



Barrier Reef Institute of TAFE

STUDENT GUIDE

your pathway to Greater possibilities

2009

Campus locations

Bowen campus

Queens Road
BOWEN Qld 4805
Telephone: **07 4720 4433** Fax: 07 4720 4450

Burdekin campus

Seventeenth Street
HOME HILL Qld 4806
Telephone: **07 4752 4288** Fax: 07 4752 4232

Cannonvale campus (Whitsunday)

Shute Harbour Road
CANNONVALE Qld 4802
Telephone: **07 4940 2777** Fax: 07 4940 2700

Charters Towers campus

11-15 Church Street
CHARTERS TOWERS Qld 4820
Telephone: **07 4788 2600** Fax: 07 4788 2699

Ingham campus

74 Townsville Road
INGHAM Qld 4850
Telephone: **07 4776 3711** Fax: 07 4776 3880

Palm Island campus

Beach Road
PALM ISLAND Qld 4816
Telephone: **07 4770 1200** Fax: 07 4770 1151

Pimlico campus

Cnr Hugh Street and Fulham Road
PIMLICO Qld 4812
Telephone: **07 4750 5211** Fax: 07 4750 5268

Townsville City campus

Cnr Walker and Stanley Streets
TOWNSVILLE Qld 4810
Telephone: **07 4750 5211** Fax: 07 4750 5606

General information

Phone: **1300 1300 84 / 07 4750 5211** Fax: 07 4750 5268

Townsville enrolments

Townsville City admissions

Business, community, children's services and health, general education, information technology, retail, tourism and travel.
Phone: **07 4750 5626/07 4750 5609** Fax: 07 4750 5606

Pimlico admissions

Hairdressing, beauty therapy, hospitality, sport and recreation, visual arts, engineering, automotive, bricklaying, carpentry, cabinet making, CAD, plumbing, electrical, refrigeration, horticulture.
Industry services: mining, lab skills, marine.
Phone: **07 4750 5480** Fax: 07 4725 7008

Regional areas, contact your nearest Barrier Reef TAFE campus. See opposite for contact details.

Important links

iLearn (on-line student learning resource):
<http://ilearn.barrierreef.tafe.net>

Student Self Service (results, update contacts):
<https://enrol.tafe.net/signon.asp>

Barrier Reef Institute of TAFE website:
<http://www.barrierreef.tafe.qld.gov.au>

TAFE QLD website:
<http://www.tafe.qld.gov.au>

Access to your **student desktop** via your external internet provider
<https://mystudentdesktop.barrierreef.tafe.net>

Employability skills summaries for new national training package qualifications:
<http://employabilityskills.training.com.au>



TAFE Queensland
Queensland Government

www.barrierreef.tafe.qld.gov.au

Program information and student selection

Entry requirements for programs can differ significantly and it is therefore essential that you are familiar with the selection process for the program in which you wish to enrol. Please contact a Barrier Reef Institute of TAFE Admissions Centre near you or visit the Institute's website at www.barrierreef.tafe.qld.gov.au for further information.

Enrolment information

Enrolment conditions

Access to all classes is subject to:

- sufficient enrolments in the class
- pre-requisites and other entry requirements being met
- enrolment fees being finalised

Enrolment

The student must complete an *Admissions Checklist*, a *New Student Details* form and the appropriate modules/units on the *Enrolment Selection* form must be ticked.

Students must sign the *New Student Details* form (if under 18 years, parent/guardian signature is required). Once the forms have been completed they can be forwarded to the relevant Admissions Centre for processing with payment of fees. It is the responsibility of the student to ensure that they have been enrolled into the correct modules/units and have completed all necessary pre-requisites. If necessary this should be verified with your teacher.

Payment of fees

All fees are due and payable at the time of enrolment. Fees can be paid by cash, cheque (payable to Barrier Reef Institute of TAFE), EFTPOS or Credit Card (Visa, Mastercard and American Express).

If you are unable to make payment in full prior to commencement of classes, you must advise a Customer Service Officer at the time of enrolment as payment plans could be made available. Should you request the option of a payment plan, you will be required to produce identification at the time of enrolment. If you are a concession cardholder you may wish to contact Centrelink to discuss financial assistance which may be available.

If the employer (or other party) is paying enrolment fees, an *Agreement by Employer to Pay Fees* form must be completed in full for each student and accompany the *Enrolment Selection* form. These forms are available at the Admissions Centres.

A student who has paid fees or has approval to pay by instalment or other special arrangement with evidence of participation in a learning event, becomes a confirmed enrolled student.

Confirmed enrolled students who are absent from class for a two week period will be contacted by the Institute to determine their intention to continue with their study. The Institute will contact a student enrolled in a flexible, external or on-line program of study if there is no contact from the student within a four week period.

Payment options

Several enrolment options are available. These include:

Mail

Mail your enrolment documentation with your cheque, money order or a signed *Employer To Pay Authority* form made payable to Barrier Reef Institute of TAFE or details of your credit card (including name on card, card number and expiry date) to: PMB1, Townsville DC, QLD 4810.

Telephone

To enrol by telephone (credit card payments only) contact a Barrier Reef Institute of TAFE campus nearest to you. If applying for reduced fees please have your fee exemption details available at the time of enrolment.

In person

Visit us at one of our Admissions Centres. Payment is required at the time of enrolment. If you wish to claim reduced fees, fee exemption details are also required at the time of enrolment.

Fax 07 4750 5268

Enrolments (credit card payments and signed *Employer To Pay Authority* forms only) may be faxed to the Institute. Please include

details of your credit card (including name on card, card number and expiry date) and your fee exemption details.

Change of personal details

Once enrolled, students can update their personal details through the relevant Admissions Centre or call 1300 1300 84 or 07 4750 5211.

Change of enrolment

If students need to change their enrolment details, staff at the relevant Admissions Centre can assist or you can contact 1300 1300 84 or 07 4750 5211. Changes to enrolment are not effective until the required *Change of Enrolment* form is completed and lodged at the relevant Admissions Centre.

Students will need to keep Centrelink informed of changes to their enrolment status if receiving Commonwealth assistance. It may be possible to transfer fees if a student transfers from one module/unit to another. This is only possible within the first two weeks of study. If students choose to change enrolment after this time they may be liable for additional fees. Verbal advice to a teacher is not sufficient.

Withdrawal/cancellation from a program or module/unit of competency

If you wish to cancel/withdraw your enrolment, please complete a *Student Unit/ Module Withdrawal* form and present this to the relevant Admissions Centre. (Refer Fees and Charges).

Students who do not complete and have not formally withdrawn from a unit/module will receive an 'MI' result – Competency Not Yet Achieved – Did not Complete. Please note that an 'MI' result may incur an academic penalty if applying through QTAC. (Please note that this does not apply to apprentices and/or trainees).

Fees and charges

Fees

You are not enrolled until all fees due have been paid, or an agreement entered into for payment. If you are having difficulty paying fees prior to class commencement, please contact the relevant Admissions Centre to discuss a time to pay and/or Centrepay arrangements. Students are liable for all payments, even if they discontinue their program. Debt recovery action will be taken to recover outstanding fees and students will be required to pay the costs that are incurred to recover the debt.

Fee for service

Fees payable on fee for service programs are charged on a cost recovery basis and NO fee exemptions apply.

Government funded programs

Many programs are largely funded by the government and the fees charged to students are usually a very small part of the total cost of the program.

Fees and charges (effective 01.01.09)

(Government funded programs only)

Student contribution fee: **\$1.40** per nominal contact hour

Program materials: where applicable

Student administration charge: **\$15.00** per year – non refundable

The fees indicated on the enrolment selection form are subject to increase at the beginning of each calendar year.

Student contribution fee exemptions

(Government funded programs only)

A 60% reduction of student contribution fees is available on verification of the following:

- Centrelink health care card holder
- Centrelink health benefit card holder
- Centrelink pension card holder
- Department of Veterans Affairs pension/blue card holder
- Birth Certificate showing students under the age of 17 on the 28 February of year of study that have not completed Year 12
- Aboriginal & Torres Strait Islander people (written evidence is required)

Exemption of 60% of the student contribution fee will only be granted upon confirmation of eligibility with Centrelink through the Centrelink on-line validation process.



It is your responsibility to check concession card eligibility with Centrelink prior to enrolment. The Institute will accept a Centrelink *Confirmation of Concession Card Entitlements* form if your concession card has not yet been issued. Evidence will be required for age or other exemptions.

Fee exemptions MUST be applied for at the time of enrolment at the relevant Admissions Centre. If concessions are not claimed at the time of enrolment, full fees will be charged and no adjustments can be made.

Refunds for government funded programs

To apply for a refund you will need to complete an *Application for Refund/Credit of Fees* form and attach any relevant evidence pertaining to the application. You should note the following guidelines regarding fee refunds.

A full refund will be given if the:

- Institute cancels a program/module/unit
- student applies for a refund once a credit transfer or exemption has been granted (within five weeks of module/unit commencement).

A part refund of fees (less \$10.00 processing fee) will be given if you cancel your enrolment before the module commences.

No refunds will be given once the module/unit has commenced, unless:

- you accept a QTAC offer*
- you suffer an illness or injury preventing you from completing the module (evidenced by a doctor's certificate)*
- exceptional circumstances prevent you from completing the module/unit*

* Documentary evidence will be required if applying for a refund for the above reasons.

No refund will be given for the student administration fee once issued or if the classes have commenced.

Where a refund is less than the \$10.00 administration charge, no refund will be paid.

Refunds for fee for service programs

There is no refund available once a fee for service program has commenced.

Educational matters

Access, equity and diversity

The Barrier Reef Institute of TAFE seeks to promote an environment which is fair and equitable and free from discrimination and intolerance. Activity which involves discrimination, intimidation, bullying, or harassment is unacceptable and will attract disciplinary action.

Further, such actions may be unlawful. The Institute will fully investigate any claim of harassment or discrimination and take appropriate action.

(Refer to the Barrier Reef Institute of TAFE Student Handbook for further information.)

Academic appeals

Students seeking to appeal against an academic decision shall have the following avenues of appeal:

1. Informal approach may be made to the educational staff within seven days of receiving results;
2. If still dissatisfied, the student may write to the Director of Studies within 14 days of receiving the decision;

If still dissatisfied, the student may write to the Institute Director within seven days of the decision of the Director of Studies.

(Refer to the Barrier Reef Institute of TAFE Student Handbook for further information.)

Assessment

Students will be advised of the assessment requirements on commencement of the program. All assessment work must be completed by due dates to be eligible for a qualification.

Awards/results

A result of assessment will be issued and mailed to students at the end of each unit/module. On successful completion of all the required units/modules of a program, students may need to formally apply for their qualification by contacting the relevant Admissions Centre.

In the event that you require a replacement of award documentation or Result of Assessment, please contact the relevant Admissions Team to arrange the re-issue. The Admissions Team will be able to advise whether you will need to provide supporting documentation including a Statutory Declaration and pay a re-issue fee.

Complaints

A student who has a complaint, query or concern with another student, staff member or the Institute should speak up to ensure help is provided. Usually the first person approached is the person whose behaviour is causing the problem or the person responsible for the area. Other people you can talk to are counsellors and teaching staff.

The complaints procedure suggests steps that can be taken if a complaint needs to be addressed.

1. Complete a *Customer Comments* form, available from all Admissions Centres and staff.
2. Approach a counsellor/teacher/staff member for advice and support to resolve the issue.
3. If the student is still concerned, a written report detailing your complaint should be sent to the Program Coordinator, the Director of Studies or the Institute Director.

Note: A complaint may be referred to an appropriate Institute Committee (eg Academic Appeals Committee or Disciplinary Appeals Committee) if resolution is not possible between the concerned parties.

Disciplinary appeals

Students who consider they have been unfairly treated need to write to the Institute Director clearly explaining their case and reason for unfair treatment.

(Refer to the TAFE Queensland Student Rules for further information.)

Induction/orientation

Students may be required to attend an orientation session prior to commencement of study. You will be advised after enrolment of dates and times, or you can contact the relevant Admissions Centre for details.

Misconduct

Misconduct by a student is any behaviour which:

- disrupts the learning of others;
- prevents staff members from performing their duties;
- endangers the health and safety of staff or students; or
- interferes with the conduct of Institute operations.

(Refer to the TAFE Queensland Student Rules for further information relating to the consequences and disciplinary process for misconduct.)

Privacy

The Department of Education, Training and the Arts collects information for general student administration as well as for planning, communication, research, evaluation and marketing activities under-taken by the Department. Only authorised departmental officers have access to this information. Your personal information may be disclosed to Commonwealth and State Government Agencies. If you are an apprentice/trainee, your personal information, attendance details, progress and results will be disclosed to your employer. If you are under the age of 18 years, your personal information, attendance details and results may be disclosed to your parent/guardian. No further access to your enrolment information will be provided to any other organisations or persons without your consent or, unless authorised or required by law, in accordance with the Information Privacy Principles.

Student printing

Changes to student printing requirements

A new system will be implemented for student printing, copying and scanning.

- Multi-function devices (MFDs) will be installed in all large and double classrooms. (These will replace the current laser printers).
- MFDs will give students access to printing, copying and network scanning – all from the one device. (Laser printers will still be used in smaller classrooms).

- Student ID cards will have a magnetic stripe on the back for storing credit, should you wish to do copying.
- You will need to ensure you have credit on your Student ID card, this can be done at any campus Admissions Centre.

Please note:

- If credit runs out on your Student ID card, more credit is easily obtainable by paying at an Admissions Centre (no longer available at the library).
- A swipe terminal is located on all MFDs – showing you the remaining cash balance after copying.
- Admissions Centres will be able to transfer any remaining credit on copy cards from 2008 to the new Student ID cards.
- Non Barrier Reef TAFE students will need to purchase a copy card from the Library Learning Centres for any copying they wish to do.

Student rules and regulations

Whilst studying at the Barrier Reef Institute of TAFE, students are required to adhere to both TAFE Queensland and the Barrier Reef Institute of TAFE rules and regulations. These are outlined in the TAFE Queensland Student Rules and Student Handbook and can be accessed through Student Services, Admissions Centres, Libraries or the Internet.

Visit www.barrierreef.tafe.qld.gov.au, click on 'Students'.

Information and services provided by Barrier Reef Institute of TAFE

Bookshop

Student textbooks can be purchased through the independent bookshop located at Pimlico Campus.

Barrier Reef Books, Cnr Fulham Road and Hugh Street, Pimlico.
Phone: 4779 2511 Fax: 4725 1838

Canteen

Hot and cold food, drinks, and snacks are available from the canteens.

Computer facilities

IT resources are provided to assist education and training. Students are prohibited from accessing or displaying obscene, offensive, discriminatory, illegal, fraudulent or pornographic material. The system records details of ALL Internet activity.

The following are criminal acts and any breach of the student rules will be dealt with by the Institute accordingly: damage, unauthorised accessing, violating copyright, downloading of inappropriate material and misuse of information

Counselling services

The Barrier Reef Institute of TAFE's counselling team has extensive experience working across the education and training sectors. Their focus is to support students in achieving their study and career goals.

Some of the services offered include: career path planning and exploring program options, managing the transition to tertiary studies, linking to other specialist services and addressing personal issues impacting on study

Disability services

Students with a disability can access a range of support services through the Disability Services Officer, including provision of specialised equipment, interpreters and readers/scribes. Contact the Disability Services Officer on 4750 5652 prior to enrolment if you have a disability and require support from the Institute. You will have an opportunity to discuss program requirements, support needs and any reasonable adjustment if necessary.

Hairdressing and beauty salon

A hairdressing and beauty training salon, located at Pimlico campus, is open to students and for the general public during

normal training periods. Student hairdressers and beauty therapists are fully supervised at all times and a fee is charged to cover the cost of the products used.
Phone: 4750 5314 / 4750 5234.

Aboriginal and Torres Strait Islander student support services

Dedicated Student Support Officers provide support and advice to Aboriginal and Torres Strait Islander students.

Support staff create a network within the community and can assist in the operation of the Community Advisory Committee. For assistance call 4750 5221.

Learning support – language, literacy and numeracy

Learning support is available to students at all campuses. Support delivery is flexible and caters to individual learning needs. For support to be effective, the type of assistance required needs to be identified and assessed in the early stages of study. Students who feel they may need learning support should approach their teacher or counsellor.

The Integrated Learning Support Unit (ILSU) offers an initial analysis and feedback to students with regard to their language, literacy and numeracy skills in the context of their training. Additional support is negotiated with the appropriate unit, students and the ILSU when necessary.

International students

The Barrier Reef Institute of TAFE employs a Manager – International Business to assist international students upon arrival, and throughout the duration of their program. Services include application processing, visa information, accommodation assistance, tutorial and personal assistance, graduation and excursions.

The Manager – International Business can be contacted on 4750 5448 or via email on international.brit@deta.qld.gov.au.

Libraries

The libraries offer a range of information and learning resources, as well as services and facilities to support the courses offered by the Institute across all locations.

Membership is free for all currently enrolled students. Your TAFE student ID card is your library card, which must be presented when you wish to borrow materials or claim other services. There are two libraries located at the Pimlico and Townsville City Campus. Regional students are encouraged to make contact with the library staff via phone, email or through the library website to request services.

The libraries offer access to:

- collections of information resources including online sources
- an online catalogue of what is available, accessible via the Internet
- customer focused staff who can assist you with finding information
- student PCs for access to the student intranet, internet searching and study support
- comfortable study facilities with access to printers and photocopiers

For more information go to the library website at barrierreef.qldtafe.spydus.com

Public transport

Information regarding transport to and from each of the Barrier Reef Institute of TAFE campuses can be obtained from your local council.

Smoking

Smoking and passive smoking are recognised health risks. Government regulations prohibit smoking within all Institute vehicles and buildings (including four metres within a building's entrance and areas outside windows and doors, or under eaves or roofs). Smokers are expected to respect the rights of non-smokers by refraining from smoking in prohibited areas.

Telephone 1300 1300 84 or 07 4750 5211 | E-mail barrier.reef@deta.qld.gov.au
PMB 1, Townsville DC Queensland 4810 | www.barrierreef.tafe.qld.gov.au.