

Student Information Guide

Central Queensland Institute of TAFE



Activate your future

1300 CQ TAFE
1300 27 8233



www.cq.tafe.qld.gov.au

Anything's possible

Central Queensland TAFE offers the latest training – our accredited programs are updated as needed to match the skills requirements of the latest industry endorsed training packages.

Some programs might be registered or their details may change after this guide was printed. For the most up-to-date information on your preferred programs call 1300 CQ TAFE (1300 27 8233) and ask to be transferred to a TAFE School Liaison Officer or visit our website: www.cq.tafe.qld.gov.au

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About us

TAFE Queensland provides education and training services to students throughout Queensland. Students emanate from a variety of age groups and backgrounds, and participate in a wide range of courses, including on-campus, on-line, and workplace training. In such a diverse environment it is essential that students understand the rules and regulations governing student conduct within TAFE Queensland.

In order to carry out their work of teaching, training, and public service, TAFE Queensland institutes have an obligation to maintain conditions under which the work of the institute can proceed freely. The TAFE Queensland Student Rules are designed to ensure that students are aware of their rights as students, as well as their responsibilities to the institute and to other students. TAFE Queensland students assume these rights and responsibilities upon admission, and cannot use ignorance of these rules and regulations as justification for violating the TAFE Queensland Student Rules. Accordingly, all students are encouraged to familiarise themselves with the rules upon admission to a TAFE Queensland institute.

In matters that are not specifically covered by the TAFE Queensland Student Rules, students must observe the principles outlined in the rules to ensure the dignity of each person, respect for others and their property, and mutual cooperation in the institute community. In addition, all students must comply with local, State, and Australian laws. International students are also required to comply with all relevant visa conditions, legislative frameworks, and other relevant immigration rules and regulations.

Breach of the TAFE Queensland Student Rules may occur on-campus, in connection with any approved activity associated with the institute (such as workplace training, excursion, or event), in close proximity to the institute premises, or in any other way deemed to seriously impact the interests of the institute. Breach of the TAFE Queensland Student Rules will be subject to the institute's disciplinary procedures, and may also be subject to legal sanctions, as circumstances dictate.

TAFE Queensland institutes have specific policies and procedures relating to these overarching TAFE Queensland Student Rules. Students are encouraged to contact their local TAFE institute for any further information or advice.

Campus information

Central Highlands campus is based in Emerald in the heart of Queensland's coalmining territory and gemfields area. Agriculture is also a major industry. Therefore the curriculum and delivery systems at the campus have been tailored to meet the training needs of those industries to give students firm prospects for employment. Amenities include workshops and contemporary learning facilities. In the Central Highlands regions, there are additional campuses in Barcardine, Blackwater, Clermont and Longreach.

Gladstone campus is situated in the central business district of the port city of Gladstone, has a reputation for developing customised joint-venture programs to meet industry and community needs. It offers specialist training for the gas industry, instrumentation training, business studies, and more. Facilities include workshops, information technology resources and a hairdressing salon. Another campus is located in Biloela, the Callide-Dawson campus.

Mackay campus is located in the city centre. The campus has a comprehensive range of facilities including construction and engineering workshops, the Fifth Floor Training Restaurant, computer and science laboratories to meet the needs of the city's sugar industry. Mackay is in close proximity to the Whitsunday Islands on the Great Barrier Reef. Also located within this region is the Moranbah campus.

Rockhampton has two campuses in its vicinity - one in Rockhampton and one in the seaside town of Yeppoon (Capricorn Coast campus). The Rockhampton campus' training facilities are unsurpassed, including state-of-the-art venues such as the Engineering Technology Centre and Wilby's Training Restaurant. Excellent student service areas are also a feature. The campus is equipped to support a wide range of programs in engineering, refrigeration, hospitality, nursing, childcare, hairdressing, business, art, information technology, horticulture and many others. Located on the Tropic of Capricorn, Rockhampton is the gateway to the Capricorn Coast.

TQ Mining Services (TQMS) is one of the largest providers of mine training in Queensland, administered by CQ TAFE. It provides competency based programs in Black Coal (underground and open cut), Metalliferous Mining (underground and open cut), Processing and Extractive Industries and Generic Inductions. TQ Mining Services is one of the key training providers focused on keeping up with the region's mining boom.

Institute facilities

At CQ TAFE, what can students expect?

It is important to make the right decision about where to study. CQ TAFE offers a range of services to meet the different needs of each individual student.

At CQ TAFE Flexible Learning Centres and Libraries, we offer students a variety of resources and research options to maximise learning opportunities. We also recognise that you need to feel comfortable and at ease when you are researching and studying. Whether you need to borrow a resource, find information, need assistance with your research, photocopy a document, the library staff are always happy to assist you.

Borrowing resources

As a currently enrolled CQ TAFE student you have access to, and use of, the libraries and their resources for the duration of your training/study with CQ TAFE regardless of whether you are studying on campus or externally. You are required to present your current CQ TAFE Student ID Card in order to borrow resources. Please quote your student number (on CQ TAFE Student ID Card) when phoning, faxing or emailing the Library. Library resources can be posted to external students who do not attend classes on campus.

Services available on campus

- Computers with Microsoft applications for assignments and course related use
- Internet access for course related research
- User pays photocopier
- Video/DVD players, student use cameras (on some campuses)
- Study spaces (for individual and group work)
- Library staff assistance

Online services

- Access the library anywhere, anytime: <https://centralqueensland.qldtafe.spydus.com/>
- Easy online access to library resources/services
- Access full-text databases to assist study
- Ask a Librarian online service
- Search catalogue
- Request/reserve resources
- Self service in my.library (renew your loans, change your personal details online)

Student services

Counsellor (personal, academic and career)

Qualified Counsellors are available to provide students with specialised career guidance and confidential counselling services on matters of a personal nature or where your situation is affecting your studies. This service is confidential and free of charge. The Counsellor may refer you to appropriate outside services if necessary.

Disability support

The Disability Services Officer (based at Rockhampton campus) provides information and support to CQ TAFE students with a disability at all campuses.

The Disability Services Officer can assist with course selection, enrolment advice, provision of reasonable adjustments to students including adaptive equipment and technology and/or disability coaching and support. Please contact the Disability Services Officer or ask staff for a referral.

Parking spaces are reserved for people with a disability at each CQ TAFE campus. Queensland Transport Parking permits should be clearly displayed. Students should contact the Disability Services Officer with any problems related to accessing TAFE campuses or parking.

Indigenous and Australian South Sea Islander Support

This service provides a program of support and consultation for Aboriginal, Torres Strait Islander and Australian South Sea Islander students on academic, personal and career matters.

The Institute's student support officers do this by acting as a "link" person between Indigenous and Australian South Sea Islander students and the Institute's teaching and tutoring staff. Student support officers are located in the Rockhampton and Mackay campuses.

To make an appointment with the Counsellor, Institute Services Officer, or a student support officer, visit the Student Services Office, the Customer Service Centre or phone 1300 CQ TAFE (1300 27 8233).

Student councils

Elected student representatives run Student Councils. The aim of the councils is to give all students the opportunity to express their needs and concerns and then to take steps with the TAFE management towards meeting these needs. Student Councils are concerned about student welfare, facilities, services, rights and social/recreational needs.

Canteen

Canteens are available at Mackay, Rockhampton, Gladstone and Central Highlands campuses and are open during the semester from Monday to Friday, with limited hours of operation during semester holidays.

Hair and beauty salons

Like being pampered? Our Hair and Beauty training salons in Gladstone, Mackay and Rockhampton are available to pamper you. The salons provide students with an opportunity to gain experience working one-on-one with clients. The salons are open to the public on selected days/times in order for students to practice their skills and be assessed. Please telephone 1300 CQ TAFE (1300 27 8233) for an appointment.

Training restaurants

CQ TAFE students can cook for you an amazing three course meal (once they reach a key stage in their training) while you relax in air conditioned comfort and enjoy the dining experience while students practice their skills and are assessed. Willby's and Fifth Floor Training Restaurants cater for a range of taste buds and are open to the public at various times of the year for lunch, dinner or afternoon sessions. The licensed training restaurants offer a large selection of beverages, including some fantastic cocktails.

Willby's Training Restaurant Rockhampton Campus - B Block, ground floor
Phone 4920 2777

Fifth Floor Training Restaurant Mackay Campus - J Block, fifth floor
Phone 4940 3380

Theft or missing property

For all enquiries relating to lost property please contact the Customer Service Centre at your location. If there is a theft in the Institute, CQ TAFE policy requires that the matter is reported or referred to the police. Students are responsible for their own belongings. If you believe your belongings have been stolen, it is your responsibility to report the matter to the police.

Any alleged theft of student belongings should be reported to a staff member who can then alert other staff and students to exercise caution and report suspicious behaviour.

Enrolment information

Customer service centres

The Customer Service Centres are set up to assist students with enquiries and enrolments - the staff are there to help you. Customer Service Centre staff are fully-trained to help make students' time at CQ TAFE a more pleasant experience by providing information and assisting with any issues that may arise. To contact the Customer Service Centre telephone 1300 CQ TAFE (1300 27 8233).

Program availability

CQ TAFE is committed to a program of innovative and flexible delivery of its products and services to assist students and their communities to achieve their full potential. The Institute delivers training in a range of modes such as full-time, flexible, part-time, correspondence, external, online and by videoconference.

A wide range of courses are offered at diploma, certificate, pre-vocational and post-trade as well as short courses and customised fee-for-service courses.

On campusThis delivery is offered in a classroom or training facility at a campus venue.

Off campusAny delivery that is entirely external, not requiring any campus attendance, for example, work-based, online, distance, RPL.

MixedA combination of on-campus and off-campus study modes.

To discover what programs are available to you, please contact the Customer Service Centre at your local campus or call the Customer Contact Centre: 1300 CQ TAFE (1300 27 8233).

Enrolments

Full payment is to be made at time of enrolment unless arrangements are made for a “Time to Pay Plan”. Payments may be made using cheque/money order/credit card (MasterCard, Visa Card or American Express), cash, EFTPOS or BPAY.

Students are not permitted to attend class unless they are enrolled. If a student attends class and has not enrolled they will be directed to the Customer Service Centre. If the enrolment has not occurred the student will not be able to attend class. An apprentice may be “forced enrolled” by the Customer Service Centre where no concession will be allowed. The student will be charged the full fee rate, including a “late fee”, which will be invoiced to them and payable immediately.

Note: Students wishing to enrol at CQ TAFE must a minimum of 15 years of age at the time of program commencement. If students are in the Senior Phase of Learning at school, there are additional requirements. If you are under 15 years of age, you must apply for special permission from the Institute Director, which is only granted in exceptional circumstances. Certain programs may require adult entry ie. 18 years of age or older.

Enrolment, attendance and progress of study

TAFE Queensland institutes include full enrolment information and advice in institute Student Guides, Course Guides, websites, and Customer Service Centres. The following provides a broad overview of your responsibilities when enrolling in TAFE Queensland.

When enrolling at a TAFE Queensland institute, you will need to:

- (i) Select the course you want to study;
- (ii) Check that you meet the recommended entry requirements specified in the Course Guide;
- (iii) Ensure that you have read and understood the institute’s Student Guide; and
- (iv) Check the entry method for your chosen course.

There are a variety of entry methods allowing you to enrol and study at a TAFE Queensland institute:

- (i) Enrol by application;
- (ii) Enrol by direct entry; and
- (iii) Enrol through QTAC.

Enrolments and payment can be made via the following methods:

- (i) **Online:** Register and log onto <http://enrol.tafe.qld.gov.au> to enrol and pay fees for available courses. Payment methods accepted online are credit card and BPAY. Students must ensure that they have read all of the terms and conditions for enrolment prior to enrolling online. For more information regarding this option, visit the institute’s website or pick up a brochure from a Customer Service Centre.
- (ii) **Phone:** To enrol by telephone (credit card payments only) you can call the institute’s designated phone enrolment number, available on the institute’s website.
- (iii) **In person:** Students can enrol by visiting CQ TAFE Customer Service Centres during opening hours.

- (iv) **Post/Fax:** Post enrolment documentation along with a cheque or money order (and concession details/evidence if applicable) made to the institute, or provide credit card details (including the name on the card, card number, expiry date, and authorised signature) to the institute. Post/Fax details are available on the institute's website.

In most cases you must be enrolled prior to the designated Start of Study date for the relevant semester. TAFE Queensland institutes cannot guarantee a position in a course unless you are enrolled prior to its start date. You are not permitted to attend classes until you are fully enrolled in the relevant unit/s of competency.

Note 1: If an institute has exceeded its course capacity, it may place you on a waiting list before accepting your enrolment. For further information and advice, please contact the institute at which you are intending to enrol.

Note 2: There are special conditions for enrolments for students who are under the age of 15. For further information, refer to the TAFE Queensland Admission Policy for Young Persons under the Age of 15.

Enrolment fees and charges

TAFE Queensland offers courses in both government-funded and full fee paying courses. Fees are dependent upon the program of study. Once you have chosen a program of study, institute enrolment staff will be able to provide you with accurate information about the fees and charges. Payment for TAFE Queensland courses must be made at the time of enrolment.

All fees and charges are levied according to the Vocational Education, Training and Employment Regulation 2000 and the institute's own fee policy. These documents are available at all TAFE Queensland institutes and on institute websites.

If you are experiencing financial difficulty the institute may be able to give you time to pay your fees, via a Payment Plan for government funded programs.

For government funded programs, fee concessions may be available to you depending on your status and circumstances. Evidence of concession eligibility must be provided at the time of enrolment, and concessions cannot be applied after enrolment has occurred. Fee concessions may be available to you in the following instances:

- (i) You are under 17 (at the end of February in the year of study) and have not completed Year 12.
- (ii) You are an Aboriginal or Torres Strait Islander.
- (iii) You have a Pensioner Concession Card or Health Care Card.
- (iv) You hold a Department of Veterans' Affairs Pensioner Concession Card.

If you have outstanding/overdue payments to the institute, or any other TAFE Queensland institute, you may not be eligible to:

- (i) Undertake/submit assessment;
- (ii) Continue to study;
- (iii) Enrol into further study with the institute;
- (iv) Receive your results of assessment and qualification;
- (v) Borrow items from the library;
- (vi) Attend the institute graduation ceremony;
- (vii) Apply for payment plans; and
- (viii) Access the institute's educational computer network.

Actions that may be taken against persons responsible for an outstanding student account include legal action or involvement of a collection agency, and the debt will remain payable.

If you are an International student and have not paid all relevant fees you will be issued with a "letter of intent to report", which can lead to cancellation of your enrolment and your student visa. For further information, please refer to the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students.

Change of enrolment

12.1 Withdrawal

- (i) If you wish to withdraw from a competency or course, you must apply using the approved form of the institute.
- (ii) If you have enrolled in a government funded competency or course, you may apply for a refund if you accept a place offered through the Queensland Tertiary Admissions Centre, suffer an illness or injury preventing you from completing the competency or course, or if exceptional circumstances prevent you from completing the competency or course. Contact your institute for more information and advice on conditions for student contribution fee refunds when withdrawing your enrolment.
- (iii) For non-government funded training, your institute will have its own policies and procedures for competency or course changes. Contact your institute for further information and advice.
- (iv) International students wishing to withdraw must report to the institute before a withdrawal application can be made. Contact your institute for further information and advice.
- (v) For further information and advice on the impact of withdrawal on your academic record contact the institute in which you originally enrolled.

12.2. Transfer within Institute

- (i) If you wish to cancel your enrolment in a competency or course and enrol in another competency or course at the same institute, you must apply using the approved form of the institute.
- (ii) If you have enrolled in a government funded competency or course, and cancel the enrolment and enrol in another competency at the same institute no later than two weeks after the start of the cancelled competency or course, any student contribution fee payable on the original or cancelled enrolment will be applied to reduce the student contribution fee on the later enrolment. Any balance of the student contribution fee paid on the original or cancelled enrolment will be refunded, whilst you must pay any additional fees.
- (iii) For non-government funded training, your institute will have its own policies and procedures for competency or course changes. Contact your institute for further information and advice.
- (iv) International students wishing to transfer their enrolment must report to the institute before an application can be made. Contact your institute for further information and advice.

12.3 Transfer between Institutes

- (i) If you wish to transfer your enrolment in a competency or course and enrol in substantially the same competency or course at another TAFE Queensland institute or statutory TAFE institute, you must apply using the approved form of the institute.
- (ii) If you are enrolled in a government funded competency or course, and transfer the enrolment to substantially the same competency or course at another TAFE Queensland institute or statutory TAFE institute (whilst meeting the conditions for transfer between institutes set by both TAFE institutes), any student contribution fee payable on the original or cancelled enrolment will be applied to reduce the student contribution fee on the later enrolment. Any balance of the student contribution fee paid on the original or cancelled enrolment will be refunded, whilst you must pay any additional fees. Contact the institute at which you are originally enrolled for more information and advice on conditions for student contribution fee refunds when transferring between institutes.
- (iii) For non-government funded training, your institute will have its own policies and procedures for competency or course changes. Contact your institute for further information and advice.
- (iv) International students should contact the institute for further information and advice regarding your responsibilities when transferring between institutes.

Note 1: The same competency or course may have different fee structures at different TAFE Queensland institutes. Before transferring your enrolment, check the payment requirements of both institutes.

Note 2: For more information on student refunds, please refer to the Vocational Education, Training and Employment Regulation 2000, TAFE Queensland Student Refund Procedure, and institute refund policy. For further information and advice please contact the institute in which you are enrolled.

Student identification cards

Whilst on TAFE Queensland premises, all students are required to carry an institute Student Identification card (or alternative identification where an institute Student Identification card is not issued), and to produce it when requested by a member of staff. Institute staff are entitled to request individuals to leave institute premises if student identification cannot be provided. If you lose your Student Identification card you may be required to pay costs associated with a replacement card.

Cancellation of courses

While every endeavour will be made to conduct all advertised courses, CQ TAFE reserves the right to change or cancel training programs/courses, class locations, teachers and other details. Where there are insufficient numbers to warrant a class or circumstances beyond CQ TAFE's control, CQ TAFE may cancel a course. If this occurs students will be eligible for a refund of all fees paid. Refunds on material supplied will only be where the materials have not been used or defaced.

Student refunds

CQ TAFE observes the TAFE Queensland Student Refund Policy. This policy outlines the circumstances in which you are entitled to a full or partial refund of fees. The authority for the provision of refunds is outlined in the Vocational Education, Training and Employment Regulation 2000 - Reprint 2B Part 5A (TAFE Institute Fees) which is available for perusal at each campus upon request.

A full refund of fees and charges paid shall be granted

- if a government funded program or course is cancelled by the Institute
- if the student has enrolled in a course and has received credit transfer (the student must apply for a credit transfer within 5 weeks of commencement)
- if you have paid a re-evaluation fee for a government funded subject, where the re-evaluation is successful

Note: No fees will be refunded where a student withdraws or cancels their enrolment after the start of study date of the program/s. If you have signed an instalment contract, any outstanding invoices must be paid in full. The only exceptions to this are as follows.

A partial refund of fees and charges paid may be granted:

- if a student withdraws prior to the start of study date of the program/s
- if a place is offered through the Queensland Tertiary Admissions Centre (QTAC) and accepted
- if an illness or injury prevents the student from completing the program
- if exceptional circumstances prevent the student from completing the program

Evidence of the above situations must be presented with the refund application (i.e. copy of QTAC offer, medical certificate or other relevant documentation). Students are to apply to the appropriate campus.

An administrative charge of \$10.00 per refund application will be applied. Refund requests must be made on the Application for Refund Form TQISASo17 V.5 (Part C), and lodged with the Institute before the assessment for the subject ends. User charges will only be refunded where the goods and services have not been provided to the student. Students must also complete the Application for Enrolment Amendment Form TQISASo17 V.5 (Part B).

Refund if academic exemption received

If a student has received an academic exemption from a government funded subject since enrolling in it, the student may apply to the Director for a refund of fees for the subject. The student must apply using the approved form within five (5) weeks after the subject starts.

Refund if re-evaluation successful

The Director must refund the fee for re-evaluation of student's result in a government funded subject if the student's result is upgraded to a result of competent or an equivalent result.

Refused applications for fee exemptions, refunds or time to pay

If the relevant manager refuses an application for fee exemption, refund or time to pay, the applicant must receive written notice of the reasons for refusal. A person who is refused an exemption, refund or time to pay

may within fourteen (14) days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.

Financial assistance

Some students may be eligible for financial assistance. Students who are unable to pay their fees in full at the commencement of the program/course must discuss their situation with an Institute Counsellor who will then assist the student to identify possible alternative funding assistance.

If extreme financial hardship is a consideration, the student must communicate this to the Institute Counsellor or Enrolment Officer. As a general rule, extreme financial hardship would be indicated in a situation where the student would have to forego food, shelter or a basic necessity of living in order to pay the regulated fees.

To find out if you are eligible for tertiary financial assistance such as Youth Allowance, Austudy and Abstudy, you must contact your local Centrelink office.

Please note: Centrelink performs regular checks on work/performance. If you don't meet the requirements while you are receiving a Centrelink allowance (such as attendance and performance obligations) you may have to repay all the allowances you receive for that period.

Skills recognition services

Recognition of prior learning (RPL)

Have you already got skills and knowledge in the qualification you want to enrol in, or have developed good work skills and knowledge but need the piece of paper to prove it?

At CQ TAFE we have a dedicated Skills Recognition Services (SRS) team to help you gain formal qualifications through recognising the skills you have gained through work and life experiences.

We recognise that you may not need further training in those skills, or in the knowledge that you have acquired, but will assist you through the Recognition of Prior Learning process to gain recognition in either individual units of competency or whole qualifications.

RPL is a recognition process evidenced in accordance with the Australian Quality Training Framework and is a means of recognising your current skills and knowledge, no matter how or where your learning occurred, by gathering evidence through a combination of methods including conversations, workplace documentation or observations as well as other training that you may have undertaken. It can also be used to identify what training you may need to complete a full qualification, avoid duplication of training and provide pathways to higher qualifications. At CQ TAFE a team approach is taken to RPL between yourself, your assessor and the SRS team.

Before you enrol in a program of study, it is recommended that you consult with either the Skills Recognition Services team or visit Skilling Solutions Queensland to explore the options available to you.

There is a cost for RPL and you will be required to pay this when you enrol. No refunds for RPL will be considered once you have submitted your RPL application.

Credit transfer

An Institute may grant credit transfer where there is documented evidence that equivalent competencies/learning outcomes have been achieved in a course of study with another Registered Training Organisation (RTO). Credit transfers may be granted where there is parity of training outcomes/competencies. If content specialists are concerned about the currency of the competencies, the student is required to undertake a process of Recognition of Prior Learning (RPL) at which time they would enrol and pay fees.

Currency of competency held is an essential factor in the determination of whether a credit transfer is undertaken. Currency will be determined by a content specialist based on their knowledge of current industry practices. If a student has previously received a credit transfer for a particular module or competency under one course and that module of competency is part of another course, then it will be automatically be recognized at the time of enrolment or at the eligibility checking stage. However, some old transitions will need to be entered manually using the Credit Transfer form. No fees are payable for credit transfer.

Credit transfer cannot be given for a whole qualification. The student must achieve competency in at least one unit of competency through normal enrolment or through the RPL process.

TAFE to university

TAFE graduates can continue their studies by articulation to university and in some cases obtain credit transfer to reduce the time it takes to complete their degree. Credit transfer is recognition for study already completed (for example at TAFE) which counts towards further study (for example a university degree). CQ TAFE has links with selected universities and credit transfer arrangements are in place between TAFE Queensland and selected universities across a range of vocational training areas.

Before enrolling, you should always contact both the TAFE institute and the relevant university to make sure you have correct and up-to-date information, and to find out the necessary application procedures.

University to TAFE

TAFE qualifications are developed in conjunction with industry. As such, many university graduates undertake further studies at TAFE to give them additional practical knowledge and skills they can use in the workplace.

Recognition of qualifications issued by other Registered Training Organisations (RTO's)

Australian Qualifications Framework (AQF) qualifications and Statement of Attainments issued by other RTO's are recognised nationally. This enables individuals to receive national recognition of their achievements. No fees are payable for Recognition of Qualifications issued by other RTO's.

Recognition of Qualifications issued by other RTO's cannot be given for a whole qualification. The student must achieve competency in at least one unit of competency through normal enrolment or through the RPL process.

Recognition of Current Competency (RCC)

RCC applies if a student has previously successfully completed the requirements of a unit of competency or module and is now required to be reassessed to ensure the competency is being maintained. Your skills and knowledge will be evaluated to determine whether you qualify for credit.

Educational matters

Program selection and entry requirements

Selection processes may vary depending on the program level. Some programs may require the submission of an application form for an interview with representatives from the teaching team. Entry into some Diploma and Advanced Diploma programs is via Queensland Tertiary Admissions Centre (QTAC).

Attendance

You should attend classes, industry placement, and any other study related activity as part of your course as required and on time.

- (i) Student attendance will be monitored and recorded by the institute.
- (ii) For International students, the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students requires institutes to have procedures to monitor the course progress of International students, and to ensure students complete their course in the expected duration. If you are an International student, your attendance will be recorded under Student Visa regulations, and unsatisfactory attendance will be reported to the Department of Immigration and Citizenship (DIAC). Please contact your institute for further information and advice.
- (iii) If your absence is for medical reasons you may be required to provide a medical certificate.
- (iv) If you are an apprentice, trainee or attending as part of the compulsory participation phase of schooling and are absent from the institute, you are required to:
 - (a) Contact your institute and advise them of your inability to attend;
 - (b) Provide a medical certificate if the absence is due to sickness for any period of more than 3 days;
 - (c) The institute is required to notify your employer or school of any absence from class.
 - (v) If you are receiving disability support services such as sign language interpreting, you must advise Disability Support Services of any planned absence, and provide at least 48 hours notice so that your interpreter/tutor can be advised.

Assessment, academic appeals and misconduct appeals

What is competency based assessment?

15.1 Assessment guidelines

It is your responsibility to abide by the following:

- (i) You should submit assessment items by the due date, unless an extension has been granted. Breach of the above will result in an unsuccessful result being recorded for that assessment item.
- (ii) Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions should be submitted to your teacher in writing 48 hours prior to the advertised deadline where possible.
 - (a) Length of extension is at the discretion of the teacher (refer 14.2); and
 - (b) A doctor's certificate (or other documentary evidence, where applicable) must be produced to verify illness, and must be presented to the institute in a reasonable timeframe (usually within 14 days of the due date of the assessment item) determined by the institute. For further information and advice please contact your institute.
- (iii) You are responsible for:
 - (a) Complying with the procedures for assessment item submission and collection;
 - (b) Requesting feedback and negotiating resubmission of the assessment item (if required);
 - (c) Retaining any returned assessment items for a minimum period of 14 days after you receive your result unless an appeal is being lodged. In this case the items should be retained until the appeal is finalised; and
 - (d) Keeping a copy of any submitted item where possible until assessment is returned, and abiding by institute procedures for submission of assessment, including keeping a copy of any receipt.
- (iv) If you have submitted your assessment item by the due date, and you do not satisfy the assessment criteria on your first attempt, your teacher will provide feedback and negotiate additional assessment or resubmission requirements. For your reassessment you may be given a different assessment task, although it will assess the same elements of competency. Only one resubmission attempt will be granted for each assessment item. Please note that failing to submit assessment by the due date, or participate in assessment activities when scheduled without prior approval may be considered an unsuccessful first attempt, and only one further reassessment may be allowed.
- (v) If you do not resubmit your assessment item by the due date, you will be given an unsatisfactory result for the assessment item. If you do resubmit the assessment item and it is again assessed as not competent, you will be given an unsatisfactory result for the assessment item. No resubmissions are permitted after the final result for the competency has been issued, unless agreed by the institute.
- (vi) All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources.

15.2 Alternative assessment

If you consider you will be disadvantaged, due to a literacy/language competency, disability, or unusual circumstance, you may request an alternative assessment. These requests:

- (i) Should be submitted directly to the assessor.
- (ii) May come directly from you or through Student Services as advocate for you.
- (iii) Will be verified with specialist staff.
- (iv) Will be approved/not approved and documented by the assessor.
- (v) Must be made in a reasonable timeframe (usually within 14 days of the due date of the assessment item) determined by the institute. For further information and advice please contact your institute.

15.3 Deferred assessment

- (i) You may apply to the Institute Director (or delegated officer) in writing for a deferred assessment giving the reason for the request.
- (ii) The application is to be made at least seven days prior to the due date of the assessment, except:

- (a) In emergency circumstances; and
- (b) In cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.
- (iii) If the Institute Director (or delegated officer) is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment. No resubmissions are permitted after the final result for the competency has been issued, unless agreed by the institute.

15.4 Examinations

- (i) You will be given at least two weeks notice of examinations. If the course is less than two weeks duration, then you will be advised of the examination schedule at the commencement of study.
- (ii) Only students enrolled in the competency, the examination supervisor and other authorised personnel may enter or remain in an examination room during an examination session.
- (iii) The examination supervisor may ask you to produce photographic identification (e.g. student ID card, driver's licence).
- (iv) If you are late for an examination, you will need the permission of the supervisor to enter the room. You should explain to the supervisor why you are late and they will record the reason for your lateness. If you are more than 20 minutes late, you may be refused entry.
- (v) To avoid distracting your fellow students, you may not leave the examination during:
 - (a) The first 20 minutes of an examination session of up to and including 1.5 hours duration;
 - (b) The first 40 minutes of an examination session of more than 1.5 hours duration; and
 - (c) The last 10 minutes of an examination session.
- (vi) If you are given permission to enter or leave an examination room, you must comply with all conditions upon which the permission is given.
- (vii) Unless approved by the examination supervisor prior to the examination, you may not bring into an examination any devices capable of conveying information about the examination such as: textbooks, course notes, mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, and other devices. You must also ensure that mobile phones or pagers placed in the designated area of the examination room are turned off prior to the commencement of the examination.
- (viii) You are required to comply with all directions:
 - (a) Detailed in examination material supplied;
 - (b) Set out on any notice displayed in the examination room; and
 - (c) Given by the examination supervisor.
- (ix) During an examination session you may not:
 - (a) Communicate by word or otherwise with any person other than the supervisor;
 - (b) Assist any other person to communicate with another person; and
 - (c) Willingly receive a communication from any person except with the approval of the examination supervisor.
- (x) Unless permitted by the examination supervisor, you may not take from the examination room any papers or other materials provided for use during the examination.
- (xi) The examination supervisor may question you to ascertain whether there has been a breach of examination rules.
- (xii) If in the opinion of an examination supervisor, your behaviour is disturbing or distracting any other student, the examination supervisor may require you to leave the examination. If you refuse to leave you may be dealt with as a trespasser.
- (xiii) You are expected to be considerate of other students when entering or leaving the examination or when in the vicinity of an examination room.
- (xiv) If you consider that your performance in an examination has been adversely affected by illness, disability, bereavement or other exceptional circumstances you may apply for special consideration.

- (xv) Special examination arrangements may be considered for students with disabilities, temporary incapacity or students who have been hospitalised during the examination period. Students who cannot attend the scheduled examination due to hospitalisation should apply to the Institute Director for a deferred examination, supported by appropriate documentary evidence.

Note: Except in the case of trainees and apprentices, permission to resit an examination will only be granted if the teacher considers that you have made a genuine attempt at the first examination.

15.5 Re-evaluation of assessment item

If you are dissatisfied with the result of an assessment item, you may submit a written application for re-evaluation of the result to the Institute Director or delegated officer. You must lodge your application, together with the scheduled charge, within 14 days of notification of the result:

- (i) If the re-evaluation of assessment takes in excess of one hour, the delegated officer may vary the amount of the scheduled charge to be at actual cost;
- (ii) If the result is upgraded to successful, you will be refunded the scheduled charge;
- (iii) Where possible an assessor other than the original assessor will undertake the re-evaluation; and
- (iv) If you are dissatisfied with the re-evaluation outcome, you have a further right to appeal to the institute Academic Appeals Committee.

Results

At the successful completion of your course/program, your results and qualifications will be sent to you in the mail. If you do not complete your course/program you may receive a Statement of Attainment. To obtain an award you must have successfully completed all requirements of the qualifications within the specific timeframe and have paid all fees.

Progress of study

14.1 Course progress

At times in your studies, you may have difficulty in attending classes, completing assignments, and passing exams. There can be very good reasons for this which are sometimes beyond your control. TAFE Queensland institutes have learning support frameworks to ensure you receive adequate study support and have every opportunity to complete your studies.

You are expected to make satisfactory progress in your studies. If you are having difficulties in the progress of your study, you are expected to take all possible steps to improve your performance and follow the guidelines below:

- (i) If you are having difficulty maintaining acceptable progress, you must discuss the situation with your teacher and/or a student counsellor as soon as possible.
- (ii) In certain circumstances, for example if you are a carer or have a disability, you may need to negotiate a reduced study load with your institute.
- (iii) In the first instance, if you do not achieve the minimum competency for a class, you will be able to re-enrol, if a place is available, and pay the relevant fees. However, the institute may not be able to guarantee you a place in the next semester, and you may be required to re-enrol in courses when places are available.
- (iv) If you are an International student, you have additional responsibilities for course progress. Please refer to your institute's International Handbook for further details.
- (v) Your institute may require you to show cause in writing why one or more of the following actions should not be taken:
 - (a) Subsequent enrolment may be restricted to a limited series of classes in which any failure at the next attempt may lead to a refusal of further enrolment in those classes; and
 - (b) Further and continuing enrolment in any course offered by the institute may be refused outright and this will be recorded on your student enrolment.
- (vi) For International students, the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students requires institutes to have procedures to monitor the course progress of International students, and to ensure students complete their course in the expected duration. Please contact your institute for further information and advice.

14.2 Course extensions

Requests for extension/s for assignments or work place assessments are at the discretion of the institute and will not extend past the Close of Study date, unless approval is granted by the institute. For International students, the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students requires institutes to have procedures to monitor the course progress of International students, to ensure students complete their course in the expected duration. Please contact your institute for further information and advice.

14.3 Immunisation and health screening

Some courses require you to obtain proof of immunisation against certain diseases. In other instances you may be required to undertake screening for disease in the case of an infection breakout within the student community, based on the advice from Queensland Health.

14.4 Blue Card for child-related employment

Some courses require you to apply for and receive a Blue Card for Child-Related employment before commencing work placement. For more information refer to the Commission for Children and Young People and Child Guardian Act 2000.

Qualification awards

18. Eligibility to receive qualification awards

- (i) You will be able to receive a qualification award if you have met all academic requirements for your course and have been confirmed as eligible to receive a qualification award by your institute. If you are not sure if you are eligible to receive a qualification award, please contact your institute.
- (ii) If you fail to pay any debt owed to the institute your qualification award will be stamped for outstanding fees, and you will not be able to attend a graduation ceremony.
- (iii) If you have outstanding results from previous semesters, you will need to liaise directly with your institute to ensure that your eligibility to receive a qualification award has not been affected.
- (iv) If you are not eligible to receive an award you will not be able to participate in a graduation ceremony.

19. Cancellation of award or statement of attainment

- (i) An institute may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations.
- (ii) If the institute cancels your award, you will be advised in writing.
- (iii) You must return the cancelled award to the institute within 21 days of receiving written notice from the institute.
- (iv) Your institute will have a complaints and appeals process in place for the cancellation of an award or Statement of Attainment. You have the right to appeal this decision via the institute.

Note: Information concerning cancellation of a qualification or Statement of Attainment may be disclosed to other TAFE Queensland institutes.

20. Replacement of award or statement of attainment

- (i) If an award is damaged or lost a student may apply to the institute that issued the original award for a replacement. Other circumstances that might necessitate the re-issue of an award including the award not being received in the mail, change of name, or the award being stamped for outstanding fees.
- (ii) Where a student is applying for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be supplied.
- (iii) Fees may apply for the replacement of an award.

Graduation ceremonies

CQ TAFE conducts formal graduations to recognise and celebrate student achievements. Graduation ceremonies are usually held each year in December, for students who have completed full qualifications from Certificate III to Advanced Diploma level. Ceremonies are held in Rockhampton and Mackay, and all CQ TAFE graduates throughout the region have the option to attend either location. Students also have the opportunity to apply for special Graduation Awards. More information is available on the CQ TAFE website: www.cq.tafe.qld.gov.au click on the 'Graduations' Quicklink.

1. Eligible students register their attendance via the 'CQ TAFE Graduation Ceremony RSVP form' on the website.
2. Graduates can be nominated for special Graduation Awards. More information is available on the website.

Personal conduct and behaviour

1. General behaviour

TAFE Queensland is committed to creating and maintaining a community in which students and staff can work together in an environment that is free of violence, harassment, intimidation, and exploitation. When communicating and interacting with TAFE institute students and staff, either in-person or on-line, you have a responsibility to:

- (i) Treat people with respect and fairness, regardless of their age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status;
- (ii) Show respect for others by not swearing, using obscenities, or making offensive remarks;
- (iii) Avoid behaviour that could offend, embarrass, or threaten others;
- (iv) Refrain from harassing or disrupting others in the performance of their studies or duties;
- (v) Avoid bullying, aggressive, threatening, and abusive behaviour, including using social networking websites (such as Facebook, Twitter, or MySpace) to make threatening or derogatory statements about other students or staff;
- (vi) Desist from behaviour that subjects another person to an unsolicited act of physical intimacy; makes an unsolicited demand or request of a sexual nature to another person; makes a remark with sexual connotations relating to the other person; or engages in any other unwelcome conduct of a sexual nature towards the other person; and
- (vii) Make only truthful statements in regard to your student status, representation as a student, or entitlement as a student.

A particular action or behaviour may be deemed inappropriate by the effect on the recipient, independent of the intentions of the perpetrator. It is not sufficient for students to assume that their behaviour is acceptable and will not constitute inappropriate behaviour.

Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

17.1 Academic misconduct – cheating, plagiarism, and collusion

Academic misconduct includes but is not limited to cheating - including supporting others in cheating, plagiarism, collusion – including working in groups where not approved by the teacher, plagiarism, and falsifying information.

17.2 Behavioural misconduct

Behavioural misconduct is broadly defined as actions that breach these Student Rules or institute policies. This includes but is not limited to:

- (i) Breaches of commonwealth or state law which impinge on TAFE operations.
- (ii) Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the institute.
- (iii) Refusing or failing to identify yourself truthfully.
- (iv) Any act or failure to act that endangers the safety or health of any other person.
- (v) Actions that impair any person's participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of the institute, vocational placement site, or any organisation associated with the business of the institute.
- (vi) Acting in a way that causes students or staff or other persons within the institute to fear for their personal safety.
- (vii) Acting in a way that causes damage to TAFE property.
- (viii) Acting in a way that is detrimental to the conduct of an educational activity.

17.3 Immediate consequences of misconduct

- (i) Where State or Commonwealth laws appear to have been breached the matter may be referred to the police or other appropriate authority.
- (ii) If a teacher or examination supervisor believes you are involved in academic misconduct during assessment:
 - (a) You will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish;
 - (b) The teacher or examination supervisor will prepare a written report on the alleged academic misconduct and attach the report to your examination/assessment item; and
 - (c) The matter will be referred to the Institute Director for appropriate action, as outlined in Formal Disciplinary Process (refer 17.5).
- (iii) A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in a class, laboratory, library, facility or premises under their management or control, immediately suspend you from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours in the first instance.
- (iv) If a suspension action is taken, that staff member shall advise the Institute Director or delegated officer immediately.
- (v) Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension.
- (vi) If you are an apprentice or trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000.
- (vii) If you are under 18, your parent/guardian may be notified, unless you are an independent person, or estranged from your parent/guardian.
- (viii) An International student's misconduct may result in cancellation of your enrolment and may affect the status of your Student Visa. Please contact your institute for further information and advice.

17.4 Attendance of parent/guardian at interviews of students under 18 Years of age

- (i) In the event of serious or repeated misconduct which may lead to suspension or exclusion, your parent/guardian may be notified and invited to attend any subsequent interviews in the disciplinary and appeal process.
- (ii) Any student may invite their parents or guardian to interviews during a disciplinary and appeal process.
- (iii) The disciplinary and appeal process will continue whether or not a parent/guardian chooses to attend the interview/s.

17.5 Formal disciplinary process

Following receipt of advice of an act of misconduct, the Institute Director or delegated institute officer will, if possible, speak to you directly about the matter seeking your version of events.

The Institute Director may decide to suspend your enrolment until the issue of the alleged misconduct is resolved. You will be advised orally of such a decision and the Institute Director will provide you with a notice of suspension within 7 days. While suspended you are not permitted to enter any part of the institute without the written consent of the Institute Director or delegated officer.

If the Institute Director or delegated officer is of the view that on the balance of probabilities you have engaged in misconduct the Institute Director will provide you with a written notification, detailing:

- (i) Nature of the allegation;
- (ii) Decision as to whether there has been misconduct;
- (iii) Date of the decision;
- (iv) Materials considered;
- (v) Findings of fact;
- (vi) Reasons for decision; and
- (vii) Appeal rights.

Your responsibilities upon receiving written notification are:

- (i) You have five working days to make a written submission regarding the preliminary view notice.
- (ii) Within 5 days after receiving your submission, but no later than 10 days after you have been afforded the opportunity to make a submission, the Institute Director must make a decision and notify you of their decision.
- (iii) The decision must be based on the material set out in the written notification and upon the student's submission.
- (iv) Immediately after reaching their decision, communicate the decision to you in writing.
- (v) A written notification must comply with the requirements for a statement of reasons in the Judicial Review Act 1991 (i.e. set out the decision and date, authority for the decision, name of decision makers, evidence considered, findings of fact, reasons for decision).

The following penalties may be applied if you are found to have engaged in misconduct:

- (i) In the case of misconduct related to assessment, you may fail the assessment or be marked as Not Competent for the competency (a supplementary assessment may be provided at the discretion of the institute).
- (ii) Attach a reprimand to the student's file and warn you against repetition of the misconduct.
- (iii) Suspend you from the institute and from attending classes for a period not exceeding 21 days which shall include any period of suspension already served.
- (iv) Suspend your access to all or some facilities and/or services, including library borrowing and computer access rights.
- (v) Exclude you from the institute for a period or permanently.

Note 1: If you require assistance in undertaking any part of the formal disciplinary process because of language or literacy barriers, disability, or any other issue you may request that the institute provide you with appropriate support.

Note 2: If you are excluded from a TAFE institute while in the compulsory schooling phase or the compulsory participation phase, the school (if any) and the Executive Director, Schools (Education Qld) for the region will be informed for the purposes of ensuring that you are provided with appropriate support and advice.

Note 3: Where you have been found guilty of misconduct, information relevant to the case may be shared with other TAFE institutes.

17.6 Misconduct appeals

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the Director-General (or delegate) of the Department responsible for administering the VETE Act. An appeal must be in writing and fully set out the grounds of appeal. In determining the appeal the Director-General must:

- (i) Make a decision within 20 days of the receiving the application.
- (ii) Consider the appellant's submission, all material before the Institute director, and any further material considered relevant.
- (iii) The Director-General must decide to confirm, vary or set aside the misconduct decision.
- (iv) Upon making a decision the Director-General must advise the appellant of the decision as soon as is practicable and must send a decision notice within 7 days of making the decision.
- (v) A decision notice must comply with the requirements for a statement of reasons in the Judicial Review Act 1991 (i.e. set out the decision and date, authority for the decision, name of decision makers, evidence considered, findings of fact, reasons for decision).
- (vi) The decision of the Director-General is final.

Appeals Process for International Students:

- (i) Each TAFE institute which provides services to International students must have in place an external appeals process which meets the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students.
- (ii) TAFE Queensland institutes are able to set their own external appeals process to ensure compliance with the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students.
- (iii) Options available to TAFE Queensland institutes include the Queensland Ombudsman and the Bar Association of Queensland.

Note 1: If you are an apprentice or trainee, your appeal must be lodged in accordance with the Vocational Education, Training and Employment Act 2000.

Note 2: If a student is excluded from a TAFE institute while in the compulsory schooling phase or the compulsory participation phase, the school (if any) and the Executive Director, Schools (Education Qld) for the region will be informed for the purposes of ensuring the student is provided with appropriate support and advice.

Academic appeal

Students who are dissatisfied with an academic decision, procedures or who have an issue that directly relates to the successful completion of their course/program should discuss the matter in the first instance with their teacher. Should you be dissatisfied with the decision of the teacher, you have the right to appeal to the Educational Program Manager/Faculty Manager. This appeal should be in writing and made within fourteen days of receiving the result. If you remain dissatisfied with the decision of the Educational Program Manager/Faculty Manager, you have a further right of appeal to the Academic Appeals Committee. Notice of appeal should be in writing addressed to the Chairperson of the Academic Appeals Committee within 7 days of the initial decision.

For more information about the academic appeals process a FACT sheet is available from the Customer Service Centre at your location or call the Customer Contact Centre on 1300 CQ TAFE (1300 27 8233).

Customer feedback

Our commitment

CQ TAFE recognises its role in enabling Queenslanders and beyond, to excel in education, training and learning, skilling and work for personal, community and economic prosperity. The Institute is committed to a program of innovative and flexible delivery of its products and services to assist individuals and their communities to achieve their full potential. As an Institute we have designed and implemented a responsive approach to complaints management and customer feedback.

We are committed to acknowledgement of ALL feedback, and complainants are guaranteed to have the confidence that:

- Their complaint will be readily received;
- Acknowledgement will be received within 7 working days;
- They will be treated with respect;
- Their concerns will be taken seriously;
- They will receive a meaningful response;
- Open communication channels through to resolution; and
- Recommendations will be made to them if the complaint is not resolved to their satisfaction.

Complaints and compliments feedback

Have your say... "CQ TAFE values your honest feedback to help us to help you"

We are committed to continually improving the quality of our training and services. Your complaints/compliments and feedback is important to us, as it can help us make improvements which will benefit you.

CQ TAFE takes ALL feedback seriously, whether a complaint or a compliment, and have a set process for handling all feedback in an unbiased and fair manner.

If you believe that our customer service and provided training services have not met with your expectations; or have exceeded your expectations; or you have a suggestion for improving our services you can lodge this complaint; compliment or suggestion by:

- Speaking directly to your teacher/staff member or counsellor;
- Completing a 'Customer feedback form', located at all Customer Service Centres;
- Accessing the 'Customer Feedback form' located on our website:
www.cq.tafe.qld.gov.au > About us > Contact us > Feedback
- Emailing directly to Customer Feedback.CQIT@deta.qld.gov.au

- Written response to:

Executive Officer - Client Relations
Central Queensland Institute of TAFE
LMB 8065
ROCKHAMPTON QLD 4700

or Speaking directly to a customer service consultant on 1300 27 8233

Student messages

Any urgent messages that are taken for students are delivered to the student's class in class recess.

Appropriate use of computing and electronic resources

7.1 Institute computing and electronic resources

TAFE Queensland recognises that computing and electronic resources are a valuable source of learning and information relevant to educational courses. These resources include videoconferencing, Internet, and Intranet services provided by TAFE Queensland such as my.TAFE, email, email lists, web browsing, website publication, chat and newsgroups (forums). You are encouraged to make use of these resources for purposes relating to study being undertaken through TAFE Queensland. However, TAFE computing and electronic resources are not to be used for purposes other than course requirements. Your institute will have its own guidelines for the reasonable use of computers, and you will need to agree to accept these guidelines upon logging in to institute computers.

TAFE Queensland reserves the right to:

- Moderate access to Internet and Intranet services, including the filtering of websites.
- Monitor and record all usage of its computer networks, including its Internet and Intranet services.
- Access a student email account where it is considered that there may have been misuse of the email system.
- Take disciplinary action when breaches of this clause occur.

Note 1: Unlawful use of computing and/or electronic resources may lead to legal action being taken.

Note 2: Any misuse of computing or electronic resources will be considered to be an act of behavioural misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, suspension, or expulsion.

“Misuse” refers to wrongful, improper, inappropriate, unauthorised, or unlawful use of computing or electronic resources.

Examples of misuse of computing and electronic resources include:

- Excessive personal use.
- Unauthorised use of documentation that would normally require payment of a fee for use.
- Accessing or downloading website materials or files or transmitting material that is defamatory (including posting defamatory statements on the Internet).
- Accessing, displaying, disseminating, or storing obscene or offensive material including abusive, pornographic, profane, or sexually oriented material.
- Using computing and/or electronic resources to access or to assist in concocting or distributing illegal drugs or dangerous materials.
- Use of computing and/or electronic resources to access or distribute material that promotes hatred or discrimination based on age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status.
- Using computing and/or electronic resources to stalk, harass, threaten, bully, or intimidate anyone.
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal.
- Breaching copyright, such as unlicensed copying of a computer program.
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs.

Mobile phones, sound, photographic equipment and other electronic devices

Use of mobile phones, sound and photographic equipment (including ipods, mp3 players, and cameras) and other electronic devices is not permitted in classrooms unless part of the training requirements.

In addition, mobile phones, sound and photographic equipment, and other electronic devices must not be used in a manner that contravenes the misconduct and appropriate use of computing and electronic provisions outlined in this document.

International students

Australian laws to protect international students

For international students studying in Australia, there are laws designed to protect their interests while they are here. The ESOS (Education Services for Overseas Students) Act 2000 (as amended in 2007) is one of the most important rules and this ensures international students receive a quality education and/or training in Australia, the ESOS Act ensures the following:

Quality courses

To protect Australia's internationally recognised qualifications, all education and training providers offering courses to international students must be registered by the Federal Government. Only courses and institutions that meet specific standards are registered. It is illegal to provide courses without government approval.

You can check out the ESOS Act on the Internet at: www.dest.gov.au/esos

You can also access the Commonwealth Register of Courses and Institutions for Overseas Students (CRICOS) to confirm that the institution you are considering enrolling in is government registered, on Australian Education International's student web site at: <http://aei.dest.gov.au/Aei/Default.aspx>

CQ TAFE CRICOS CODE is: 02003C

Dispute resolution policy for international students

CQ TAFE has an internationally certified quality system. CQ TAFE has a process for student complaints (students, staff, etc.) to record and register comments and compliments regarding Institute products, services, delivery and facilities. If a student wishes to register concerns or make comments about the Institute and/or its staff. They can complete a Customer Feedback Form available at Customer Service Centres.

Additional requirements for international students

- an international student may nominate a support person to accompany them at any stage of the dispute resolution process
- if it is not possible to resolve the dispute internally (as outlined above) the Institute will make arrangements for independent mediation to resolve the dispute

Contact details (six locations throughout Queensland)

Dispute Resolution Branch Department of Justice and Attorney General Brisbane Office

Telephone: +61 7 3239 6269 Fax: + 61 7 3239 6284

Outside of Brisbane (calling within Australia)

Students located outside of Brisbane may use the Toll Free No: 1800 017 288

(at present there is no charge for use of this service, but this may change)

The International Student Support Officer will ensure that all CQ TAFE international students are provided with CQ TAFE Dispute Resolution Policy at the times stipulated below:

- before a contract about the student is entered into or an amount is paid for a registered course, whichever happens first, and
- within 7 days after the student starts attending CQ TAFE in their selected course of study.

The above Dispute Resolution Policy does not negate the right of any international student to take action under Australia's consumer protection laws in the case of financial disputes.

The above Dispute Resolution Policy does not negate the right of any international student to pursue other legal remedies.

If a student is concerned about the actions of CQ TAFE they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education and Training. The Director-General of this Department may suspend or cancel CQ TAFE's registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of the Institute should be addressed to The Senior Education Officer, Queensland State Authority (CRICOS Registration, Department of Education and Training). Complaints must be made in writing. For contact details please visit the following web page: www.education.qld.gov.au/strategic/accreditation/cricos

Safety

The Workplace Health and Safety Act 1995 applies to all students of the institute. You have a responsibility to ensure that you work safely, without risk of injury to yourself or others, and follow any safety practices required.

You have an obligation:

- (i) To comply with the instructions given for workplace health and safety at the TAFE institute or workplace.
- (ii) To use personal protective equipment if you are required to wear the equipment, and you are properly instructed in its use.
- (iii) To use machinery in accordance with safety procedures and follow lawful directions, both written and spoken, given by TAFE staff or employer during work experience or vocational placement.
- (iv) To not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the TAFE institute or workplace.
- (v) To not wilfully place at risk the workplace health and safety of any person at the TAFE institute or workplace.
- (vi) To not wilfully injure yourself.

You are entitled to challenge, in a respectful manner, directions or decisions of TAFE staff or the employer, if you consider them to be unlawful, unreasonable, or to endanger a person's health or safety.

Dress code

TAFE Queensland is predominantly an adult learning environment that prepares you for employment in business and industry, as well as for further career-related training. As such you are expected to dress in a manner that is neat, clean, and safe at all times, and in a manner that would be expected in the workplace. There is no desire on the part of TAFE Queensland to make dress standards too rigid. However, whilst attending the institute or any off-campus training, you should wear appropriate clothing. In particular you should:

- (i) Be adequately clothed in accordance with occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the course. You are responsible for wearing appropriate clothing which minimises risk to yourself.
- (ii) Wear appropriate footwear at all times. It is not permitted for anyone to enter TAFE Queensland grounds or buildings with bare feet. Enclosed footwear is recommended.
- (iii) Not wear clothing that is likely to offend others in terms of its lack of decency, modesty, or cleanliness or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn, or ridicule others.
- (iv) Not wear motorcycle helmets in TAFE Queensland buildings.

Accidents/incidents

All accidents occurring on TAFE property must be reported, including minor ones. A Work Injury/Incident Report Form EVO10 should be completed and handed to the teacher or Safety Officer for investigation. Ask your teacher for help with the form. Each campus of the Institute has coverage by the Queensland Ambulance Service for its students should they require transportation from TAFE premises for medical treatment within the public health system. In the event of an emergency, phone "000" (dialling "0" first for an external phone line when relevant) to be connected to the relevant emergency service.

Evacuation procedure

A copy of evacuation procedures are located at strategic sites eg. emergency exits, noticeboards, classrooms and workshops. During your induction you will be shown these. You should examine the document to learn about the procedures and the place where all persons must assemble when evacuating in the event of an emergency.

Lockdown procedure

In the event of some emergencies, evacuation may place students, staff and visitors into a potential dangerous situation. A lockdown would ensure staff are secured in buildings. When advised a lockdown is in progress, all staff are to secure themselves in the building and keep out of sight until the arrival of the police/emergency services and the all clear signal is given. This means during class time remain in the classroom and secure all doors and windows. If outside when lockdown alert is activated, make your way to the nearest classroom and secure windows and doors and wait for the all clear signal to be given.

First aid

If you require first aid, notify a staff member or teacher who will contact a qualified First Aid officer. In the event of an emergency, phone “000” (dialling “0” first for an external phone line when relevant) to be connected to the relevant emergency service.

Remember: Safety is everyone’s responsibility

Parking

On site parking is available at Rockhampton, Gladstone and Emerald. In Mackay free parking is available in Keats Street which is approximately one block from the campus.

Excessive speed and unauthorised parking

Excessive speed poses an unacceptable safety risk and unauthorised parking can restrict access for other drivers and pedestrians to the campuses and could result in damage to parked vehicles.

Therefore, all drivers entering TAFE campuses are to adhere to parking and speed limit signs and road markings. In areas not marked by signs, drivers should follow normal road parking standards.

Restricted parking

Drivers are not to use emergency vehicle parking spaces unless responding to emergency situations or instructions.

Drivers are not to park in loading zones, “keep clear” areas and designated non-parking areas. These are for delivery or waste vehicles that need access to campus facilities.

Responsibility

Drivers who enter campus premises do so at their own risk and will be responsible for any damage that may occur.

Security

Security staff are able to be contacted by phone on extension 8070 in Gladstone and Rockhampton and this information is displayed on the emergency contact booklets and in each room as appropriate. Mackay and Emerald campuses have signs across the campus notifying all persons of the contact details for security staff at their individual location.

Unlawful activities

2.1 Alcohol on Institute Premises

You are not allowed on institute premises or to use institute facilities when in possession of or under the influence of alcohol. Consumption of alcohol on institute premises, including sites used for excursions, field trips, and live work, is prohibited, except at an authorised function on licensed premises (providing the student is over 18 years of age). Students may be required to undertake alcohol testing by their employer whilst attending TAFE or the workplace as part of the normal working environment.

2.2 Drugs on Institute premises

You are not allowed on institute premises or to use institute facilities when in possession of or under the influence of illegal drugs or controlled substances. The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on institute premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety, or the safety of others, for example in operating machinery or equipment. In addition, prescription medication should be kept secure at all times and never given to another person to whom it is not prescribed. Students may be required to undertake drug testing by their employer whilst attending TAFE or the workplace as part of the normal working environment.

2.3 Weapons on Institute premises

You are not to bring knives or other weapons on to institute premises. It is an offence under the Weapons Act 1990 to be in possession of a weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cookery training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students, animals, or property will be reported to police immediately.

2.4 Animal use

Animals are used in some courses delivered by the institute, for example veterinary nursing, rural studies, and environmental practices. The use of animals for teaching is covered by the Animal Care and Protection Act 2001. Animal cruelty and unauthorised use of animals will be reported to the appropriate authorities.

2.5 Smoking

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around buildings or in Queensland Government motor vehicles. It is an offence to smoke within 4 metres of any part of the entrance to a building. Any breaches to the Act can result in fines being issued. Students are only permitted to smoke in marked designated smoking areas, and must remain in these areas whilst smoking.

2.6 Discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status. Discrimination whether direct or indirect is unlawful under the Anti-Discrimination ACT 1991 and Disability Services Act 2006. Acts of discrimination will be considered as acts of behavioural misconduct and will result in disciplinary action, and may be reported to the appropriate authorities.

Note: Police and criminal history checks may be required of students in order to undertake vocational placement.

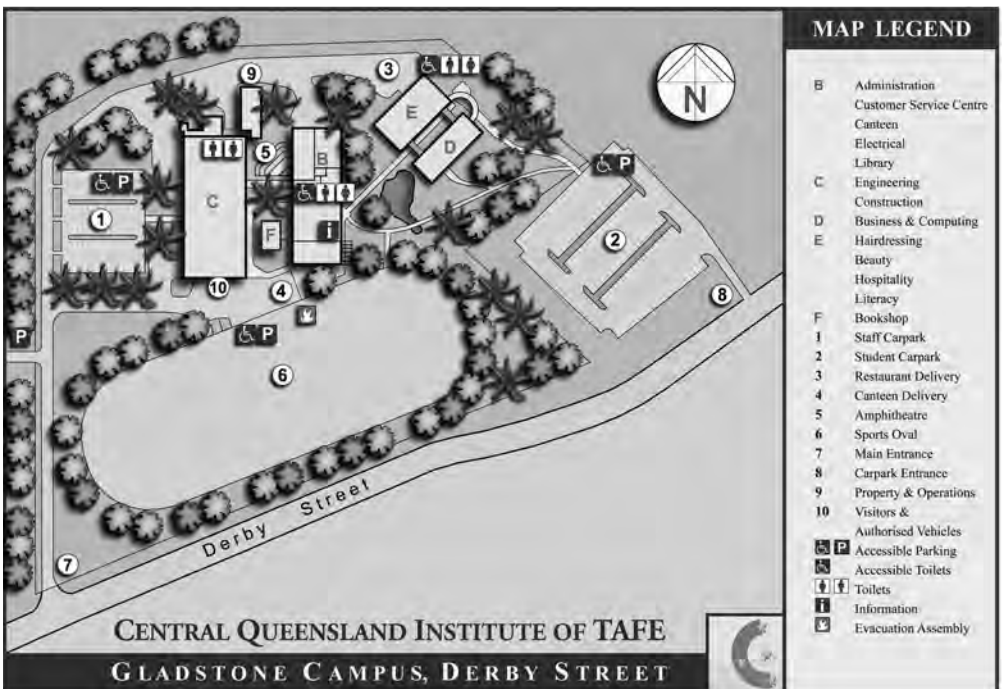
Fact sheets

We hope the information in this guide will assist you while you are studying at CQ TAFE.

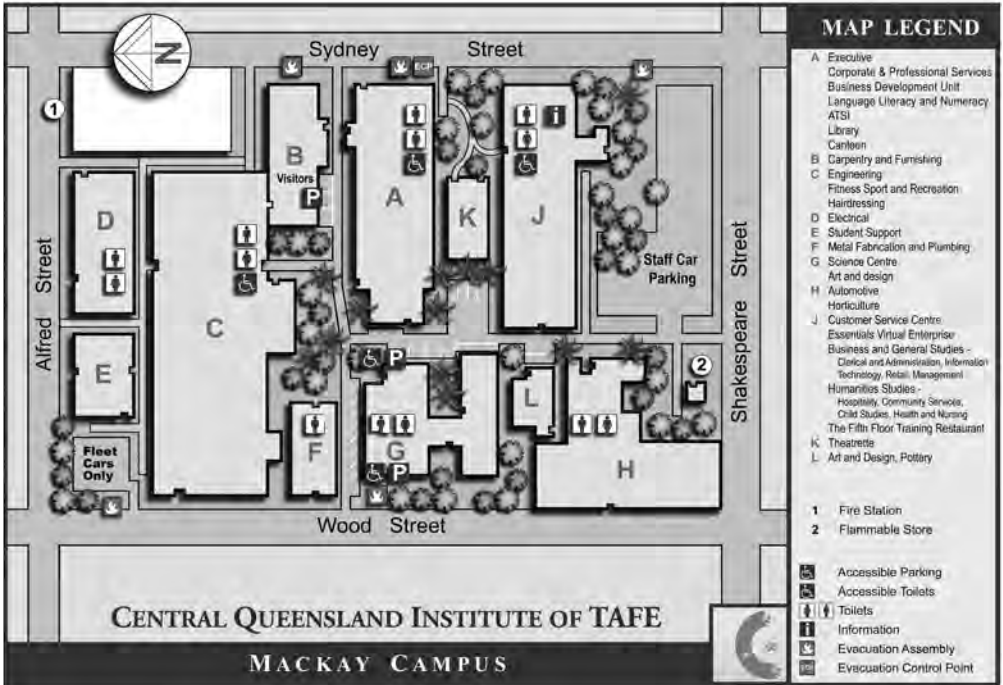
If you require additional information please contact our Customer Service Centre where you will be able to obtain Fact Sheets on the following topics:

- Fact sheet #1..... International Students
- Fact sheet #2 Student Services
- Fact sheet #3 Student Refunds
- Fact sheet #4 Recognition of Prior Learning (RPL)
- Fact sheet #5 Centrepay
- Fact sheet #6 Payment Plans
- Fact sheet #7 Academic Appeals
- Fact sheet #8 Disability Services
- Fact sheet #9 Third Party Contracts

Campus maps



Campus maps



Activate your career



Information correct at time of printing July 2011 - errors and omissions excepted

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1300 CQ TAFE
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