

2017
STUDENT
GUIDE



1300 TAFE RI
1300 8233 74
www.rit.tafensw.edu.au

 **TAFE**^{NSW}
RIVERINA INSTITUTE

CONDUCT REQUIREMENTS

accidents or injuries	2
animal care and ethics	2
attendance	2
criminal records check	3
emergency contact	3
evacuations	3
first aid officers	4
harrasment	4
internet	4
lost property	4
management of risk and harm	5
parking	5
privacy	6
rights and responsibilities	6
safety	7
security	7
smoke free Institute	8
suggestions and complaints	8
sustainability	9

SUPPORT SERVICES

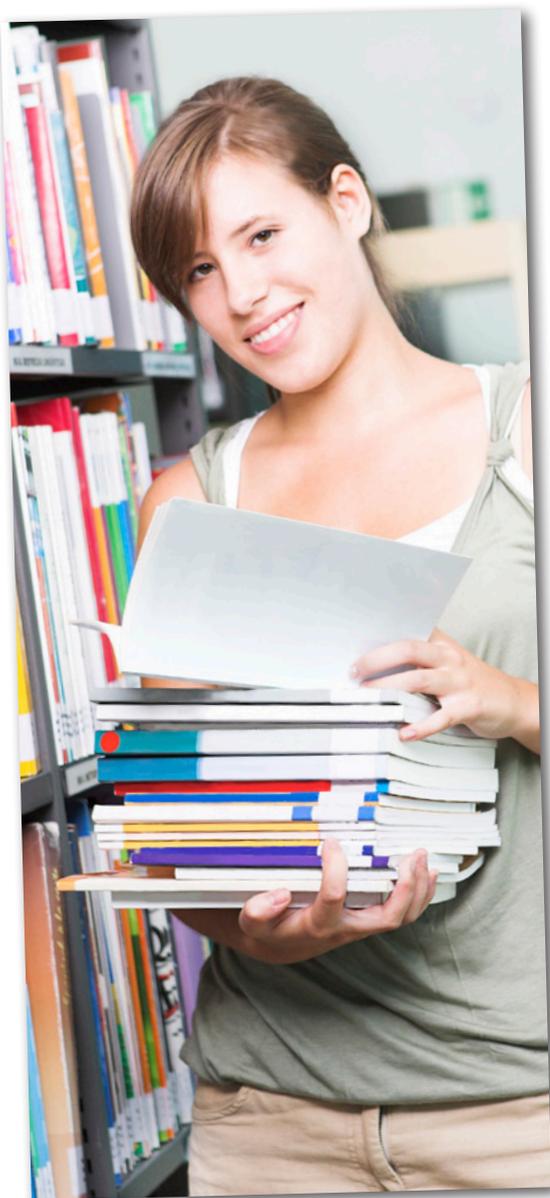
administration offices	10
canteen	10
childcare	10
counselling	11
education pathways	11
justice of the peace	11
learner support	11

2	library	11
2	multicultural programs	12
2	open learning centre	12
2	photocopying	12
3	support services	13
3	study help	14
3	training restaurants	14
4	training salons	14
4	travel concession	14

MANAGING YOUR STUDIES

5	assessment guide and appeals	15
5	awards and graduations	15
6	calendar	15
6	subsidised training	16
7	cashier and cash	17
7	course information	17
8	enrolments	17
8	examinations	17
9	flexible learning	19
	illness	19
10	insurance	19
10	recognition or exemption	19
10	refunds	20
10	student online services	20
11	TAFECard	21
11	fees and charges	22
11	smart and skilled training	22
11	VET student loans	24

CONDUCT REQUIREMENTS



accidents or injuries

If you have an accident or suffer any kind of injury while undertaking your course at a campus, on an excursion or on an approved work experience program, let your teacher or head teacher know straight away. They will organise the necessary help and phone the incident hotline and complete the required forms.

animal care and ethics

NSW TAFE Commission Animal Care and Ethics Board Notice: Some TAFE NSW courses use animals in support of learning. Using animals or animal tissue to support your learning is a privilege that has responsibilities.

You must

- treat all animals and/or their tissue with care and respect
- treat live animals humanely and avoid cruel behaviour
- think about why and how you use animals or their tissue

Please note

Serious penalties apply to animal cruelty or unauthorised use of animals. Wherever possible TAFE NSW tries to replace animals used in educational programs with non-animal alternatives and tries to reduce the number of animals needed, or refine animal use to minimise the amount of stress and discomfort to animals.

The TAFE NSW Animal Care and Ethics Board monitors animal use in TAFE NSW courses. The Board comprises veterinarians, teachers, animal welfare and community representatives. For further information speak to your teacher or contact office staff to direct you to the Institute Animal Care and Ethics Committee.

attendance

If you stop attending classes or transfer to another campus you should report this to your teacher. If you are sick or otherwise unable to attend class please contact your class teacher or head of department. You may need to provide supporting information when you

- are absent from two or more consecutive lessons;
- have missed activities such as industrial visits, field work, practical work and activities in specialist facilities;
- have missed an assessment event, class test or examination or failed to submit a given assignment;
- know in advance that you will be absent from a class assessment, class test or will be unable to submit an assignment on time;
- miss an examination due to circumstances beyond your control. In this situation you must notify the teacher within 24 hours of the missed exam.

CONDUCT REQUIREMENTS

criminal records checks

Some of our courses require checks to be undertaken before you can begin the course.

welfare

If you are undertaking studies in Welfare, you may be required to undertake a criminal records check before undertaking a work placement in certain community facilities. You will need to cover the cost of the check if it is required.

health and aged care

If you are commencing studies in Health and Aged Care you will be required to undertake a criminal records check prior to proceeding on work placement. You will need to cover the cost of the check if it is required.

child studies

If you are undertaking studies in Child Studies you are required to sign a prohibited employment declaration. If the work placement facility also requires a criminal records check, you will need to cover the cost of the check.

helpful links

www.afp.gov.au

www.kidsguardian.nsw.gov.au

emergency contact

We recommend that you provide your family and friends with a copy of your timetable and attendance details. This will help staff to forward a message to you in case of an emergency. Any other contact with you while you are at the campus can only be with your permission.

evacuations

During your first week of class, a teacher will take you through the campus evacuation procedures. It is important to learn and remember the fire exit locations closest to the classrooms you use.

You will find evacuation procedures displayed in all classrooms. If an evacuation is called, please follow the teacher's directions immediately. Fire drills will be conducted throughout the year.

It is illegal to remove, damage or interfere with fire extinguishers, hoses or other fire safety measures. Your life as well as the lives of others may one day depend on this equipment. In all emergency evacuations you must stay with your class group until your teacher or another staff member directs you to do otherwise. Do not leave the campus. This is the only way we have of being sure that all students are safe.



CONDUCT REQUIREMENTS

first aid officers

There are a number of First Aid Officers in each campus. If you are in need of assistance please ask any staff member. Posters are also displayed on campus notice boards with the name and location of First Aid Officers.

harassment

TAFE NSW has a policy on harassment which applies to all TAFE NSW staff and students. Harassment is considered to be any conduct – verbal, written or physical – which is unwanted, unwelcome and unsolicited and which may be intimidating, offensive or demeaning to any individual or group of people.

Harassment of individuals or groups will not be tolerated under any circumstances. Counsellors are available to help and advise you if you are faced with problems. All discussions of this nature are completely confidential. Contact the Campus Administration Office for details.

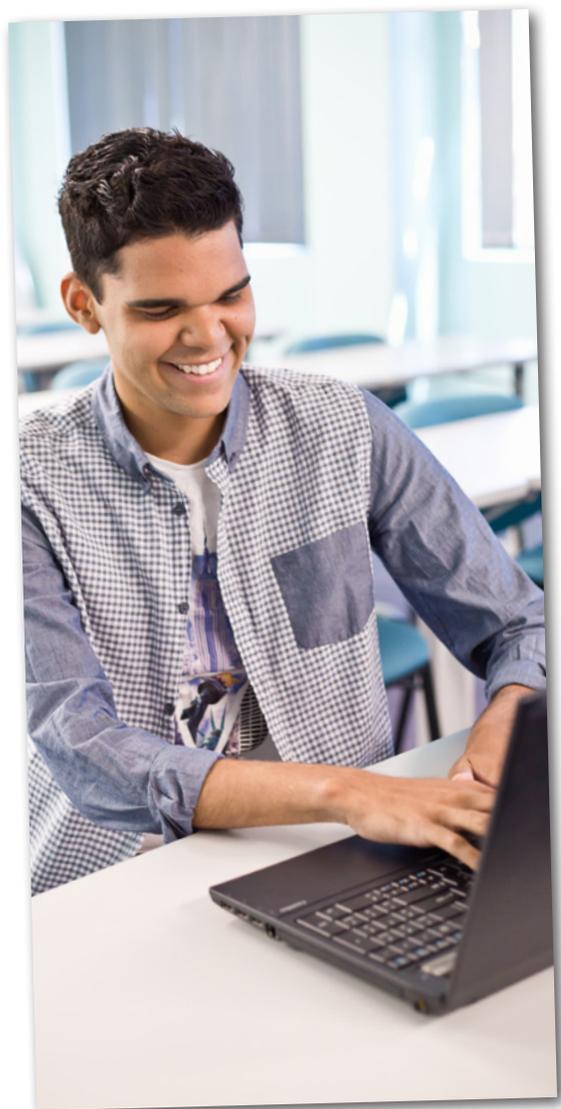
internet

The Department monitors use of email, the Internet and its computer network. Using the Department's computer resources, including email and DEC online systems to seek out, access or send any material that is of a pornographic, threatening, abusive or defamatory nature is prohibited and may result in disciplinary action. If you receive

- offensive material, notify your teacher or Institute technical administrator who will assess the material and take appropriate action
- unsolicited advertising material from an unknown source, delete it without replying or attempting to remove your email because replying may generate more unsolicited material
- other inappropriate material from an unknown source, advise the sender that you do not wish to receive material of that nature.

lost property

Campuses do not accept responsibility for damage to or loss of property. We recommend that you take care to keep valuable items secure. If you do lose any property please report it to your class teacher after first checking the area in which the item was lost. Contact the Campus Administration Office if you have lost property.



CONDUCT REQUIREMENTS

management of risk of harm

TAFE NSW 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 current risk of any type to TAFE students, staff and/or visitors it is a condition of your enrolment to advise the Campus Operations Manager, a TAFE Counsellor or your Head of Department 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 cause 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.

TAFE NSW 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 maximise your success in your studies.

parking

Student car parks are available at most campuses for your convenience. Students may only park in designated Student Parking areas. Please park correctly to ensure all parks are used efficiently. Campus grounds are considered public roads and are patrolled by the police. Do not exceed displayed speed signs and obey traffic and directional signs at all times. Any breach of road rules may result in exclusion from classes or a fine.



CONDUCT REQUIREMENTS



privacy

Information concerning students, including information submitted on enrolment will be used by TAFE NSW or other authorised organisations for the purposes of general student administration, communication, program monitoring and evaluation.

The information may be disclosed to employers of apprentices or trainees; Australian Apprenticeship Centres; Centrelink; the Department of Veterans' Affairs; the Department of Immigration and Citizenship; the Department of Families, Housing, Community Services and Indigenous Affairs; Universities Admissions Centre and the Office of the Board of Studies.

The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may correct any personal details provided by contacting your Campus Administration Office or by accessing your Learner Portal.

rights and responsibilities

When you complete your enrolment you agree to abide by the regulations relevant to TAFE NSW and declare that the information you supplied is true and correct. TAFE NSW provides all students with the opportunity to study, learn and develop skills in a safe and healthy adult educational and social environment.

Students have a right to

- be treated fairly and with respect by staff and students
- learn and enjoy student life in an adult environment free of harassment and discrimination
- learn in a supportive and stimulating environment to pursue goals
- have access to counselling and support services if desired or required
- privacy concerning TAFE NSW records that contain personal information, subject to statutory requirements
- be given information about assessment procedures at the beginning of the subject and progressive results as they occur
- lodge a complaint without fear of retaliation or victimisation

Students have a responsibility to

- treat students and TAFE NSW staff with respect and fairness
- follow any reasonable direction from a member of staff
- refrain from smoking within any of our campuses
- behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing TAFE NSW property or being under the influence of alcohol or drugs
- not use mobile phones, pagers or similar devices in class
- do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating

CONDUCT REQUIREMENTS



- submit all assessment tasks by the due date. Under exceptional circumstances you may ask for an extension of time. This would normally have to be done before the due date, unless you have a very good reason for not doing so
- return/renew library resources by due date
- follow normal safety practices by wearing approved clothing, protective equipment and following both written and verbal directions given by TAFE NSW staff
- not behave in any way that could offend, embarrass, threaten, injure or harm others

Please note

Students breaching discipline may be penalised in accordance with TAFE NSW Policy. Commencement of all TAFE NSW classes is subject to availability of resources and sufficient number of enrolled students. Classes may be discontinued if student attendance numbers fall below the set minimum.

safety

It is the responsibility of TAFE NSW to provide you with an environment that is both healthy and safe.

We provide you with a safe learning environment by

- meeting relevant Work Health and Safety standards
- having staff trained in appropriate accident prevention, fire, evacuation and first aid procedures
- maintaining and cleaning our buildings regularly

It is your responsibility to

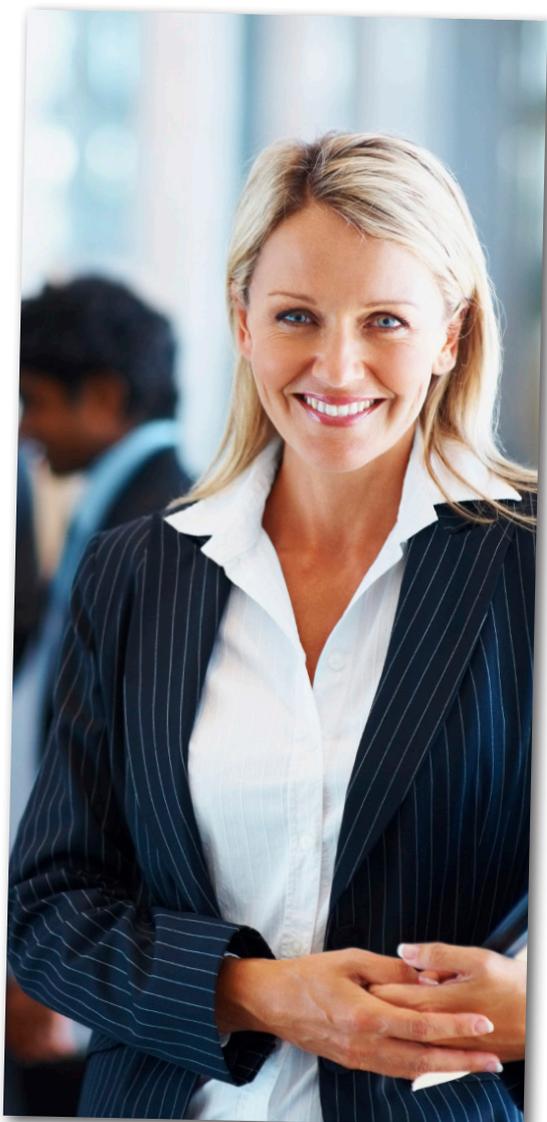
- follow safety regulations as instructed by staff or your teacher/s
- report accidents, 'near misses' and health and safety issues that come to your attention to either your class teacher or a senior staff member

In some courses protective clothing must be worn. You will also need to follow your teacher's instructions on the safe use of materials and equipment. Refusal to wear protective clothing will lead to you being excluded from class.

security

If you have concerns about security issues, please first see your teacher, Head of Department or a member of Campus Administration Office staff.

CONDUCT REQUIREMENTS



smoke free Institute

Riverina Institute is a smoke-free Institute. Smoking is therefore prohibited within any of our campuses. This includes all indoor and outdoor areas, thoroughfares, walkways, entries and exits.

Any person found to be smoking on campus will be asked to stop and if the offense continues then the matter will be dealt with in accordance with Riverina Institute's procedure and the TAFE NSW Code of Conduct.

suggestions and complaints

Every Riverina Institute student is highly valued and respected and we therefore welcome your comments and suggestions on how we can provide you with a better service.

If you are not happy with any aspect of your course or any other services we provide please let us know. A staff member will complete or provide you with a Customer Suggestion/Complaint Form. We will investigate all complaints, report back to you and do all we can to solve the problem.

All complaints are handled with tact and confidentiality. This is part of our commitment to quality and customer service. Grievance and appeal mechanisms are in place if required.

We try to meet our students' changing needs and are always interested in your suggestions for improvement. This is just one of the reasons why Riverina Institute has one of the highest rates of student satisfaction in Australia.

CONDUCT REQUIREMENTS



sustainability

By our attitudes, behaviours and actions Riverina Institute aims to be recognised as a regional leader in contributing to a sustainable future. We have a Sustainability Policy which outlines our commitment to sustainability.

Riverina Institute will

- Promote a culture of environmental protection, where teamwork is encouraged and fostered
- Conserve natural resources by working with the Institute's stakeholders on environmental issues and projects
- Provide a campus environment that enhances the brilliant learning experience of students
- Maintain effective engagement through consultation forums on sustainable issues with the staff and students of the Institute
- Respect and acknowledge the cultural heritage of Indigenous people
- Set achievable targets for continuous improvement in the management of energy use, greenhouse gas emissions, water conservation and waste
- Minimise pollution by implementing procedures and practices to improve the environment we work in
- Identify, assess and evaluate environmental hazards to improve our management of the Institutes environment
- Ensure compliance with Federal, State and Local Acts, Regulations and in circumstances where legislation guidelines do not exist, implement practices that reflect compliance principles
- Achieve best practice in asset and procurement management by evaluating and taking into account the life cycle of products and/or materials.

SUPPORT SERVICES



administration offices

This is the office where you make enquiries and receive help regarding course information, student records, exemption from the TAFE NSW fee, refunds, travel concessions, changing enrolment details or simply getting directions. Our expert friendly staff will be happy to assist you during regular opening hours.

Campus	Building
Albury	A Block
Coomealla	Campus Office
Cootamundra	A Block
Corowa	D Block
Deniliquin	A Block
Finley	A Block
Griffith	A Block
RI@HAY	Campus Office
Lake Cargelligo	Campus Office
Leeton	A Block
Narrandera	A Block
National Environment Centre	A Block
Primary Industries Centre	D Block
Temora	A Block
Tumut	A Block
Wagga Wagga	A Block
West Wyalong	A Block
Young	F Block

canteen

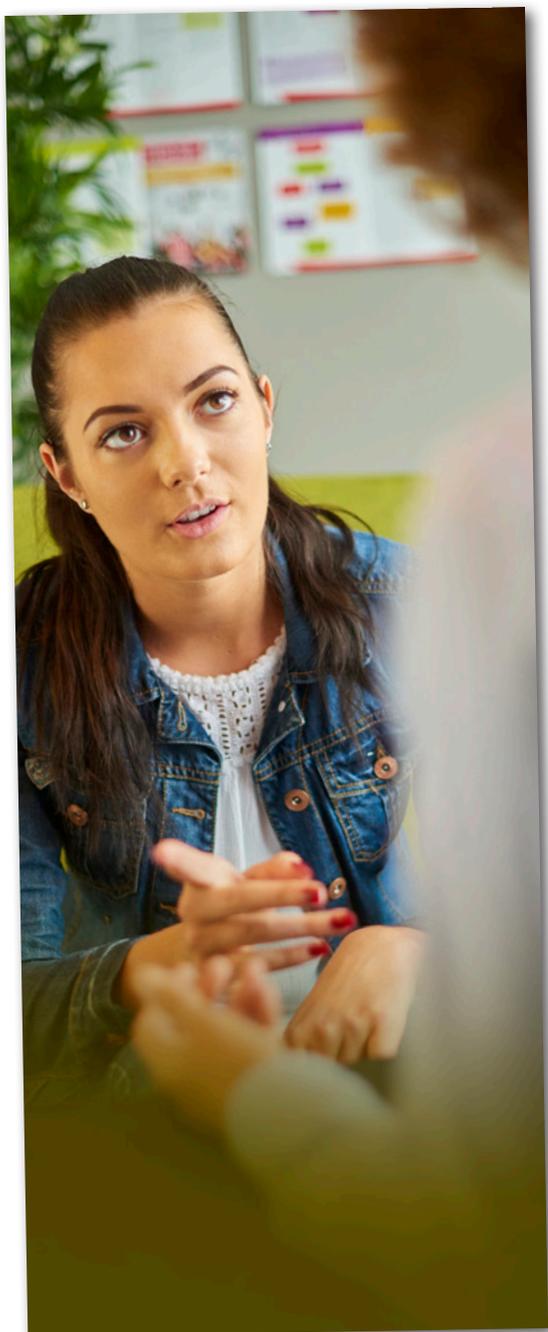
Canteen facilities are provided at Albury, Deniliquin, Griffith and Wagga Wagga. They're open during term and offer a variety of food in relaxed surroundings. Refreshments are available from vending machines at other campuses. Great for socialising or simply to relax.

childcare

Children's Centres are open Monday to Friday and offer day care for children of enrolled students. There is a high demand and there may be a waiting list. Currently they are located on the following campuses

Albury	N Block	02 6058 2853
Narrandera	A Block	02 6959 5417
Wagga Wagga	Gumnut Cottage	02 6938 1415

SUPPORT SERVICES



counselling

A free counselling service is available for all students. You can receive career guidance, financial advice, Austudy/Youth Allowance help, enrolment assistance, advice on using overseas qualifications, personal and educational support.

If required, interpreters can be arranged. Day and evening counselling hours are determined by campus need. For an appointment either phone 1300 TAFE RI (1300 823 374) or visit your local campus.

education pathways

Our Education Pathways Department offers a wide range of courses that focus on Foundation Skills development for learners to prepare you for further study and employment options. These include the Tertiary Preparation Certificate (TPC) which is a Yr 12 equivalent. We can help you with reading, writing, maths and computer literacy skills. Tutorial support is available even if you are enrolled in a course in another area.

Teachers work with you to develop a program to suit specific needs. Contact your local campus Education Pathways Department to discuss your requirements.

Justice of the Peace

If you need a Justice of the Peace please enquire at the Administration Office. There is usually a Justice of the Peace amongst staff members at each campus.

learner support

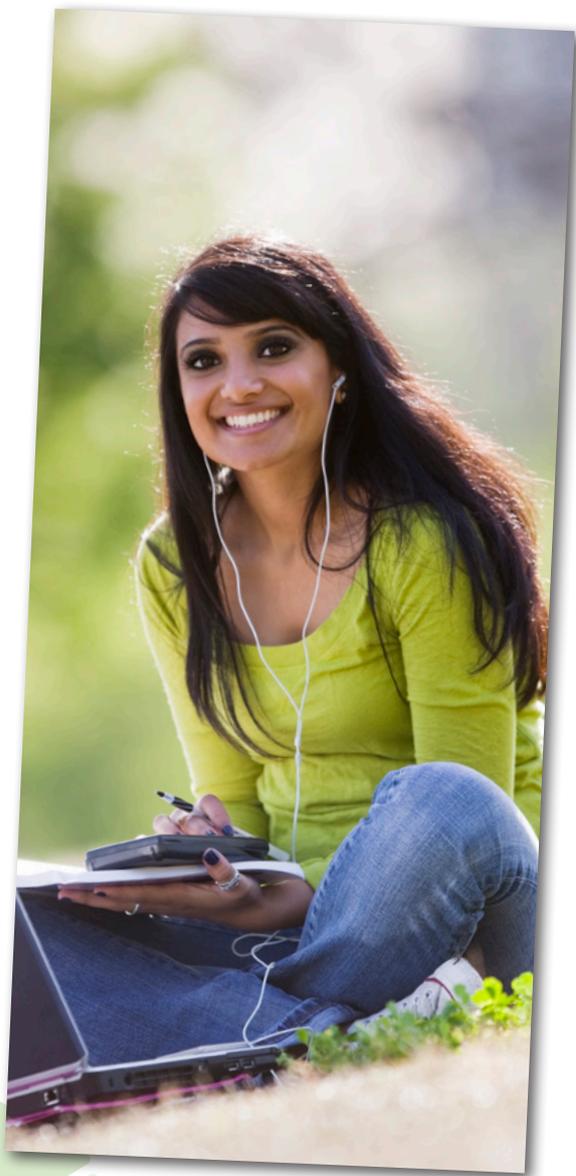
Learner support may be available for students enrolled in TAFE NSW courses. We can assist you with reading, writing and maths in your course. It is best to discuss your needs with your teacher first. They can then refer you to someone who can help.

library

Library staff will help you find and use information resources for all courses which are offered at your campus. Your TAFEcard is also your library card so bring it with you to access a wide range of library services. In addition to your textbooks the library has a large collection of books, magazines, videos and other related materials. These may all be borrowed to support your studies. Visit your campus library or access information and services at www.rit.tafensw.edu.au/library

Check with your Campus Administration Office for library locations and opening hours.

SUPPORT SERVICES



multicultural programs

We offer many programs and services to help people from non-English speaking backgrounds. Short courses, for example, English for Speakers of Other Languages (ESOL) are provided to assist people from non-English speaking backgrounds to improve their English language skills and help gain entry to work or further study.

open learning centre

This centre is available to help you with your TAFE work. You can book in for help with assignments, or for classes to improve your English, maths and study skills. Individual programs are designed to meet your needs. You can enrol at any time. The centre provides a comfortable place to work, and computers and printers are available for student use.

Campus	Building
Albury	B Block
Cootamundra	B Block
Deniliquin	E Block
Narrandera	A Block
Tumut	D Block
Wagga Wagga	K Block

photocopying

Photocopiers are available for student use at most campuses. Enquire at the library or at the Administration Office. Please remember that the usual legal copyright restrictions apply on photocopying. Staff are able to provide you with details concerning your obligations.

Students are required to have credit on their TAFEcard in order to use these facilities, which can be purchased at your Administration Office.

SUPPORT SERVICES



support services

Aboriginal programs

Support is available from TAFE NSW for Aboriginal or Torres Strait Islander people seeking vocational education and training. Specially designed courses are offered to assist in the development of skills necessary for researching and finding employment as well as for personal development and growth. Support and assistance is available to Aboriginal and Torres Strait Islander students enrolled in other TAFE NSW courses.

For more information

Sonia Shea
Manager, Aboriginal Education and Training 1300 8233 74

Aboriginal Student Support Officers (ASSO) 1300 8233 74

Aboriginal Workforce and Community
Development Managers 1300 8233 74

Disability support

Support staff are employed to assist students with disabilities who enrol in TAFE NSW courses, irrespective of campus. Special services may include exemption from the TAFE NSW fee, tutorial support, interpreters, notetakers, provision of special equipment, exam concessions, modification to course structures, etc.

For more information

Disability Teachers and Consultants 1300 8233 74

Workforce and community development

Riverina Institute Workforce and Community Development Managers engage with communities, industry and government and non-government agencies to identify skills demand and workforce and community development needs and promote the full range of Riverina Institute courses and services.

Working across the Riverina region, Workforce and Community Development Managers identify the needs of communities who are disadvantaged in their access to education and related vocational opportunity, and develop innovative solutions to support these needs.

Working closely with the Institute's delivery experts, Workforce and Community Development Managers support the development of innovative and flexible vocational education and training programs to meet the needs of our regional industries and communities.

For more information

Workforce and Community Development Managers 1300 8233 74

SUPPORT SERVICES

study help

If you are having difficulty keeping up with your course, or have problems with study it is best to talk to your teacher first. They can refer you to someone who can help through tutorial assistance.

In addition, the Counsellors, Individual Learning Centre / Open Learning Centre, General Education Department or Multicultural Education Services may also be able to help.

training restaurants

The 'On Course' and 'Rivers' restaurants are training restaurants for Commercial Cookery and Hospitality students at Wagga Wagga and Albury Campuses. They offer a range of dining options at various times throughout the year for very reasonable prices. Both restaurants are fully licensed, with a great range of local wines and beer and offer fresh and innovative food utilising regional produce.

For more information

On Course Restaurant
Wagga Wagga Campus 02 6938 1242

Rivers Restaurant
Albury Campus 02 6058 2826

training salons

Hairdressing and beauty salons are located at Griffith, Albury and Wagga Wagga Campuses. Operating as training facilities, these centres allow students to gain first-hand practical experience with real clients. Students are fully supervised by qualified teaching staff. Prices are very reasonable and service is excellent.

For more information

Albury Campus 02 6058 2938

Griffith Campus 02 6962 0430

Wagga Wagga Campus 02 6938 1329

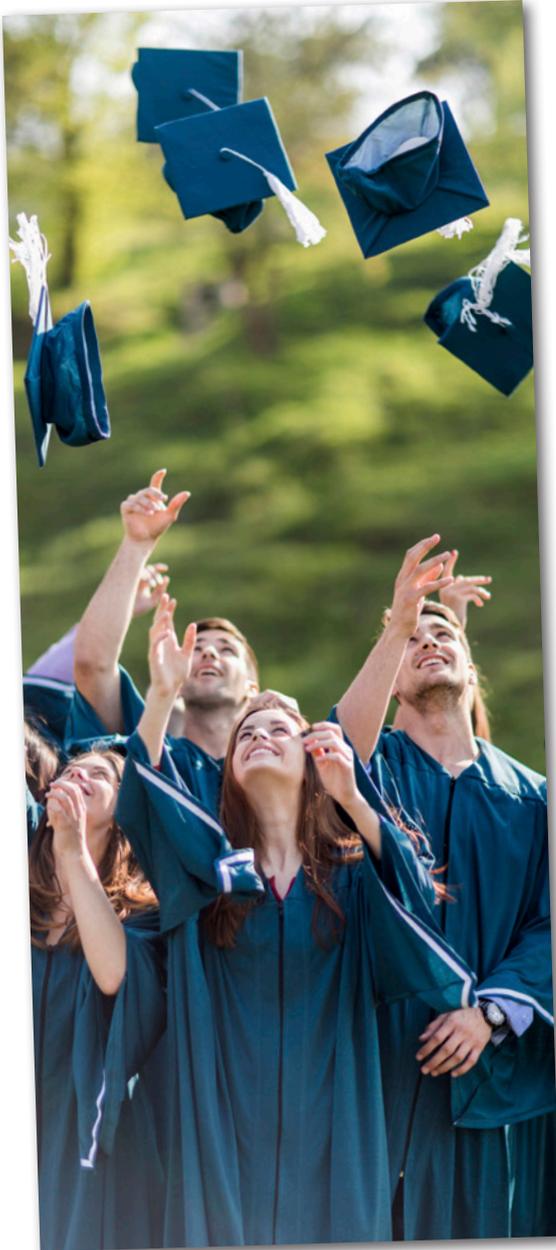
travel concessions

You may be able to receive rail, bus or private car travel concessions under certain conditions. If you are a full time student, unemployed, meet age requirements and live more than 3.2km from campus you may be eligible. When enquiring about travel please bring your enrolment form and TAFEcard with you. Under the Vocational Training Assistance Scheme (VTAS) travel and accommodation assistance may be available to new apprentices who travel more than 120 kms round trip to attend day or block release with an RTO.

For more information contact State Training Regional Offices on 13 28 11 or your Australian Apprenticeship Centre.



MANAGING YOUR STUDIES



assessment guide and appeals

At the first class of each subject/unit, your teacher will give you an outline of the course, the assessment scheme and any special requirements that apply (Student Assessment Guide for the course and units you are studying and Every Student's Guide to Assessment in TAFE NSW). This information will also be available on the Learner Portal.

You must submit work required for assessment events such as projects and attend class tests on required dates.

If for any reason you are unable to attempt an assessment task you should let your teacher know in advance of the due date. You may negotiate an extension of time otherwise a penalty is applied. If it is due to illness you must advise your teacher as soon as possible, preferably prior to the scheduled time of the given assessment task.

Grievance and appeal mechanisms are in place if required.

awards and graduations

Prizes and Awards for most courses are presented at the Annual Graduation held by each campus. Additional presentation evenings may also be held throughout the year for those students who finish their course mid year.

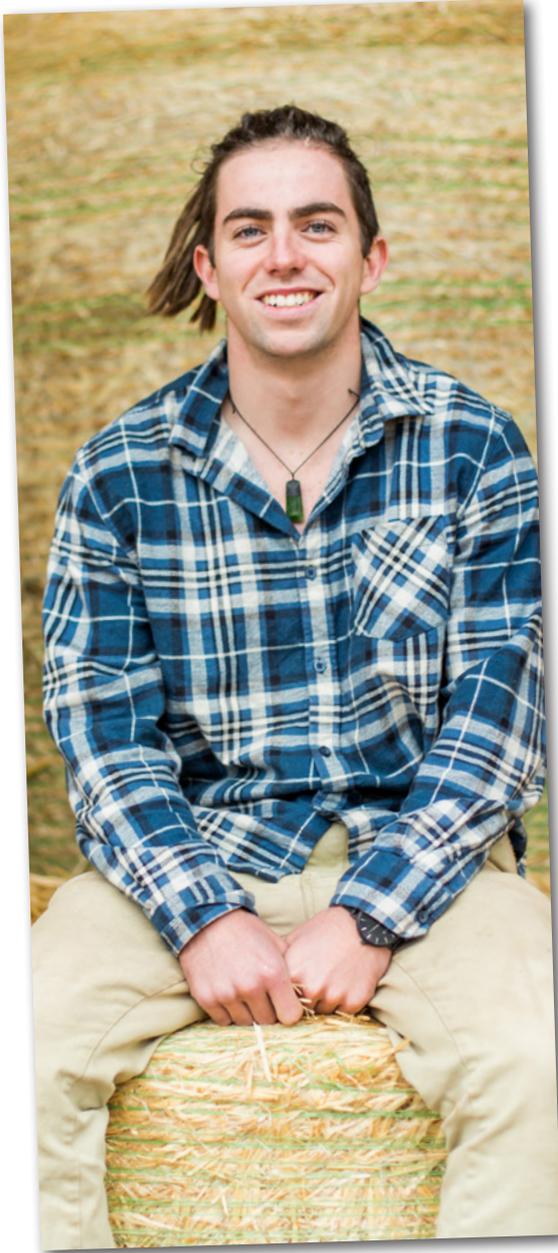
Special awards at state and campus level are also given for both academic and individual achievement. In addition, outstanding and exceptional students are recognised for excellence at the Annual Institute Awards.

calendar

Some important dates for 2017 to remember are

Term 1	30 January
Autumn student vacation	10 April
Term 2	24 April
Winter student vacation	19 June
Term 3	17 July
Spring student vacation	25 September
Term 4	9 October
Mid-summer student vacation	4 December

MANAGING YOUR STUDIES



subsidised training

Any training that is referred to as “subsidised training” is subsidised by the NSW Government, and as a result your fee is determined through Training Services NSW formal eligibility criteria. Under Smart and Skilled you are charged one fee for the whole qualification, rather than an annual fee. This means you’ll know the total cost of your course before you start.

Students who meet additional specified criteria, may be eligible for a concession fee or a fee exemption. In claiming the concession or exemption students will be required to supply the required evidence to support the claim in accord with the requirements of Smart and Skilled eligibility.

If you are enrolled in a NSW government subsidised course your enrolment fee only covers the first attempt of each unit of competency. A separate fee will be charged for any additional attempt to successfully complete a unit of competency:

- If you need to repeat a whole unit of competency where you need to attend training a fee calculation is determined at the Customer Service Office.
- If you only need to resit assessment/s for a unit of competency there is a fee of \$120 for each unit of competency.

Students who are eligible for Recognition of Prior Learning (RPL) and/or credit transfer from previous study will have their fee adjusted to reflect this. The amended fee will be confirmed by Training Services NSW and will be reflected in the adjusted Student Fee Statement.

Payment Plans are available through TAFE NSW Riverina Institute for Smart and Skilled eligible qualifications. To activate your eligibility you must pay the student fee component PRIOR to commencement of learning activity. Please contact your nearest Riverina Institute campus or call 1300 TAFE RI (1300 8233 74) and let our friendly staff help you enrol in the right qualification, work out your fees and what you’re eligible for and we can get started! For more info visit www.smartandskilled.nsw.gov.au

MANAGING YOUR STUDIES



cashier and cash

TAFE NSW campuses do not accept cash payments. Accepted methods of payment are EFTPOS, credit cards (VISA, Mastercard) or personal or bank cheque or money order made payable to TAFE NSW.

The cashier is located in the Administration Block of each campus and is usually open from 8.30am – 4.30pm throughout the year.

course information

The Campus Administration Office can provide you with course information including content and vocational outcomes, or you can visit www.rit.tafensw.edu.au

enrolments

Before you enrol in a course you should ensure that

- you have made the necessary general enquiries to ensure the course meets your needs
- you meet the entry requirements of the course
- you attend any information session/interview that may be required for that course.

Full time enrolment in TAFE NSW courses requires students to be 17 years of age or over, or have completed year 10. TAFE NSW has moved to an online enrolment system. All course offerings are available on the internet at both Riverina www.rit.tafensw.edu.au and TAFE NSW www.tafensw.edu.au

examinations

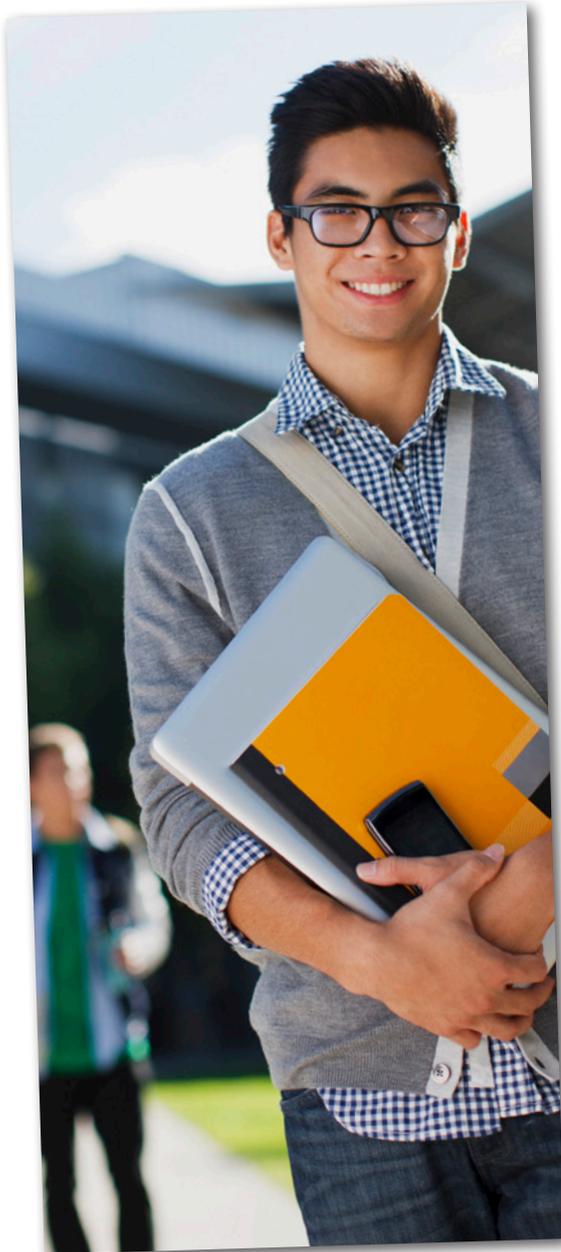
At the beginning of each semester your teachers will let you know the assessment method, due date and which subjects and/or units have a final examination. Final examinations are held outside normal class time and assessment for each examinable subject is scheduled at the same time and date throughout NSW. They are normally held over a two to three week period in June and November.

It is each student's responsibility to be present at exams on the dates and times shown on the timetable. If for reasons beyond your control you cannot attend an examination you must advise your teacher as soon as possible. You must present your TAFEcard for identification purposes at all examinations.

examination notices

Approximately eight weeks before the examination period, you will find dates and times of exams displayed on notice boards in each campus. Please check regularly in case of changes to these times.

MANAGING YOUR STUDIES



It is your responsibility to note the day and time of your own examinations. Timetables are available from March for the June exams, and from August for November exams.

The location of examinations is displayed at the campus on the day of the scheduled examination. Make sure you allow enough time to ascertain and reach the location of your exam.

examination modification

At TAFE NSW Riverina Institute we make every endeavour to ensure that all students are fairly and equally assessed. If you feel you are at a disadvantage contact a Consultant for Students with Disabilities, a counsellor, head teacher or teacher.

In some circumstances it may be possible to modify an exam or assessment or alter the conditions under which you attempt the examination so that you are more fairly assessed.

examination results

Result notices are posted to your home address approximately four weeks after the examination period. It is important your current address is registered correctly with the Campus Administration Office before the examination period.

repeat assessment for unit of competency (knowledge resit)

Students who have not achieved the appropriate mark or competency may request one (1) re-sit attempt for that assessment which is included in the fees charged to the learner on enrolment.

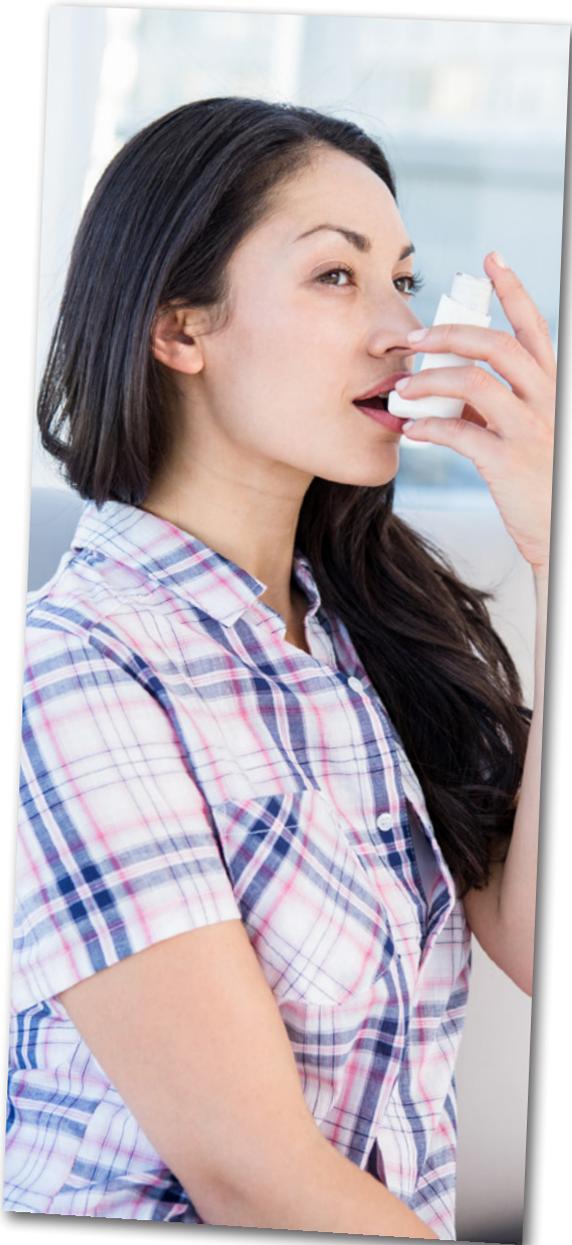
The student must make the request using the re-sit assessment form. This form requires the approval of the teacher, the employer (if applicable) and the head of department. If a student, on the completion of the re-sit, does not achieve the required level of competency, the student may be required to do the entire unit of competency again, or at the discretion of the teacher resit again at a cost to the student. Knowledge Resit fee is \$120.00. This does not the cost of any materials that may be required to re-sit the assessment.

repeat enrolment for unit of competency (skills resit)

A learner may request a repeat enrolment in a unit of competency for the following reasons:

- Repeat enrolment for successfully completed unit of competency
- Repeat enrolment for 'not yet competent' unit of competency
- Repeat enrolment for withdrawn unit of competency
- Repeat enrolment for 'non participation' unit of competency

MANAGING YOUR STUDIES



Students who do not achieve the level required in the skills assessment from a Unit of Competency (UoC) may be given the opportunity to achieve the level in another class, this must be arranged with the teacher and head of department. If the time required for this exceeds the nominal duration of a UoC then the student will be required to pay fees for the extra tuition of the UoC, the fees will be calculated on a case by case basis. Fees are calculated using the part qualifications fee calculator based on the UoC requiring repeat enrolment.

flexible learning

TAFE NSW offers a flexible approach to learning. Some courses and units can be delivered and assessed to suit client needs. This may include on and off campus, distance, and online delivery.

illness

It is important to make your teachers aware if you suffer from any ongoing illness which may require sudden assistance and decision making, for example, epilepsy or diabetes. This information will be kept in confidence.

insurance

If you are injured while on a prescribed work experience program, TAFE NSW carries insurance which may cover your loss or injury. This cover is similar to worker's compensation. It covers students for out of pocket medical costs up to a designated amount. Some cover is available for situations where you have inadvertently caused the damage.

If you are injured at other times, or in other ways, then the insurance cover held by TAFE NSW only extends to situations where TAFE NSW is liable for your loss or injury. This liability is usually only established by a court of law. You may wish to consider taking out further insurance cover.

recognition or exemption

TAFE NSW recognises the skills and knowledge that you have gained through previous studies, work and life experiences. When you start your course we can take these skills into account. We call this recognition.

If you are successful in gaining recognition it means that you qualify for exemption; that is, you do not have to do all the subjects/units in your course. You should attend classes until your recognition is approved.

For more information please see your teacher or the course information officer at your campus.

MANAGING YOUR STUDIES



refunds

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 by the campus or Institute.
- You have paid the full Smart & Skilled Student Fee but now receive Youth Allowance or Austudy. NB This benefit must be received within two weeks of the date of enrolment or the date of first attendance at class or participation in training 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 or participation in training, that you are withdrawing from the course.
- if you withdraw after starting classes, your refund will be pro rata based on UoC commenced.
- Students who are members of the Defence Reserves. The Withdrawal/Refund process is outlined in the Student Reservist Support Policy - TAFE NSW.

If you're requesting a refund for a commercial or fee-for-service course, please contact the campus.

student online services

<http://student.det.nsw.edu.au>

As part of your enrolment with TAFE NSW Riverina Institute you will be provided with access to the Learner Portal, an online self-service site that helps you manage your studies.

All students have individualised accounts providing you access to

- your learner email account
- view, add and change your personal details and view a record of your prior studies
- view your learning plan, assessments and access online learning resources
- view your results and contact teachers via email
- pay your fees and charges online, view outstanding and previous payments and print a fee statement
- view your timetable
- generate reports relating to your fee statement or assessment results
- library catalogue search
- other links to useful websites

MANAGING YOUR STUDIES

In using TAFE NSW Online Services students must abide by the TAFE NSW Computer User's Code of Conduct and the Internet and Email Services Acceptable Usage Policy.

Access to the Learner Portal is through a personal DEC username and password. Newly enrolled students would have received their username and password at registration either on screen or through your personal email account. For re-enrolling students, your DEC username and password would be on your offer letter.

TAFECard

TAFECard is your personal ID as well as your library card. A current TAFECard allows you to borrow from all of the libraries in the TAFE NSW network. You will need to have your TAFECard with you to use the resources.

It is important to keep your TAFECard as it is a permanent ID card which will be re-activated whenever you wish to take up study with TAFE again.

It is essential to have your TAFECard with you at all times at TAFE NSW. The card must be brought to all examinations for identification purposes.

TAFECard offers exclusive benefits to students. It is a student identification card. It displays your photograph, your name and your student number. Your Student Association sticker (if you are a member) will also be placed on your TAFECard. It facilitates

- registration on the TAFE NSW library network
- identification of eligible student travel concessions
- student identification on campus and in final exams
- payment for miscellaneous items at the cashiers office
- Access to photocopiers

where you obtain TAFECard

Your enrolment is not complete unless you have your TAFECard photograph taken. Check with your campus at enrolment time for more details. If you are enrolling on behalf of someone else, find out from the enrolling officer how the student can arrange for issue of their TAFECard.

Use of your TAFECard is subject to terms and conditions of the applications represented on the card. Don't let anyone else use your TAFECard. Report lost, stolen or damaged TAFECards immediately to campus administration. There may be a replacement fee for lost or stolen cards.



MANAGING YOUR STUDIES



fees and charges

For a full explanation of TAFE NSW fees, course related charges, and exemptions, ask at your local campus or visit www.rit.tafensw.edu.au/fees

Student Fees	<p>Students may pay a different fee based on qualification and personal circumstances</p> <p>Contact our Customer Service Officers to calculate individual eligibility and fees</p> <p>Are set for the whole qualification not as annual fees as at present</p> <p>Are lower for lower level qualifications</p> <p>Vary by industry, recognising that not all costs are the same</p> <p>Are lower for students doing their first post school qualification</p> <p>Are the same for the equivalent qualification regardless of the training provider chosen</p> <p>May be able to be paid in instalments over the duration of their study</p> <p>Exemptions and concessions apply to certain categories of students</p>
Apprenticeship Fees	The cap is \$2,000 per qualification
Traineeship Fees	The cap is \$1,000 per qualification
VET Student Loans	VET Student Loans is available to assist eligible students studying diploma level and above to pay their tuition fees.

Please note Fees for commercial courses, international learners and temporary visa holders may differ. All Graduate Certificate and Graduate Diploma qualifications are offered on a commercial basis.

Other course and enrolment-related charges may apply.

smart and skilled training

To be eligible to access government subsidised training in TAFE NSW you must be:

- 15 years old or over
- no longer at school
- living or working in NSW
- an Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen

Your eligibility for a government-subsidised Smart and Skilled course depends on your previous qualifications:

- From 2016, Learners with a Certificate IV or higher qualification will be able to access subsidised Smart and Skilled training up to Certificate III level. This means that even if you have a higher level qualification you may still be eligible to re-train to enter (or re-enter) the workforce.

MANAGING YOUR STUDIES



- You can also enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses. Having completed a Certificate IV or higher-level qualification does not affect eligibility.

Your eligibility is not affected if you have completed a vocational education and training (VET) course, including a school-based apprenticeship or traineeship, as part of your high school education.

There are also some exceptions to the eligibility conditions described above, such as for Aboriginal people who live in specific, defined areas outside the NSW border.

For more information about Smart and Skilled visit www.smartandskilled.nsw.gov.au

Riverina Institute materials charge

Some courses also incur materials charges. These charges contribute to the materials, resources, equipment and services that will be directly used by you in your studies. Riverina Institute's material charges vary according to the faculty and the level of study.

Please check with the campus if you are unsure what charge applies to the course you want to enrol in. If you are unable to pay or unwilling to pay you will not be disadvantaged but you may be asked to contribute materials during your course of study.

additional costs

In addition to the above TAFE NSW course fee and course related charge there may be other miscellaneous expenses that students may need to pay during the course.

exemptions

To be eligible for an exemption from the Smart and Skilled / government subsidised Student Fee you must meet one of the eligibility criteria listed below (and must also meet Smart and Skilled eligibility requirements). You must be receiving the relevant entitlement at the time of enrolment in training.

- Aboriginal and/or Torres Strait Islander
- Person with a disability, requiring training support needs, and a client of a Teacher/Consultant for Students with Disabilities or specialist professional
- Currently receiving a Disability Support Pension
- Dependent child, spouse or partner of a recipient of the Disability Support Pension

Other courses may be identified as exempt from the Student Fee.

No exemptions are available for Commercially funded training programs.

MANAGING YOUR STUDIES



TAFE NSW concession fee

To be eligible for a concession from the Smart and Skilled / government subsidised Student Fee you must be receiving one of the following benefits listed below (and must also meet Smart and Skilled eligibility requirements). You must be receiving the relevant entitlement at the time of enrolment in training.

Age Pension, Austudy (including Veterans' Children Education Scheme), Carer Payment, Disability Support Pension (second or subsequent course enrolment per year, first enrolment is exempt), Exceptional Circumstances Relief Payment, Family Tax Benefit Part A (maximum rate), Farm Help Income Support, Mature Age Allowance, Newstart Allowance, Parenting Payment (Single), Sickness Allowance, Special Benefit, Veterans Affairs Payments, Widow Allowance, Widow Pension (including Widow 'B' Pension), Wife Pension, Youth Allowance.

There may be a concession fee for some Smart & Skilled qualifications.

VET Student Loans

The VET Student Loan program allows **eligible students** to repay their tuition loan fees for approved diplomas or advanced diplomas.

You can either:

- repay all your tuition loan fees (up to the loan cap limit) when your income reaches the repayment threshold
- pay some of your tuition loan fees upfront and repay the balance when your income reaches the repayment threshold.

Your loan is repaid through the Australian tax system. When you reach the minimum income threshold for repayment. There is a loan fee of 20% for full fee-paying students.

There is no loan fee for eligible students in some NSW Government subsidised (Smart and Skilled) training places.

For more information regarding VET Student Loans please visit www.tafensw.edu.au/vet-student-loans

CHECKLIST

	YES	NO see teacher / administrator
If I have a disability I have spoken with my teacher or Disabilities Consultant		
I know my DEC username and password that I received when I enrolled		
I understand when I am to start classes and where I need to go		
I understand the course/unit assessment information and understand what I need to do to complete my study		
I have a copy of my Student Assessment Guide – Qualification and have signed to acknowledge receipt		
I have a copy of my Student Assessment Guide – Units of Competency and have signed to acknowledge receipt		
I know how to access sPortal to view my results, change personal details and use my DEC email		
I know when and how I will be assessed and how my results will be reported		
I know what to do if I have been unable to attend a lesson or assessment event due to illness or other reasons		
I know what to do if I believe I have prior skills and knowledge that may count towards completing my course		