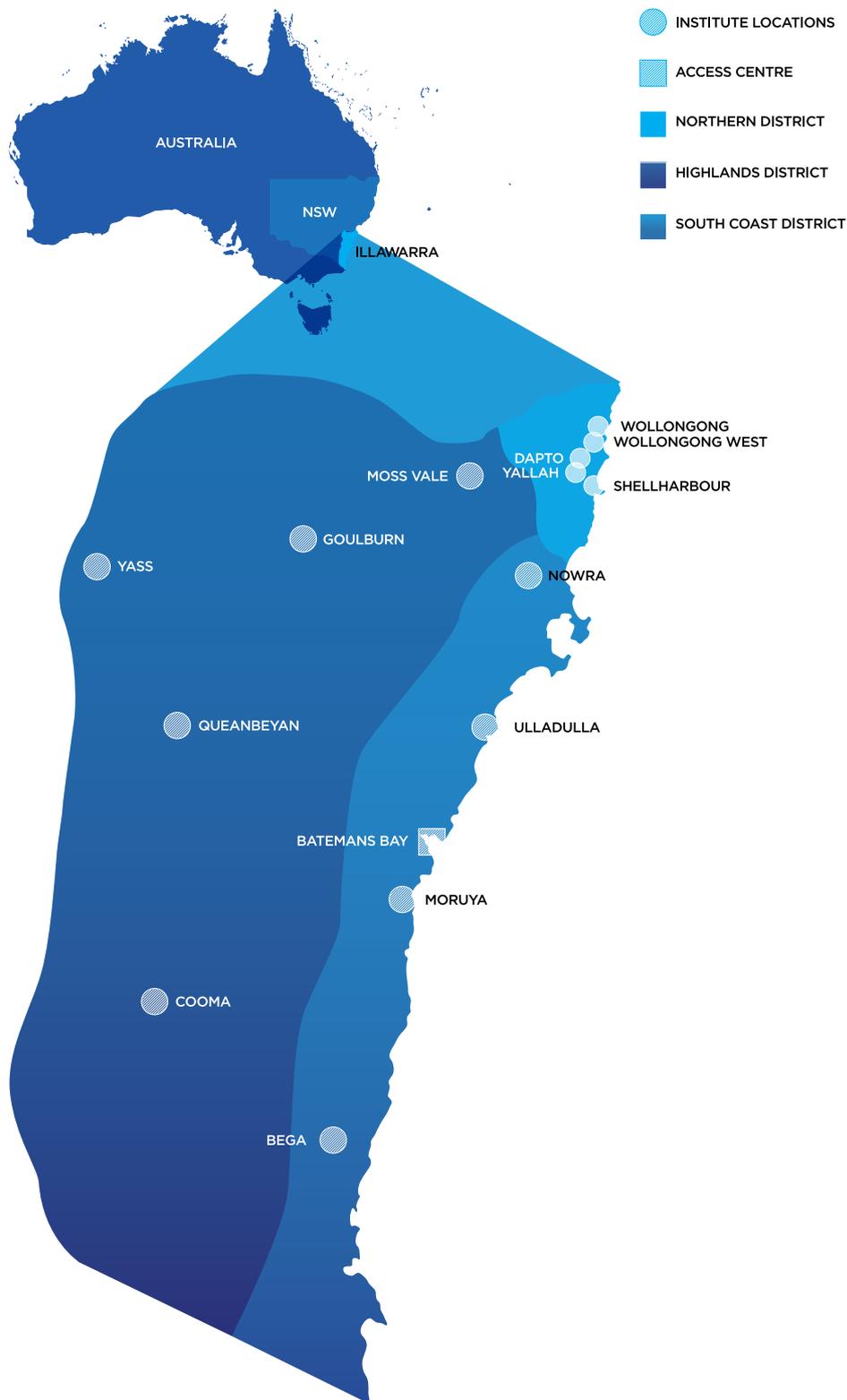
DIRECTOR EDUCATIONAL SERVICES

P: 02 4222 2908

E: illawarra.courseinfo@tafensw.edu.au

CAMPUS MAPS

We have 14 campuses at Illawarra locations from Wollongong in the north, down the South Coast and across to Bega and the Southern Highlands. We operate as part of TAFE NSW.



BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS

CAMPUS MAPS

TAFE NSW Illawarra Bega



TAFE NSW ILLAWARRA BEGA

Barrack Street
 PO Box 689
 Bega 2550
 02 6492 9700

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

- P PARKING AREA

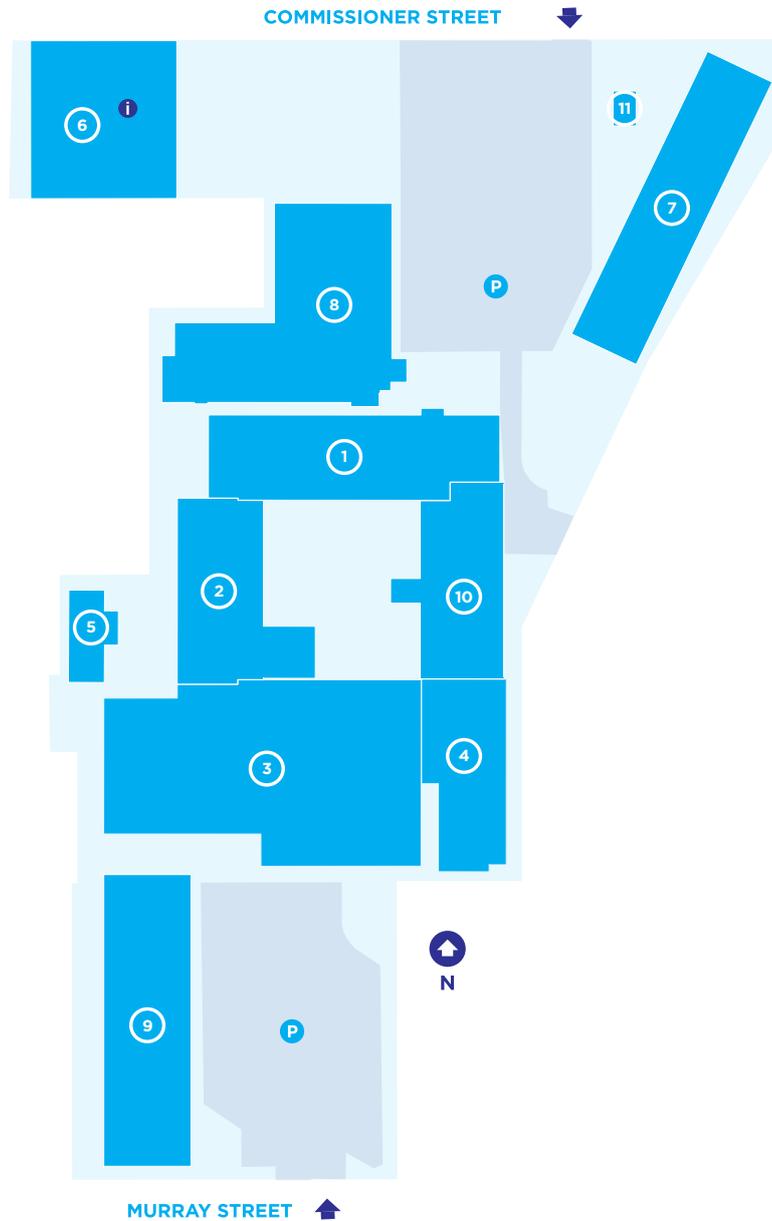
- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS

CAMPUS MAPS

TAFE NSW Illawarra Cooma



TAFE NSW ILLAWARRA COOMA

66 Commissioner Street
 PO Box 777
 Cooma 2630
 02 6452 0799

- ① BUILDING NAME

- i CUSTOMER SERVICE CENTRE

- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Dapto Connected Learning Centre



TAFE NSW ILLAWARRA DAPTO CONNECTED LEARNING CENTRE

67 Princes Highway
 PO Box 381
 Dapto 2530
 02 4262 9905

 TAFE Illawarra Dapto Connected Learning Centre

 Bus Stop

 Train Station

CAMPUS MAPS

TAFE NSW Illawarra Goulburn



TAFE NSW ILLAWARRA GOULBURN

Cnr Verner and View Streets
 PO Box 240
 Goulburn 2580
 02 4823 1800

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

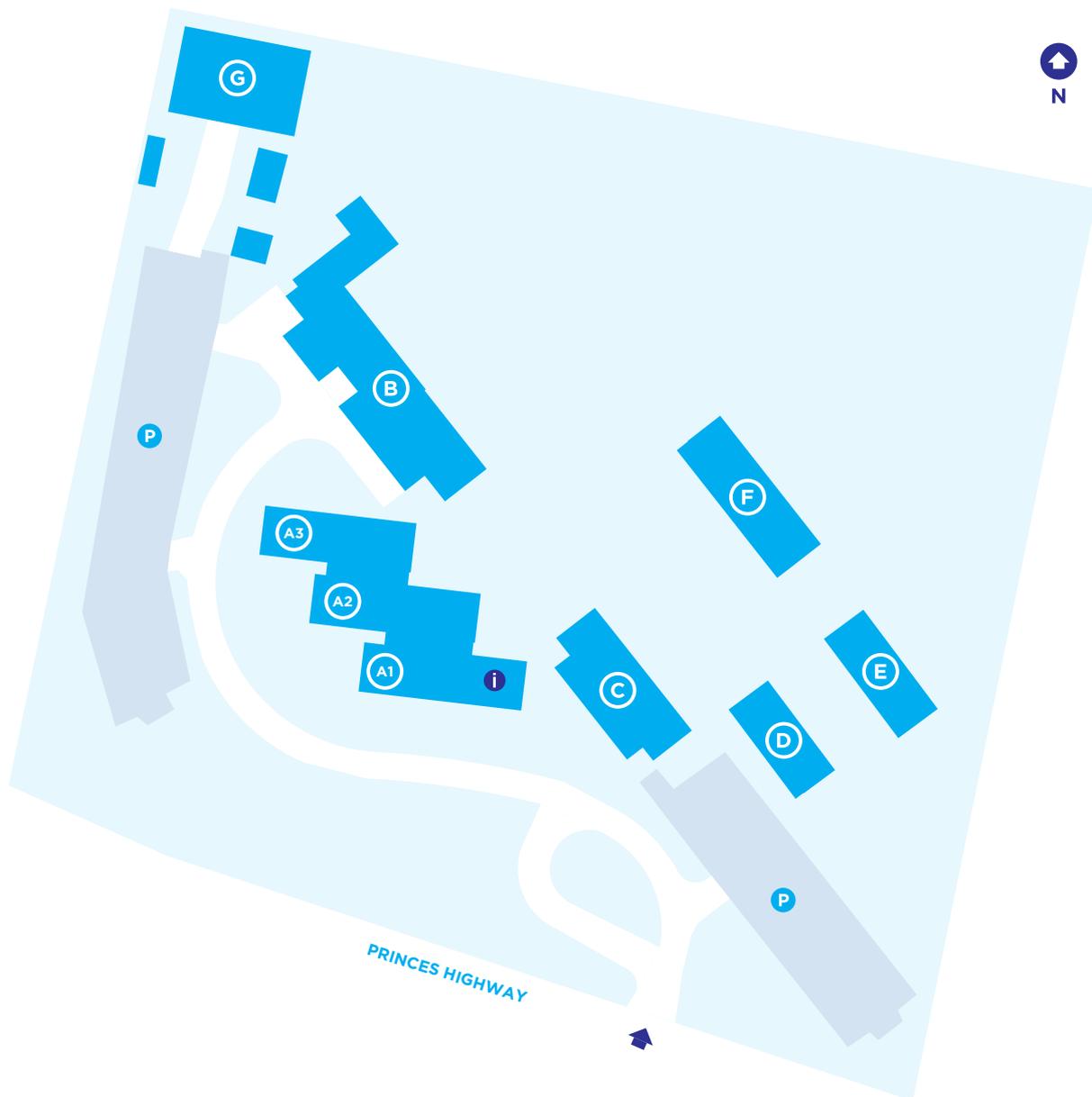
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Moruya



TAFE NSW ILLAWARRA MORUYA

2857 Princes Highway
 PO Box 88
 Moruya 2537
 02 4474 1800

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

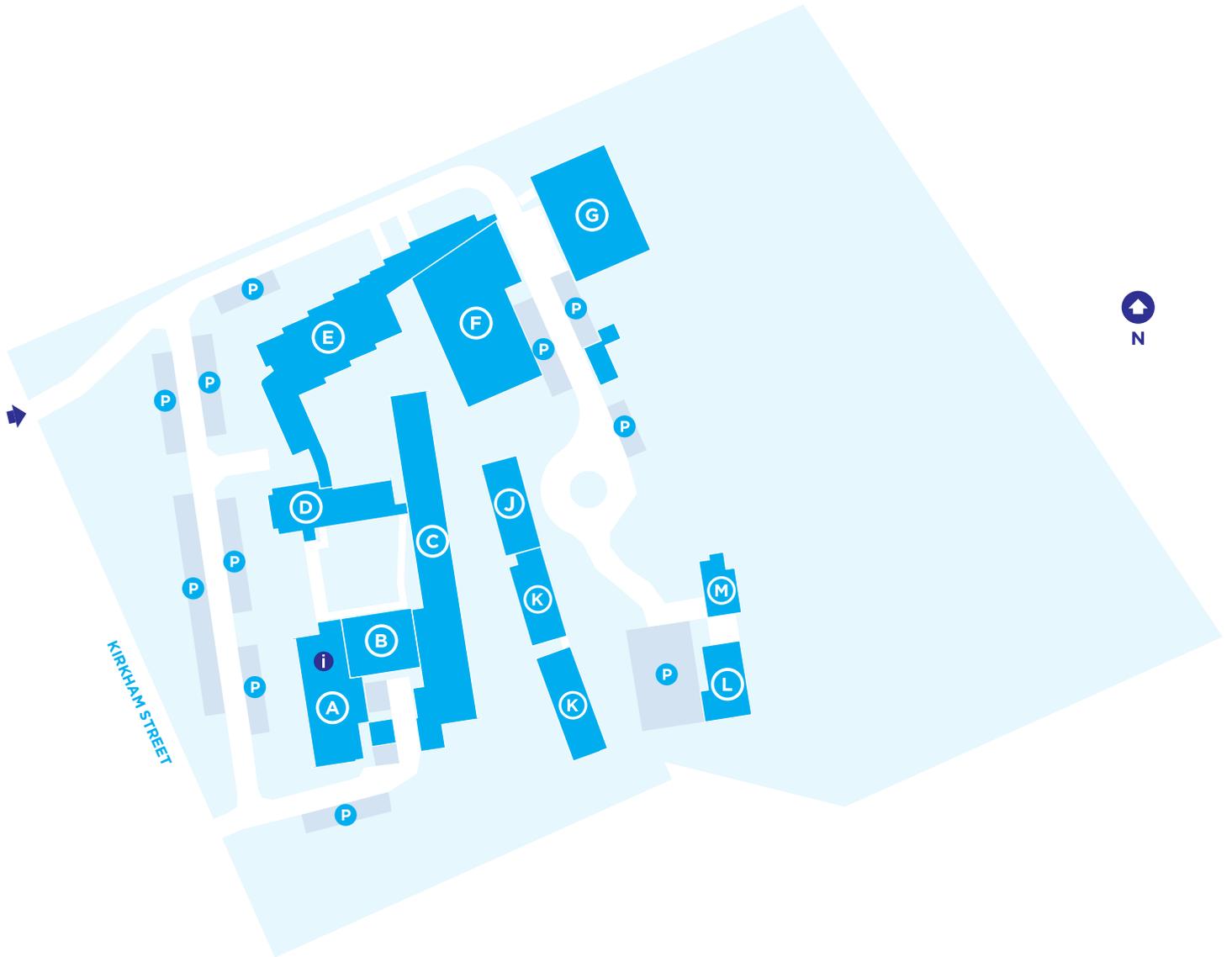
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Moss Vale



TAFE NSW ILLAWARRA MOSS VALE

Kirkham Street
 PO Box 212
 Moss Vale 2577
 02 4868 0111

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

- P PARKING AREA

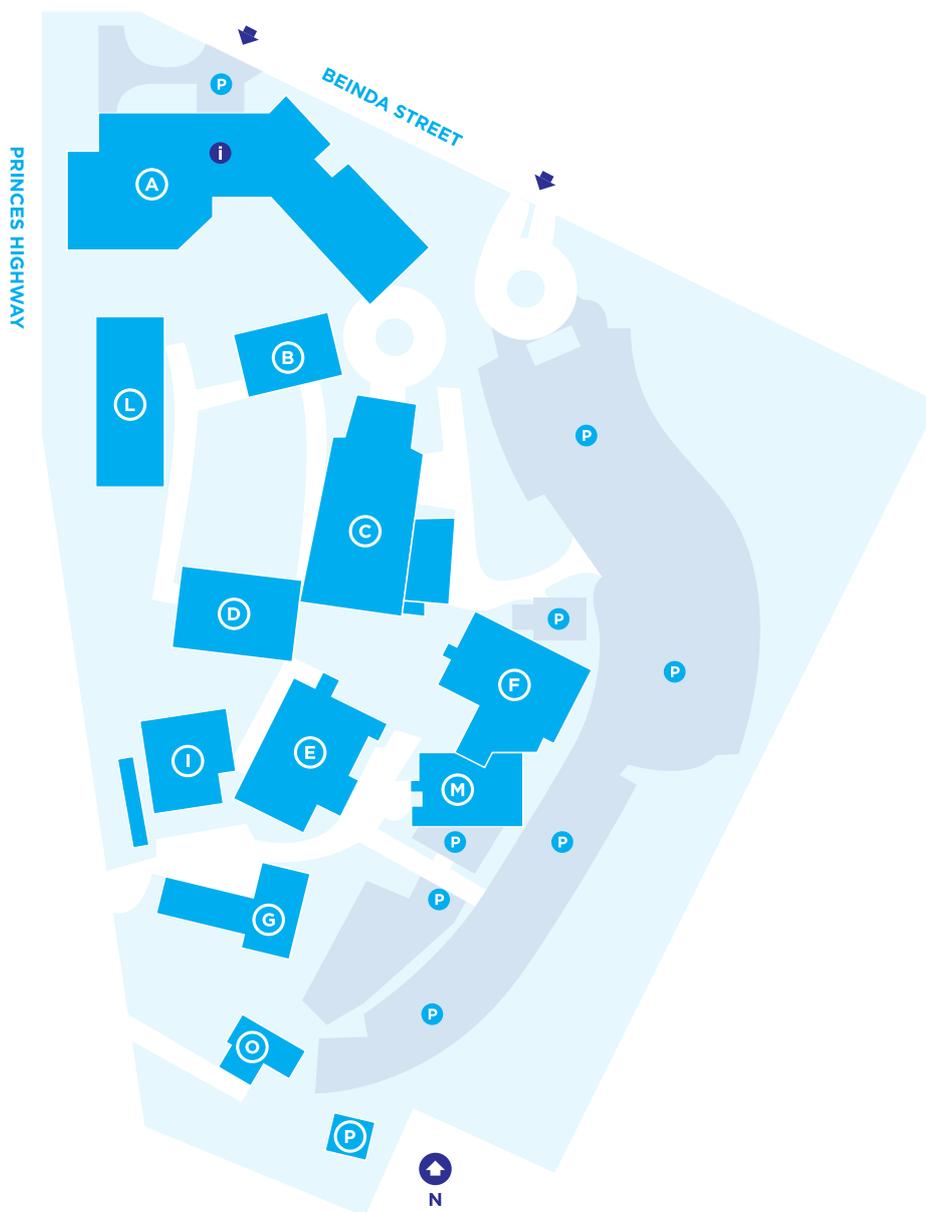
- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS

CAMPUS MAPS

TAFE NSW Illawarra Nowra



TAFE NSW ILLAWARRA NOWRA

60 Beinda Street
 Bomaderry
 PO Box 225
 Nowra 2541
 02 4421 9888

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

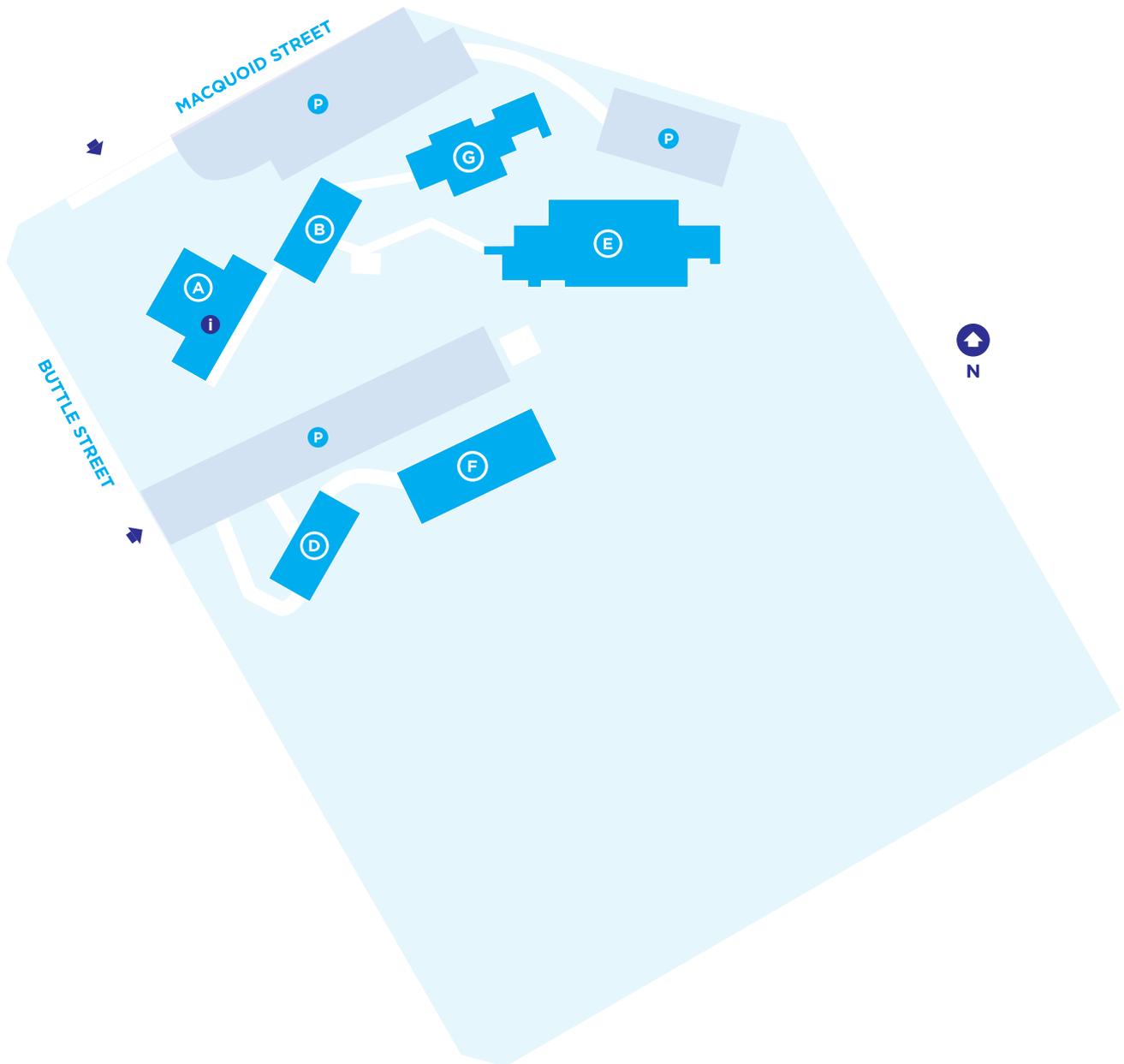
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Queanbeyan



TAFE NSW ILLAWARRA QUEANBEYAN

Cnr Buttle & MacQuoid Streets
 PO Box 436
 Queanbeyan 2620
 02 6299 1377

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

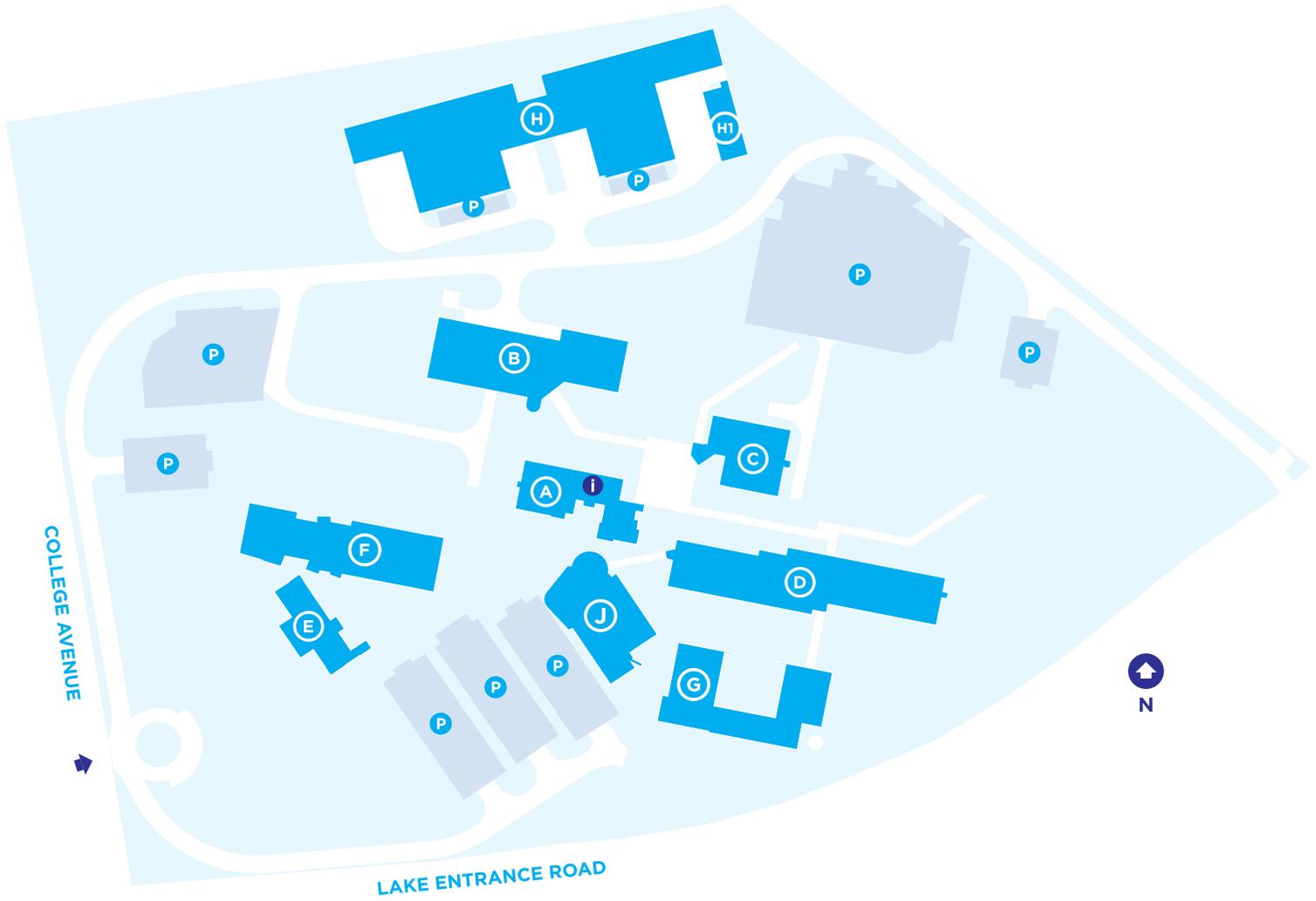
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Shellharbour



TAFE NSW ILLAWARRA SHELLHARBOUR

11 College Avenue
 Oak Flats
 PO Box 78
 Shellharbour City Centre 2529
 02 4295 2200

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

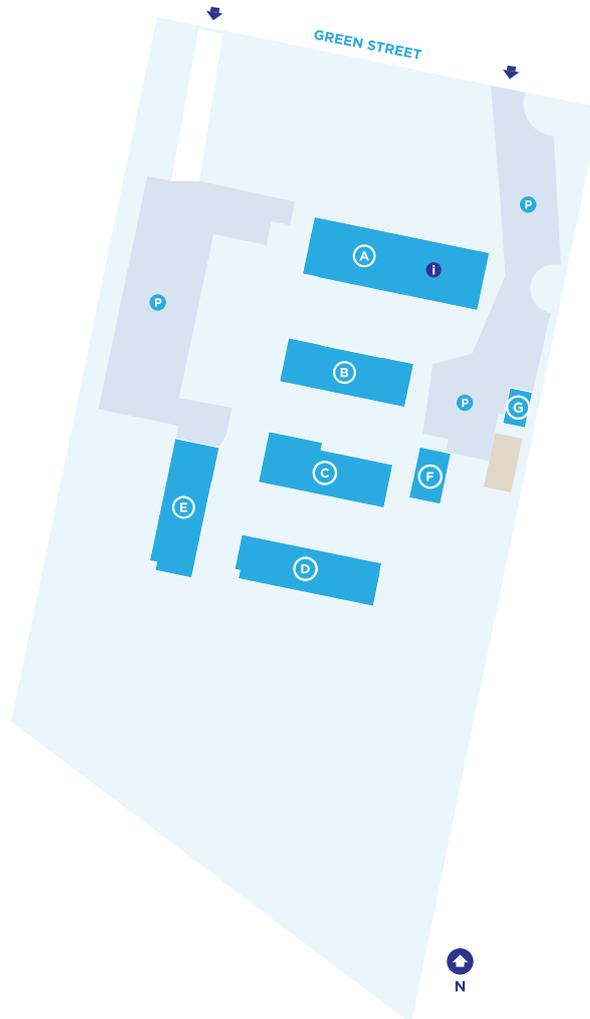
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Ulladulla



TAFE NSW ILLAWARRA ULLADULLA

156 Green Street
 Ulladulla
 PO Box 131
 Milton 2538
 02 4454 9200

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

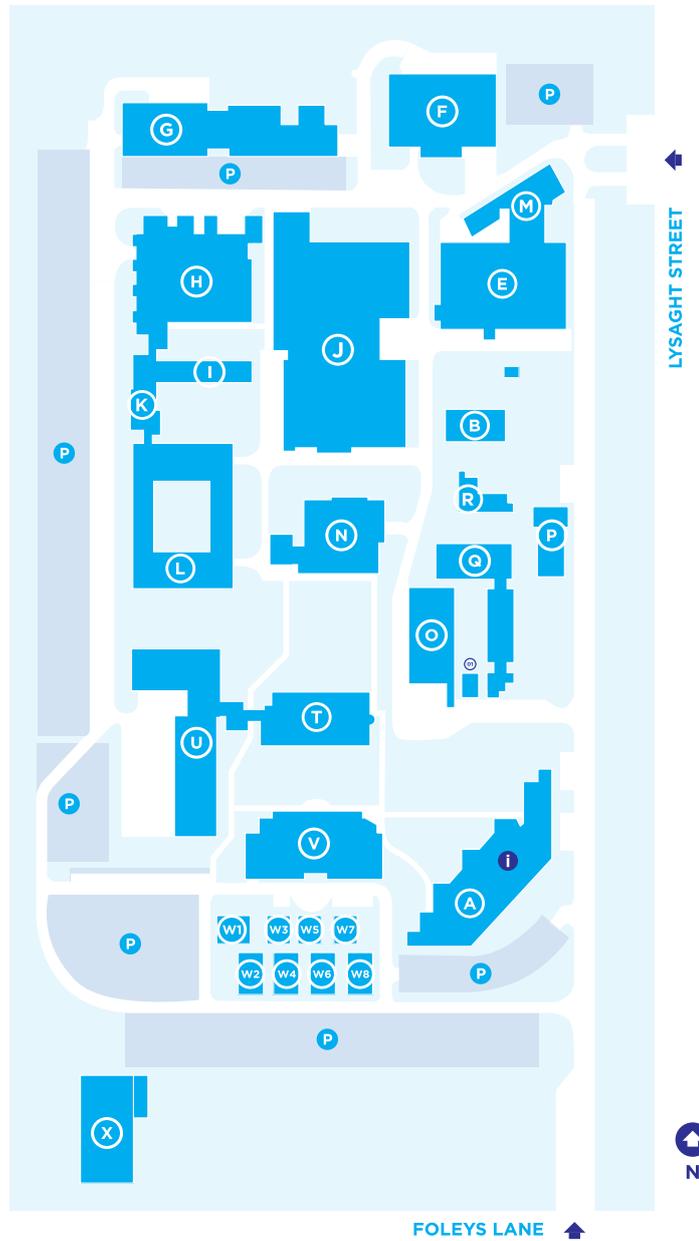
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Wollongong



TAFE NSW ILLAWARRA WOLLONGONG

Foleys Lane
 North Wollongong
 PO Box 1223
 Wollongong 2500
 02 4229 0400

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

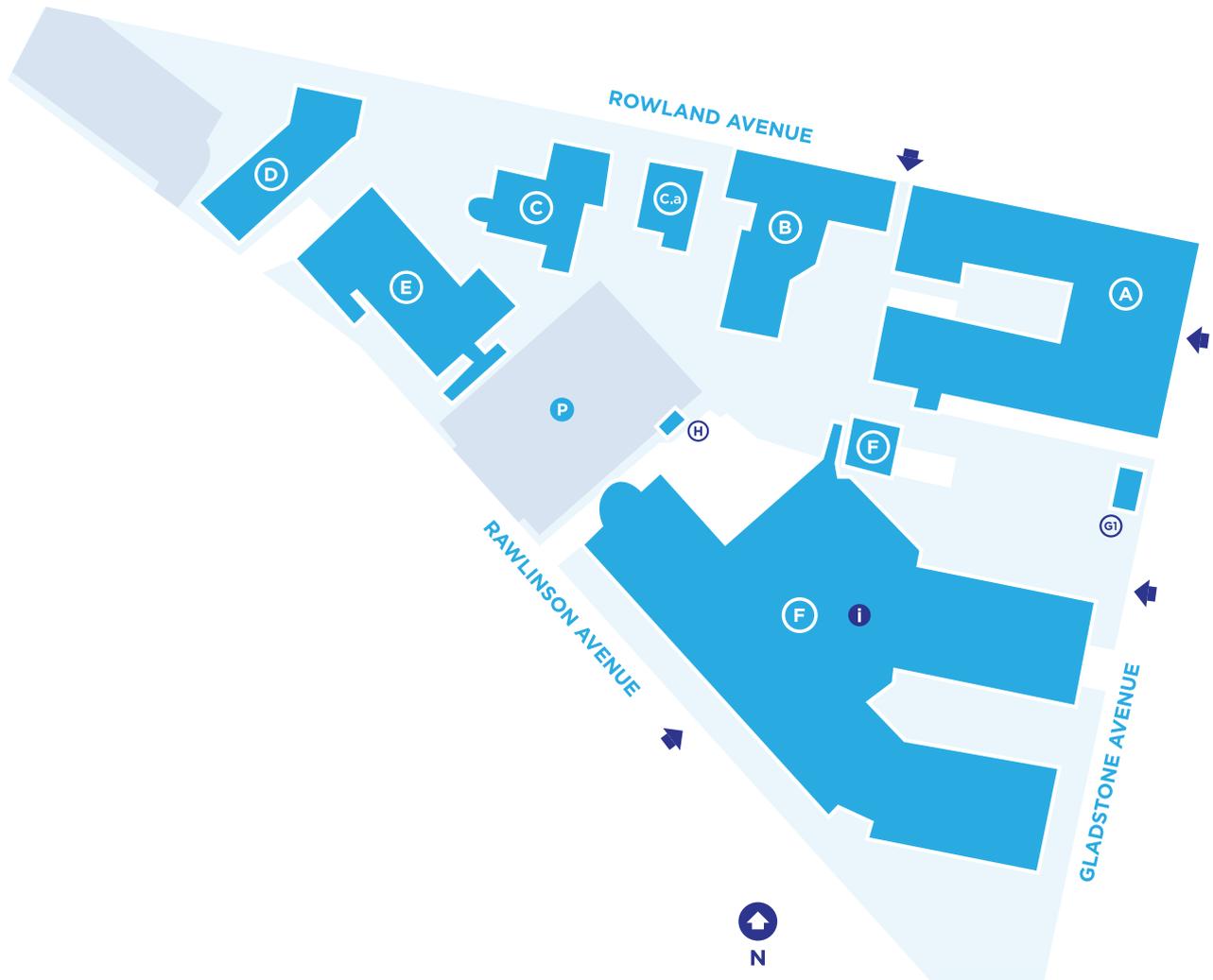
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Wollongong West



TAFE NSW ILLAWARRA WOLLONGONG WEST

36 Gladstone Avenue
 PO Box 1228
 Wollongong 2500
 02 4222 2800

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

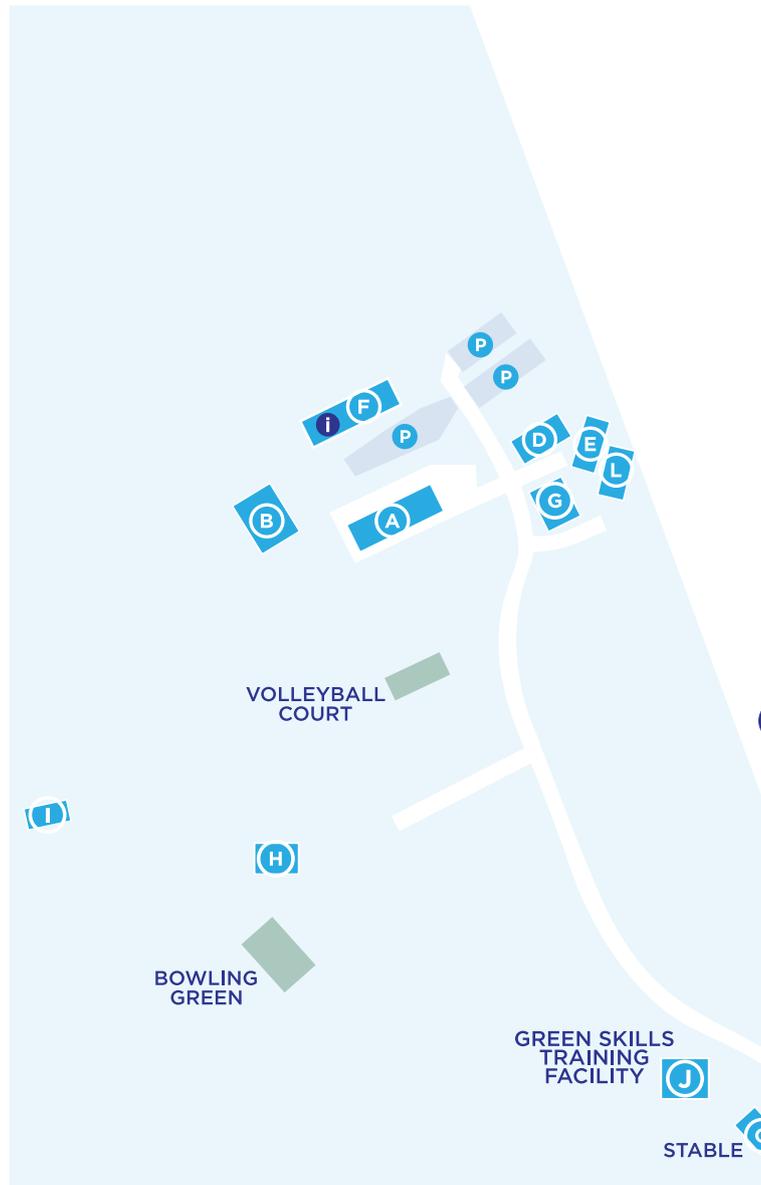
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Yallah



TAFE NSW ILLAWARRA YALLAH

138 Marshall Mount Road
 Marshall Mount
 PO Box 381
 Dapto 2530
 02 4262 9900

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

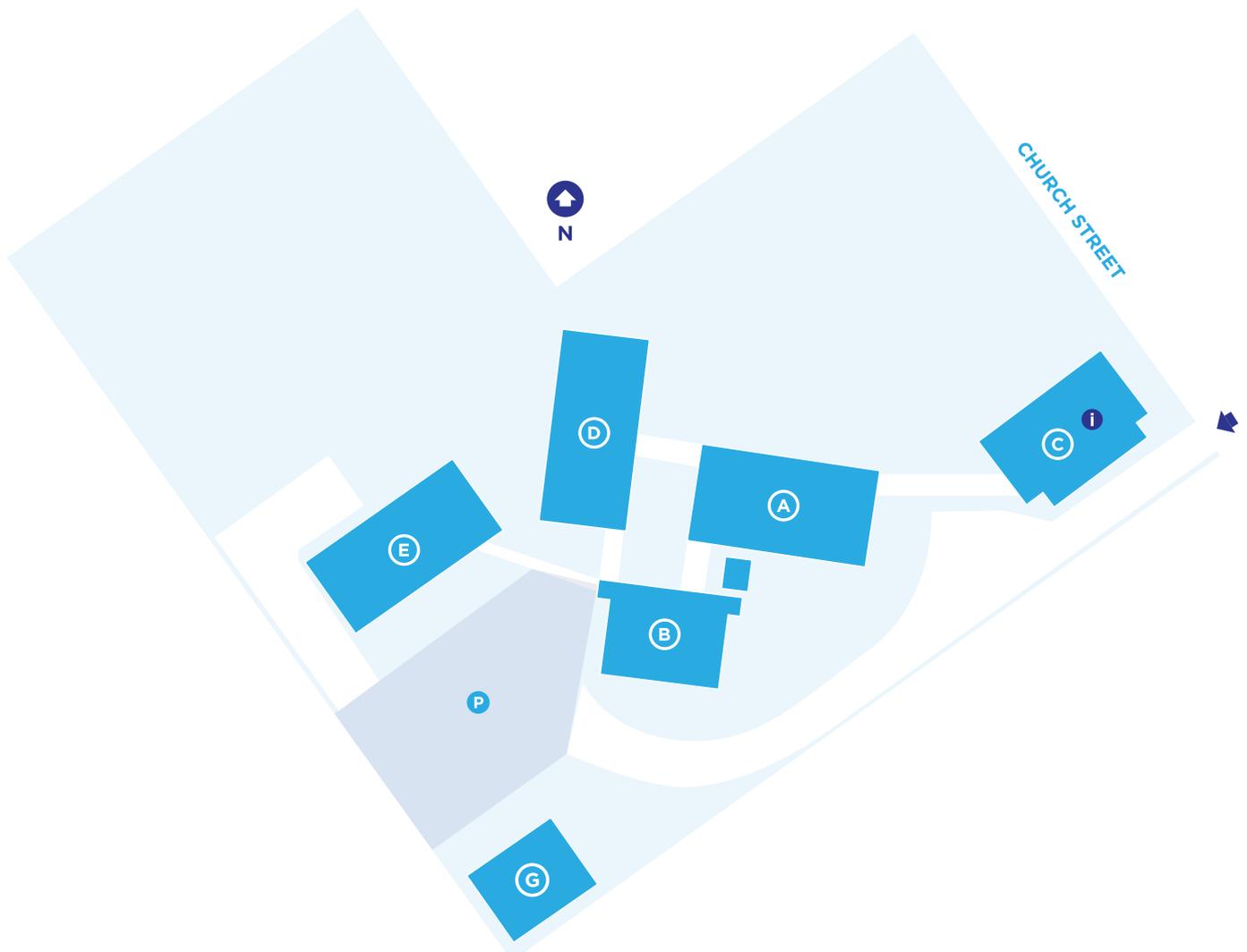
- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

CAMPUS MAPS

TAFE NSW Illawarra Yass



TAFE NSW ILLAWARRA YASS

51 Church Street
PO Box 368
Yass 2582
02 6226 1556

- A BUILDING NAME

- i CUSTOMER SERVICE CENTRE

- P PARKING AREA

- CAMPUS GROUNDS

- ↑ CAMPUS ENTRY

BEGA | COOMA | DAPTO | GOULBURN | MORUYA | MOSS VALE | NOWRA | QUEANBEYAN | SHELLHARBOUR | ULLADULLA | WOLLONGONG | WOLLONGONG WEST | YALLAH | YASS



.....TAFE^{NSW}
.....ILLAWARRA

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