



**South  
Regional**

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**STUDENT  
HANDBOOK**



RTO Code 52790

**[southregionaltafe.wa.edu.au](http://southregionaltafe.wa.edu.au)**

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## South Regional TAFE Student Handbook

February 2021 v2

### About South Regional TAFE

Congratulations on choosing South Regional TAFE as your training provider. The college is committed to serving you and our communities by providing a wide range of nationally recognised courses.

We appreciate that your decision to study with us is a very important investment in your future. Our staff is committed to working with you to provide skills and knowledge required to achieve your goals and are here to assist you throughout your time with us.

Please take the time to familiarise yourself with the contents of this handbook.

### Important dates

February 1	Start of Semester 1
April 1	End of Term 1
April 19	Start of Term 2
July 2	End of Semester 1
July 19	Start of Semester 2
September 24	End of Term 3
October 11	Start of Term 4
December 10	End of Semester 2

### Campuses

South Regional TAFE has 12 campuses located throughout the Great Southern and South West regions.

A list of the campuses and links to their individual pages with locations, contact details, and facility and services information can be found at

[www.southregionaltafe.wa.edu.au/campuses](http://www.southregionaltafe.wa.edu.au/campuses)

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## WHAT TO EXPECT AT TAFE

### Adult learning environment

South Regional TAFE is a Vocational Education and Training organisation and is different from school. Our students range from mid-teens to retirees and our aim is to prepare students for the workforce. TAFE is an adult learning environment and you are expected to take responsibility for your own learning and act in a mature manner.

### Attending Class

If you cannot attend classes, we expect you to notify your lecturer. This approach promotes good relations and protects your interests.

A Medical Certificate should be provided if you are unwell for a required assessment. We recommend you discuss with your lecturer about rescheduling an alternative date for the assessment.

Attendance is recorded in every class. If you are under the age of 18 and you are absent from a scheduled class, your parent/guardian will be notified.

### Dress Code

As you are studying for employment your clothing and footwear should be appropriate to the workplace. Lecturers will inform you on your specific requirements which may include: uniforms, personal protective clothing, footwear, securing of hair, and name badges.

### For Under 18s

For students under the age of 18 the South Regional TAFE has an extra duty of care which we explain in our *Duty of Care Policy for Minors* policy. This duty of care will be explained with you and your parent or guardian at the time of enrolment.

Key points to remember are:

- your absence will be reported to your parent or guardian.
  - if you are an apprentice, your absence will be reported to your employer.
  - a lecturer must obtain permission from your parent or guardian for you to participate in any off campus excursions.
  - if sickness develops during the day you may ask your lecturer to leave class early to go home in which case the South Regional TAFE will provide a quiet waiting area while we contact your parent or guardian to collect you from the campus.
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**Work placement and work practice**

Some courses may require work placement or work practice in industry. Before placement you may need to meet certain industry conditions, for example obtaining a police clearance, first aid certificate, etc.

In work placements, you are expected to act professionally and meet the normal behavioural standards of the industry (dress code, work hours, medical certificate if absent from work, etc) and must keep an approved logbook to satisfy the competency standards of work placement.

**Insurance**

Students, parents and guardians should be aware that the TAFE insurance does not cover students, whether participating in classes or otherwise, for personal accidents through misadventure nor loss or damage of personal belongings, except in certain circumstances.

**Student Code of Conduct**

All students and staff have a right to expect a safe and harmonious learning environment while attending South Regional TAFE.

The Student Code of Conduct helps ensure an atmosphere of mutual understanding, respect and professionalism in a supportive learning environment.

The Code of Conduct can be found on our Forms and Policies webpage

[www.southregionaltafe.wa.edu.au/currentstudents/forms](http://www.southregionaltafe.wa.edu.au/currentstudents/forms)

The South Regional TAFE By-Laws also cover student conduct and discipline and can be found on the same webpage.

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## STUDENT SUPPORT

Student Services staff offer assistance or advice on how to overcome a range of issues which may affect your personal or professional goals while studying with us. The helpful and supportive team are simply a phone call or office visit away.

During your training you may feel like giving up on your course and just 'dropping out'.

There are all sorts of reasons for feeling this way, such as:

- the course is not right for me;
- the level is too hard; the workload is too great;
- I have money problems; or
- I have personal problems which are affecting my study.

Before you decide to leave your course, please have a chat with your lecturer or Student Services staff. There may be ways to get around or reduce your problem such as:

- transferring to another course;
- reducing your workload;
- managing your time better;
- putting you in touch with expert counselling and support services.

Our staff are very experienced at dealing with these issues and suggesting alternate strategies and they would love to help.

### Contact Student Services

Student Support is coordinated from our two main campuses. Their contact details are

Albany            6371 3722 or email [studentsupport@srtafe.wa.edu.au](mailto:studentsupport@srtafe.wa.edu.au)

Bunbury        6371 3245 or 0417 937 894 or email [studentservices@srtafe.wa.edu.au](mailto:studentservices@srtafe.wa.edu.au)

### Scholarships

Scholarships for studies are offered in January and May. The scholarships may offer credit towards the cost of enrolment fees, books and other course requirements.

A list of current scholarships being offered can be found on the Scholarships webpage

[www.southregionaltafe.wa.edu.au/currentstudents/scholarships](http://www.southregionaltafe.wa.edu.au/currentstudents/scholarships)

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### **Aboriginal Student Support**

Aboriginal Program coordinators and staff are available to provide support and guidance about vocational education and training to Aboriginal students.

For Albany Aboriginal Programs information or assistance phone 9892 8779 or visit [www.southregionaltafe.wa.edu.au/content/aboriginal-programs-albany-campus](http://www.southregionaltafe.wa.edu.au/content/aboriginal-programs-albany-campus)

For Bunbury Aboriginal Programs information or assistance phone 9780 7216 or 9780 7275 or visit [www.southregionaltafe.wa.edu.au/content/aboriginal-support-bunbury-campus](http://www.southregionaltafe.wa.edu.au/content/aboriginal-support-bunbury-campus)

### **International Student Support**

Student Services team assist international students from pre-enrolment to graduation to ensure your learning experience is rewarding and enjoyable.

We are here to help you with:

- support and assistance
- course progress and attendance requirements
- visa conditions
- study area liaison
- change of personal details
- orientation information

For more information visit

[www.southregionaltafe.wa.edu.au/currentstudents/internationalstudentsupport](http://www.southregionaltafe.wa.edu.au/currentstudents/internationalstudentsupport)

### **Disability, medical and mental health conditions**

If you have a disability, medical or mental health condition that may affect your studies, a range of services is available to assist you access and participate in your training.

Services include:

- Alternative formats for texts and other learning materials
  - Alternative assessments and adjustments such as extra time, note-taker support or oral assessment
  - Individual study support such as note-taker, tutor, in-class assistant
  - Access to facilities and parking
  - Specialised and ergonomic equipment including height-adjustable tables
  - Adaptive technology and software
  - Ongoing support
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If you need assistance, contact your lecturer, Disability Officer or Student Services staff.  
All enquiries are confidential.

Albany, Denmark, Esperance, Katanning, Mt Barker campuses contact our Disability Officer 6371 3741.

Bunbury, Busselton, Collie, Harvey, Manjimup, Margaret River, Narrogin campuses contact Student Services 0417 937 894.

[www.southregionaltafe.wa.edu.au/currentstudents/studentsservices](http://www.southregionaltafe.wa.edu.au/currentstudents/studentsservices)

### **Temporary parking permits**

These permits are available for students who have a medical condition or disability, temporary or permanent that causes mobility difficulties. For more information, contact the Disability Officer or Student Services.

### **Personal Emergency Evacuation Plan**

Students who require emergency evacuation assistance or an alternative evacuation plan should contact their lecturer to develop a Personal Emergency Evacuation Plan.

### **Health Support Plan**

Students who have a medical or mental health condition that may require an emergency response/care should contact the Disability Officer or Student Services to develop a Health Support Plan.

### **Counselling service**

A free student counselling service is available to enrolled students across all 12 campuses who are experiencing any difficulties that may affect their training.

A counsellor will meet with students in person or on the phone, and can also make referrals to community and health support groups and organisations.

There are two counsellors, who are each based in Albany and Bunbury.

The service operates between 8:30am to 3:30pm on Tuesday, Wednesday & Thursday each week that classes are scheduled.

### How students make an appointment

Albany: Phone 9892 7596, email [counselling.albany@srtafe.wa.edu.au](mailto:counselling.albany@srtafe.wa.edu.au), or visit the counsellor's office in D18.

Bunbury: Call 9780 7112, email [counselling.bunbury@srtafe.wa.edu.au](mailto:counselling.bunbury@srtafe.wa.edu.au), or visit the counsellor's office in the library.

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### **Equal opportunities**

The college is committed to the principles of equal opportunity and seeks to eliminate all forms of discrimination by ensuring students are treated with fairness, respect and dignity. Staff are governed by the Student Access and Equity Policy and the Staff Code of Conduct. The Equal Opportunity Act makes it unlawful to discriminate in the following areas: sex, marital status, pregnancy, breastfeeding, race, religious conviction, political conviction, impairment, family status, family responsibility, age, sexual orientation, gender history and spent convictions.

If you have a grievance related to equal opportunity or harassment of any nature contact Student Support for referral to a contact officer. Regional students should contact their campus managers.

### **Suggestions, problems and complaints**

South Regional TAFE welcomes feedback and encourages suggestions and complaints. If you have a problem, complaint or suggestion that you feel we should know about, please tell any staff member or speak to a member of the Student Services team.

You can lodge feedback directly:

- by submitting your comments via a form on our website
  - ask for a hardcopy form at administration areas, Student Services or your lecturer
- Privacy and confidentiality is assured. We only ask for you to provide your contact details on the form to enable us to tell you how we were able to respond to your feedback.

If you would like help to make a complaint or provide feedback, please contact Student Services staff via the contact details on page 6 of this handbook.

For more information visit [www.southregionaltafe.wa.edu.au/complaints](http://www.southregionaltafe.wa.edu.au/complaints)

### **Computer use and student applications**

For all information about how to access student applications, portals, resources and account information please visit [www.southregionaltafe.wa.edu.au/student-portal](http://www.southregionaltafe.wa.edu.au/student-portal)

### **Learning Resource Centre**

You can access help with research and study resources from a broad range of databases, equipment and current technologies at our Learning Resource Centres at the Albany and Bunbury campuses.

Professional library staff can help with research and support with your studies. The bookshops in the Albany and Bunbury libraries stock essential stationery and course textbooks.

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### **Change of Student details or Enrolment**

If you change your name, your contact details, or guardianship arrangements, a *Student Details Amendment to contact details* form should be used to advise the college.

### **Certification and Academic records**

Once you have successfully completed your course, the college will issue you with the relevant certification documentation in accordance with national standards.

This may include:

- Certificate – issued to learners who have met all the requirements of a VET qualification.
- Record of Results – must be issued with a certificate.
- Statement of Attainment – issued to certify completion of one or more units from a VET qualification or accredited short course (partial completion of a qualification).
- Academic Record – issued as notification of results.

Students are able to enquire about their academic records at any time during normal office hours. You will need to identify yourself before any information is released. If you wish another person to have access to your records you need to sign an *Application for Release of Certificate to a Third credit Party* form. If you have any enquiries regarding access to your records, see administration staff at your campus.

### **Withdrawals and Refunds**

If you want to withdraw from any unit of competency or the entire qualification please advise your lecturer, student services or administration. To withdraw from any unit or entire qualification you need to complete an Application for Withdrawal form. This form is also available from campus administration. You may be eligible for a full or partial refund in accordance with the Department of Training and Workforce Development VET Fees and Charges Policy 2019.

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

A full refund of fees can be made at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, and other circumstances caused by the RTO.

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Students who withdraw for reasons other than those outlined above and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

To be eligible for a partial refund, you must submit the withdrawal application at no less than 20% of the way through the period during which that unit is undertaken. South Regional TAFE can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required. If you are a student receiving Abstudy, Austudy or Youth Allowance for an approved course, you must immediately inform Centrelink when you withdraw from your course or reduce the number of hours of attendance.

### **Payment of Refunds**

All refunds will be paid via Electronic Funds Transfer (EFT) where the student bank details have been provided.

All other refunds shall be paid by college cheque.

### **Assessment and appeals**

When you start your studies, you will receive a Learning Plan from your lecturer that outlines the assessments you will need to complete, along with their due dates. These guidelines help you to demonstrate that you can complete assessments on time. You must complete all assessments successfully to achieve competence.

South Regional TAFE believes a student who seeks an appeal has the right to raise the appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

Students can appeal against their academic result on the grounds that the decision as to whether competence has been achieved and demonstrated was either made incorrectly or not made in accordance with the assessment plan.

South Regional TAFE will manage all appeals fairly, equitably and efficiently as possible. Confidentiality will be maintained throughout the process of the appeal procedure. South Regional TAFE seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

The college allows appeals against assessment in relation to incorrect:

- Resulting of units
- Skills recognition
- Exemptions and credit transfers.

Students are required to complete and lodge an Assessment Appeal Application form in the Customer Service Centre.

An appeal must be lodged within six months of the assessment notification. A non-refundable fee of \$25 per unit is charged.

Further information is available on our website

[www.southregionaltafe.wa.edu.au/currentstudents/forms](http://www.southregionaltafe.wa.edu.au/currentstudents/forms)

### **Late assessments**

Extensions to assessment deadlines for medical and disability reasons, or other exceptional circumstances, can be granted. Inform your lecturer of your situation before the assessment is due and provide a medical certificate, letter from an employer, or other documentation as supporting evidence.

### **Re-assessment**

Students who have been assessed as not competent in any unit may request re-assessment by lodging an Application for Re-marking form within four weeks of the date of assessment notification. The re-assessment fee is \$25 per unit, refundable if an assessment of competence is achieved.

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### **Awards, prizes and competitions**

As a student, you have the opportunity to be rewarded for your efforts. It is not only the students with best results recognised, hard work and commitment is often rewarded.

An annual Awards Ceremony is held in Term 1 to recognise the most outstanding students who have completed their studies the previous year. This event recognises students across all campuses and study areas.

### **TAFE to University**

A Diploma or Advanced Diploma will not only gain you entrance into many of Australia's universities, but you may also be eligible for substantial credit towards a Bachelor degree – saving yourself time and money.

You can also apply to many undergraduate university courses with a Cert IV qualification.

For all the details and information about study pathways, go to

[www.southregionaltafe.wa.edu.au/futurestudents/unipathways](http://www.southregionaltafe.wa.edu.au/futurestudents/unipathways)

### **Financial hardship fee waivers**

Students can apply for a waiver of all fees and charges on the grounds of severe financial hardship.

South Regional TAFE uses the criteria required by Department of Training and Workforce Development Fees and Charges Policy when assessing an application.

Fee waivers are not available for Fee-For-Service / Commercial courses or International students. Students who are under 18 and in State Care should speak directly to Student Services.

For further information, including full criteria and an application form, please contact Student Services.

Bunbury      0417 937 894 or [studentservices@srtafe.wa.edu.au](mailto:studentservices@srtafe.wa.edu.au)

Albany        6371 3772 or [studentsupport@srtafe.wa.edu.au](mailto:studentsupport@srtafe.wa.edu.au)

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**Safety and health**

We are committed to ensuring that staff, students and visitors are not exposed to anything in the work environment which may result in injury or harm to their health. Safety and health at work is both an individual and a shared responsibility of all and requires the co-operation and commitment of all staff and students.

Please do not ignore any potential health and safety issues if you see something that you think could harm you or others and you cannot eliminate the risk tell your lecturer, another staff member or inform Student Support. There is an Occupational Health and Safety Committee to deal with concerns relating to these matters.

**Skateboards, bicycles and roller blades**

For safety reasons skateboarding, cycling and rollerblading are prohibited activities within the boundaries of the campuses.

**First aid and medical conditions**

In case of injury you must report the nature of your injury to your lecturer or nearest staff member.

A number of staff hold current Senior First Aid Certificates and there are trained staff to deal with emergencies. First aid officers offer first aid only and do not provide any medications.

If you have a medical condition and need to take prescription drugs that could affect your safety, please notify your lecturer before commencing class. This will enable staff to provide appropriate and timely assistance and enable us to fulfil our duty of care responsibilities. All information provided will be treated confidentially.

**Injuries and losses**

If you are injured or suffer a loss (such as stolen property) while on a premises, South Regional TAFE has no liability, and you should claim against your own insurance for restitution. If you believe the college has been negligent or breached its duty of care towards you, a claim in writing may be made to us.

The claim will be referred to the college's insurer for assessment. As an apprentice, personal injury costs may be referred to your employer if on a worker's compensation claim, and if you are on a work experience placement or excursion, the college will pay for medical expenses after you have claimed what you can from your health insurance cover.

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### **Emergency and evacuation procedures**

In the case of fire, bomb threats, earthquakes, floods, gas leaks or chemical spills. expect one of the following types of signal:

A series of intermittent beeps followed by verbal instructions

A whooping tone – the evacuation signal – followed by verbal instructions

A continuous whooping tone – evacuate immediately – no verbal instructions.

If you have a disability or medical condition and want to develop a personal emergency evacuation plan, talk to your lecturer.

### **Evacuation procedure**

Staff will advise their students of the assembly point and the route to be taken to this area.

There are Fire Wardens in each building who will assist with evacuation.

You should remain in your class groups to assist the identification of all people on campus.

You must not re-enter a building until instructed to do so by the chief fire warden.

Your lecturer will be the last to leave the room and will follow your group to the evacuation area. Go to the nearest fire exit in an orderly fashion. Do not rush.

Follow any instructions issued by fire wardens and close any doors on the way out. Be prepared to assist people with a disability, people who are injured or the elderly. When outside, go to the nominated assembly area and remain until the all-clear signal is given.

Do not leave the campus grounds or move vehicles until the all-clear is given.

After evacuation you will be formed into a group, the roll checked and medical assistance given if necessary.

You must stay with your group until notified otherwise.

### **Medical emergency procedure**

In an emergency you should protect yourself from danger, ensure bystanders are not at risk and then look at assisting the casualty if you are suitably qualified to do so. **DO NOT MOVE THE CASUALTY** unless you are certain that there is no danger to them.

Notify a staff member immediately. We have first aid qualified staff to deal with an emergency.

### **Confidentiality statement**

Any information supplied to South Regional TAFE will be protected and only supplied to parties entitled to it under State or Federal legislation.

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### **Recognition of Prior Learning**

Students wishing to enroll with the South Regional TAFE have the opportunity to have any relevant past experiences recognised against training packages/accredited course requirements.

Recognition of Prior learning is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

For more information visit our website [www.southregionaltafe.wa.edu.au/futurestudents/rpl](http://www.southregionaltafe.wa.edu.au/futurestudents/rpl)

### **Credit Transfer**

Where a learner provides suitable evidence they have successfully completed a unit or module at any RTO, the college will provide exemption for that unit or module, providing that the unit is 'like for like' (deemed equivalent and current on Training.gov.au).

Exemption can also be granted for studies completed at any authorised issuing organisation, such as a university.

Suitable evidence includes:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation.
- Authenticated VET transcripts issued by the Registrar

The college will not issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO.

Students are not charged for credit transfers.

For more information visit our website [www.southregionaltafe.wa.edu.au](http://www.southregionaltafe.wa.edu.au).

### **Children on campus**

Students are not permitted to bring children on to campus ground or into classrooms - except under special circumstances and if prior permission has been obtained from the Director Training Services.

For Occupational Safety and Health reasons, children are not permitted to certain areas of the college under any circumstance. These areas include workshops, laboratories and kitchen areas (including canteen kitchens).

## Security

Provision of security measures to ensure the safety of students on most campus is in place. If you are concerned for your safety at any time please inform a staff member immediately.

On Albany, Denmark, Katanning and Mount Barker Campuses phone Facilities and Services on 9892 8711, or Southcoast Security on 0417 964 102.

On Bunbury campus from 5pm to 10pm call the Night Guard on 0418 931 308 for assistance or an escort to your vehicle.

After hours on Collie campus contact Education Security on 9264 4632 who will contact will contact the after-hours Security Firm in your area and send them to your assistance.

After hours on Harvey Campus call Night Guard Security 0418 906 909

## VET Student Loan Scheme

### What is the VET Student Loan Scheme?

VET Student Loans is a Government Loan Scheme for Diploma and above VET studies.

VET Student Loans is designed to be affordable, sustainable and student-centered and eligible students can access a loan for quality higher level VET qualifications.

A person's access to a VET Student Loan is approved by the Australian Government Department of Employment, Skills, Small and Family Business. You access the loan for your course, and the debt is then managed by the Australian Taxation Office.

### Are you eligible?

You may be eligible if you:

- Are an Australian Citizen, or
- A Permanent Resident, or
- Are a Permanent Humanitarian Visa Holder who will be in Australia for the duration of their studies, or
- Have a New Zealand Special Category Visa (SCV) Subclass 444 and meet and provide proof of the below requirements:

✓ *First entered Australia as a dependent child aged under 18 years of age;*

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- ✓ *Have been ordinarily resident in Australia for the previous 10 years (that is, have been physically present in Australia for at least eight out of the past 10 years) and 18 months out of the last two years at the time of application for the loan; and*
  - ✓ *Are otherwise eligible for the loan.*
- Have a Tax File Number
  - Are enrolling into an approved VET Student Loan Diploma or above course
  - Can provide proof of completion of Year 12 (WACE or State Equivalent) ; OR Completion of Cert IV or above qualification; OR displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.
  - Confirm your engagement and progression to continue to access the loan throughout your course, which must be completed three times during your study period.

Is there a set limit or charges?

Approved VET Student Loan Diploma courses are now set at select course caps. These caps are outlined in the Course Loan and Cap Determination which can be found on the Departments website.

There is no interest charged on VET Student Loan debts. Your VETSL debt is, however, indexed each year. It increases annually on 1 June to maintain its real value, adjusting in line with changes in the cost of living (as measured by the Consumer Price Index figure released each March).

Debts are not indexed until they are 11 months.

A loan fee is only charged for students that are fee-paying/fee-for-service (commercial) students. Any subsidised students do not pay a loan fee.

#### When are compulsory repayments started?

The threshold is adjusted each year and for the compulsory repayment threshold for the 2018-19 income year is \$51,957. Repayments made through the Australian taxation system are called 'compulsory repayments' and continue until you have repaid your whole debt.

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### Enrolment Process

You will be required to provide supporting evidence with your application for a VET Student Loan. You will then be given a passkey by your approved provider and a link to the online Departments eCAF application portal where you will be required to complete your application with the Department.

### Withdrawal Process

If you wish to withdraw from a unit, please notify your lecturer or appropriate administration staff of the units you wish to withdraw from. If you withdraw prior to your census day, you will not be liable for that debt.

If you withdraw after census day then you will be liable for that debt; unless you can supply proof of the 'circumstance out of your control' which has resulted in you withdrawing after the census day has passed, and there-fore have your debt remitted.

### Further Information

If you require more information on VET Student Loans please visit [www.studyassist.gov.au](http://www.studyassist.gov.au).

If you have further queries, please contact:

- Vet Student Loan team via email: [vetstudentloans@srtafe.wa.edu.au](mailto:vetstudentloans@srtafe.wa.edu.au)

### **Smoke free policy**

All campuses are smoke-free.

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