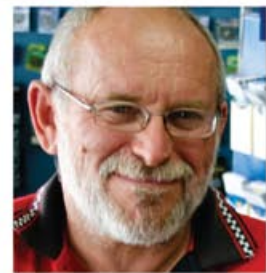


Southern Queensland Institute of TAFE

Student information guide 2009



Anything's possible



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Welcome from the Director

I am proud and privileged to welcome you to the Southern Queensland Institute of TAFE (SQIT) and thank you for choosing to study with us.

As a student of SQIT, you are a part of a large student body across an Institute that is one of the largest in TAFE Queensland. Our nine campuses are strategically situated across 30% of the State, and our facilities are some of the finest you will find in any Institute.

Our educational staff pride themselves in holding the most up to date industry experience, which allows us to offer an extensive range of programs from Certificate to Advanced Diploma courses. The Institute is proud of its capacity and flexibility to respond to the challenging environment of Vocational Education and Training by offering innovative and industry focused courses and enjoys an excellent track record in industry and workplace training.

Our Institute aims to provide the best quality professional service in Vocational Education and Training.

In this booklet, you will find detailed information on the range of facilities, services and support available to help you settle into Southern Queensland Institute of TAFE, and I urge you to take the time to familiarise yourself with this information. I am sure it will greatly assist you in settling into your studies, and support you while you gain qualifications that will assist you in achieving your ambitions.

Once again, a warm welcome to our Institute, and I wish you every success while you are studying with us at SQIT.

Institute Director



About SQIT

Our vision

“To be the partner of choice in Vocational Education and Training.”

Our purpose

“To develop our enterprise and ensure meaningful outcomes for our clients, we will engage skilled adaptable staff, and through highly developed partnerships, strive to deliver quality learning outcomes irrespective of distance, difference and diversity.”

Our goals

To provide quality learning solutions to our customers;

To demonstrate excellence in all business practice;

To develop mutually beneficial partnerships;

To build a foundation for sustainable growth through enterprise.

Quality policy

Southern Queensland Institute of TAFE is committed to the provision of Vocational Education and Training that meets the needs of students and employers and is:

- Relevant
- Accessible
- Cost effective
- Innovative
- Equitable

The Institute can do this by:

- maintaining highly skilled, client focused staff;
- ensuring positive partnerships with employers, industry and other training organisations;
- continually reviewing and improving its services;
- ensuring staff have access to relevant procedural or policy documentation to assist in implementation of systemic processes;
- valuing stakeholder feedback as a basis for improvement; and
- being responsive to changes in public policy.



Australian Quality Training Framework

As a Registered Training Organisation, SQIT complies with the national standards for registered training organisations; the Australian Quality Training Framework.

This means that SQIT will:

- provide quality training and assessment services across all of our operations;
- adhere to principles of access and equity and maximise outcomes for clients (students); and have management systems that are responsive to the needs of clients, staff and stakeholders, and the environment in which we operate;
- this enables us to provide you with nationally recognised qualifications within a consistently applied quality framework. This means that;
- our staff, facilities, equipment and resources meet the requirements of the relevant Training Package or accredited course;
- our trainers and assessors are qualified according to the National Quality Council to train and assess. They also bring relevant industry experience to you while continuing to improve their professional development, bringing you current skills and knowledge.

Study Information

Training

The units/courses you are undertaking form part of a National Training Package qualification or State-based accredited course that is recognised nationally. Unlike previous education or training you may have undertaken, the type of delivery and assessment activities are based around the concept of Competency Based Training (CBT) which is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by industry. Competency is achieved when students can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

A strong focus of National Training Packages is ensuring you have the knowledge and skills required to gain employment in your chosen industry. To assist this happen, National Training Packages include “employability skills”.

Employability Skills are defined as “skills required not only to gain employment, but also to progress within an enterprise so as to achieve one’s potential and contribute successfully to enterprise strategic directions”.

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

You can find the employability skills summary by accessing this link:
<http://employabilityskills.training.com.au>



Your training and assessment can take place at a SQIT campus in classrooms and workshops, at home via correspondence and/or email/internet, on-the-job (in your workplace) or any combination dependant on how the units/courses delivery is structured. More information on the various delivery methods is available from your teacher or on the SQIT internet site at www.sqit.tafe.qld.gov.au.

Assessment

Information relating to how and when you will be assessed will be provided to you at the start of your course. You will be required to complete all set assessments successfully to be deemed competent in the units/courses you are enrolled in.

It is your responsibility to abide by the following:

- You must 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.
- 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.
- Length of extension is at the discretion of the teacher.
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- 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.
- Keeping a copy of any submitted item where possible until assessment is returned.

If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you may request an opportunity to resubmit the item. Only one resubmission attempt will be granted for each assessment item. Resubmissions will only be granted if the teacher considers that you have made a genuine attempt at the first assessment.

If you do not resubmit your assessment item by the due date, you will not be able to achieve competency for that units/course.

If you do resubmit the assessment item and it still does not meet the standard required you will not achieve competency for that units/course.

All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources.

Alternative Assessment

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

- should be submitted directly to the assessor
- may come directly from you or through Student Services as advocate for you



- will be verified with specialist staff
- will be approved/not approved and documented by the assessor

Deferred Assessment

You may apply to the Institute Director (or Faculty Director) in writing for a deferred assessment giving the reason for the request.

The application is to be made at least seven (7) days prior to the due date of the assessment, except:

- in emergency circumstances, or
- 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 (3) working days of the concluding date on the medical certificate.

If the Institute Director (or Faculty Director) 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.

Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with a disability the same educational opportunity as everybody else. Reasonable adjustment activities such as assisting students identify their learning needs or offering a variety of program options and delivery modes are accepted teaching practice. The Disability Services Coordinator will be able to assist you if you feel that you require reasonable adjustment to be made to your training and/or assessment.

Recognition of skills and/or knowledge previously achieved

Recognition of Prior Learning (RPL)

RPL takes into account previous study, work and life experience and then measures this against the course being studied to determine if you can receive credit toward a qualification. Students who believe they may be eligible for RPL should obtain further information from the Skills First Team or the course coordinator before seeking enrolment. Students who then wish to proceed must enrol in a special RPL course and pay the appropriate fee.

RPL is the acknowledgement of your current skills and knowledge obtained through:

- Life experiences
- Education
- Work experience
- Previous training

It does not matter how, where or why the skills and knowledge have been obtained. What is important is being able to provide evidence of this knowledge and skills. This may include copies of previously completed training, references or statements by previous employers,



your resume, job descriptions and list of job duties, or a willingness to demonstrate in an acceptable way the skills and knowledge that are to be recognised. A crucial part of this process will involve an up front interview or discussion with an assessor.

There are brochures available from the Institute that explain how to apply for RPL. Institute staff will be happy to provide you with assistance on these matters. Please contact the RPL Team on 07 4694 1676 for further information.

Credit transfers / mutual recognition / exemptions

Students who have already completed a nationally recognised unit/course at another TAFE institute or Registered Training Organisation (RTO) will have that same unit recognised automatically towards attaining their full qualification. Students will need to provide documentary evidence, for example a statement of attainment, to gain this recognition.

A student who seeks unit/course credit on the grounds that he or she has passed an equivalent assessment at another educational institution may apply to their teachers for a credit prior to enrolment.

Credits will be considered only where:

- The student produces documentary evidence, for example a statement of attainment/ results, skills test, employer's reference or exemption test, that he or she has the knowledge, skills and abilities to the standard required in the course of study.
- The unit/course was completed within the last eight (8) years.

Accelerated progression

If you already have some skills required to complete a unit/course, an accelerated learning path may be negotiated with your teacher.

Accelerated progression enables you to receive recognition of prior learning based on your current skills and abilities within the learning environment. You must be enrolled in the unit/course and will need to negotiate your early completion of the unit/course with your teacher.

Assessment Results (including PLA)

To be issued a final result you will need to be assessed against the full requirements of the specific unit/course. It is generally the case that you will undertake a number of assessment tasks before a final result can be awarded. Where you have undertaken all assessment tasks your teacher/assessor will make a judgement as to whether you have 'passed' or achieved a "J" Competency Achieved result, or you have not been successful and receive an "M" Competency Not Achieved result.

Other result codes are used where you may not complete the unit/competency including:

- | | |
|----|--|
| MI | Competency not yet achieved, or did not complete |
| AW | Withdrawal after participation |
| AP | Withdrawal without participation |



Selected units/courses within some qualifications will be subject to Performance Level Assessment (PLA). PLA provides a supplementary report which is independent of the outcome of the unit/course, which identifies students who excel in their achievements and demonstrate evidence of additional effort and performance against identified PLA criteria. Students can achieve proficient, credit or distinction grades against a J result; however the PLA process is not available to students achieving a result through an RPL process.

Assessment review and academic appeal

Students who are concerned about academic decisions should, in the first instance, approach their teacher to attempt to resolve the issue informally. If this approach is unsuccessful, students may then appeal to the relevant Faculty Director. Details on the Academic Appeals process are covered in the section on Grievances and Appeals process.

Awards/Results of Assessment/Statements of Attainment

When is the award issued?

Result of Assessment and Qualifications will be issued within 21 days of students achieving competence. Students with outstanding fees will have their qualification withheld until all fees have been paid. Your official Result of Assessment is sent to the postal address indicated on your enrolment form.

Cancellation of Qualification or Statement of Attainment

SQIT may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations. If the Institute cancels your award, you will be advised in writing. You must return the cancelled award to the Institute within 21 days of receiving written notice from the Institute. You have the right to appeal this decision through the Institute.

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

Replacement documents

SQIT recommends that you retain your result of assessment. It may be a necessary and valuable reference to use when seeking employment.

If you require a copy of your Academic History, or a reprint of lost or destroyed Results of Assessment, a fee will be charged.



Records of progress and student participation

Progress of Study

You are expected to achieve satisfactory progress in your studies. If you are having difficulty maintaining acceptable progress, you should discuss the situation with your teacher and/or one of the Student Counsellors as soon as possible.

If you fail to make satisfactory progress, written notification to this effect may be given by the Institute and you may be required to show cause in writing (not less than 14 days after the notice is given to you) to the Institute Director (or delegated officer) why you should not be penalised according to one or more of the following:

- subsequent enrolment may be restricted to a limited program of competencies in which any failure at the next attempt may lead to a refusal of further enrolment in those competencies, or
- further and continuing enrolment in any competencies or program offered by the Institute may be refused outright.
- In certain circumstances, for example if you are a carer or have a disability, you may need to negotiate a reduced study load with the Institute.

If you wish to access your records of participation, progress or academic history, you will need to apply through the Customer Service Centre or use the Student Self Service website (refer to the section on Online Student Self Service facilities).

At any stage that you feel that you are not getting the support you need you are encouraged to advise your teacher, contact a Student Counsellor or lodge a formal complaint (refer to the section on Grievances and Appeals).

Enrolment, fees, charges and information

Enrolment conditions

Access to all classes is subject to completing the appropriate enrolment forms and either paying the full fee or entering into a time-to pay arrangement. Students are not allowed to attend classes they are not enrolled in. You will be required to show your receipt and enrolment confirmation to each teacher at the commencement of your first class.

Payment of fees

All fees are due and payable at the time of enrolment.

There are a number of fee payment options including:

- In person
Visit us at one of our Customer Service Centres or at the closest Queensland TAFE campus. Payment is required at the time of enrolment. If you wish to claim a fee exemption, concession card details are also required at the time of enrolment. Cash, EFTPOS, Credit Card, Cheque and Money Order available.
- Telephone



To enrol by telephone (credit card payments only) contact the SQIT Customer Service Centre between 8.00am and 4:30pm Monday to Friday on numbers indicated at back of booklet.

- BPay

Available on SQIT Internet at www.sqit.tafe.qld.gov.au

Bill Code: 999870

Reference: your Student Number with the first digit moved to the end (eg. 1234567890 becomes 2345678901)

Contact your financial institution by phone or online to make payment from your account.

Note: BPay receipts can only be issued by your bank.

- Fax

Credit card payments or Third Party Contracts) may be faxed to the Institute. Please include details of your credit card and your concession card details (including name on card, card number and expiry date).

- Employer payments

If your employer is paying you will need to ensure they provide a written request to TAFE to have the fees transferred from your name to the Employer.

- Payment plans

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 to discuss payment plan options. It may be possible to negotiate a payment plan for some programs.

If you are concession card holder, you may wish to contact Centrelink to discuss financial assistance that may be available.

Prior to enrolment, a 'Payment Plan Application' form must be completed. A minimum of \$75 or 20% of the total cost of enrolment, whichever is the greater, is payable at the time of enrolment.

Extreme financial hardship

If a student is unable to meet the full cost of the program fees due to extreme financial hardship, an appointment should be made with the Institute counsellors prior to the commencement of classes.

Outstanding/overdue payment of fees

If you have outstanding/overdue payments to the Institute, you may not be eligible to:

- undertake/submit assessment;
- continue study;
- enrol into further study with the Institute;



- receive your results of assessment;
- borrow items from the library;
- attend the Institute graduation ceremony;
- apply for payment plans; or
- access Institute educational computer network.

Student ID Cards

Students studying at a SQIT campus are required to have suitable identification on them at all times. Failure to produce suitable identification when requested by a staff member may result in the student being asked to leave the campus.

The Toowoomba Student Association provides a service in producing student identification cards, the cost of this is included in an annual charge. School students attending as part of the SET plan may use their school identification card.

Your ID card can also be used to gain concessions at local business eg movies.

IT fee

All individual students physically attending a SQIT campus to undertake training in a government funded program shall be required to pay a User Charge per semester in order to access internet and email through the Institute.

Late fee

A late enrolment fee will be applied if you enrol after the commencement of classes.

Fee-for-service

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

Student contribution fee exemptions

Exemption of 60% of the student contribution fee component will be granted only for government subsidised training upon confirmation of eligibility with Centrelink through the Centrelink on-line validation process. If you do not wish this to occur, full fees will be charged.

This fee exemption is available for:

- DSS Health Care Cardholders, Pensioner Concession Cardholders and dependants.
- DVA Service Pensioner Cardholders and dependants.
- Australian Aborigines and/or Torres Strait Islanders.
- Students who have not completed Year 12 and were or will be under 17 at 28 February in the year in which the unit is taken.

Note: It is your responsibility to check concession card eligibility with Centrelink prior to enrolment. Evidence will be required for age or other exemptions.



No refunds will be given on presentation of concession card or other evidence at a later date.

Change of personal details

Please advise the Customer Service Centre regarding changes to your personal details. This will ensure that Institute records accurately reflect your correct details when forwarding notifications, grades, awards etc. It is your responsibility to ensure that changes to personal details are communicated to Customer Service Centre staff. You are also able to update your personal details through the online student Self-Service facility (refer to the section on Online Student Self Service)

Change of enrolment

Withdrawal

To withdraw your enrolment you are required to submit a formal, written application.

If you have received an unsuccessful result for an assessment item before withdrawing from the competency, you may receive a “Not Competent” result for the competency.

The possibility of any refund if you withdraw is dependent on the type and stage of the program you are enrolled in when you apply to withdraw.

Transfer within Institute

If you are enrolled in government-subsidised training and you receive approval from the person in charge of the course or program, you are permitted to change competencies or program within the Institute, or to replace the competencies or program with another, provided the transfer application is within 14 days of the start date of the original competencies or program.

You are required to submit changes to your enrolment formally.

The tuition and student services fees you have paid will be applied to the fees for the new enrolment. Any surplus will be refunded to you, and you will be required to pay any deficit.

Transfer between institutes

If you are enrolled in government-subsidised training and you transfer your enrolment to another Institute of TAFE, the original institute will transfer tuition and amenities fees, proportioned for the proportion of the program already completed to the subsequent institute.

Note: The same program at different institutes may have different fee structures. Before transferring, check the payment requirements with both institutes.



Refund policy

For all government subsidised units/courses, a refund will be considered up to the start of delivery of scheduled classes. After that date, there will be limited grounds for consideration of refunds, including:

- Illness/injury for which a medical certificate is required;
- Acceptance of a QTAC offer;
- Exceptional circumstances processed through the Student Counsellor or Customer Service Managers.

For non-government funded units/courses there is a policy of no refunds. However, in exceptional circumstances students may approach the Student Counsellor or the Customer Service Manager to have their case considered. Any recommendation for a refund is forwarded to the Institute Director for approval. There are no refunds once a non-government funded unit/course has commenced.

General notes

- No refunds will be given for any materials that are considered to be used.
- An administration fee of \$10 is deducted per refund application.
- For units/courses offered by flexible delivery, the date of enrolment will be considered to be the start date.
- Should a unit/course be cancelled by the Institute, a full refund will be given.
- Please allow up to three (3) weeks for a refund to be processed. A cheque will be forwarded by mail.

Online Student Self Service facilities

TAFE Queensland is progressively introducing a range of web services.

Through these services you can:

- Update personal details online
- View and print your academic history/progress
- View your TAFE Queensland account and make payment via credit card or BPay.

To register for access

1. Go to <http://enrol.tafe.net>
2. Click the register button on the bottom left of the screen.
3. Answer Yes, No or Unsure to each question.
4. Click the continue button to begin your registration.
5. When you have successfully completed your registration, your User ID and password will be sent via email.



To log on to the Student Self Service website

1. Ensure you have the User ID and password before you log on.
2. Go to <http://enrol.tafe.net>
3. Enter your Student ID in the User ID field
4. Enter your password
5. Read the Terms and Conditions provided
6. If you accept the Terms and Conditions, tick the checkbox.
7. Click log on.

To update your personal details

1. Click on the My Details tab.
2. Use the My Details menu on the left hand side to view and/or update any of your personal details.
3. Simply add or remove any details and select the Save button.

To change your password

1. Select the Change Password link from the miscellaneous menu.
2. Enter your current password.
3. Enter your new password twice.
4. Select the Change Password button to save your new password.

If you have forgotten your password, you can reset by selecting the Forgotten Password link on the homepage.

General information

Workplace Health and Safety

Accidents can result in loss of life, injury to people, damage to property, equipment and materials.

Safety is everybody's responsibility, and students have an important part to play in maintaining a safe training and working environment while at TAFE. All staff, students and workers have an obligation:

- To comply with instructions given for workplace health and safety at the campus by staff or the Safety Officer.
- To use personal protective equipment if the equipment is provided by SQIT and the staff, student and worker is properly instructed in its use.



- Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety.
- Not to wilfully place at risk the workplace health and safety of any person at SQIT.
- Not to wilfully injure himself or herself.
- Protective clothing and equipment
- All students attending a SQIT campus are required to wear clothing that meets both industry specific workplace health and safety requirements and the following minimum dress standard:
 - Where students are not wearing industry style uniforms eg chef's clothing, students are required to wear clothing of a neat and presentable nature. Thongs and singlets are not considered appropriate standards of dress.
 - Footwear shall be substantial and in good repair and provide adequate protection to the feet. Sandals, canvas shoes, platform or high heeled shoes or shoes with openings at the toe or heel shall not be worn in hazardous situations, especially practical training areas.
 - Students working in hazardous environments shall wear safety footwear conforming to AS2210-PR.P.2.2.3. This notes accepted safety footwear i.e. steel capped work boots.
 - All students are expected to comply with safety signage in a workplace including the use of appropriate personal protective equipment (PPE). Failure to use PPE or follow directions to use PPE will be considered misconduct.
 - Students have a duty of care concerning the use of any electrical appliance or equipment within their work environment. If the appliance or equipment is identified as defective or unserviceable, or carries out of date inspection tags (only applicable to electrical appliances or equipment in workshop areas), students are NOT to attempt to reconnect or operate the device. Students must report these identified items to their immediate teacher/supervisor, who will isolate the items, and immediately contact the safety officer who will inspect and arrange for repair or removal.
 - Workshop areas are off-limits to students unless a teacher from the area supervises them. Students who fail to follow rules and directions may be excluded from practical classes. On industry visits all safety directions must be followed. Failure to follow Workplace Health and Safety directions can result in disciplinary action. Students who do not comply with the Workplace Health and Safety Act 1995 requirements can face fines and other action.
 - All students are expected to report any incidents, injuries or unsafe situations or practices to staff members, such as teachers or tutors.

Accidents/first aid

A number of SQIT staff are trained first aid officers. Any person requiring health services should advise their teacher or manager so they can be directed to the nearest first aid officer. Transportation to the nearest public medical facility will be arranged as necessary.

In the event of an accident or illness:

- assess the situation e.g. danger of electrocution, falling object etc;
- ask for assistance from any SQIT staff member;
- stay with the patient; and



- if an ambulance is required, do not delay. Use the nearest telephone to call 000.

Work injury/incidents

All work injuries/incidents that occur on Institute premises/property or during vocational placement, work experience, industrial visits or excursions must be reported. Students injured or involved in a workplace incident must:

- Advise their teacher/manager/employer of the incident.
- Seek first aid/medical help where applicable.
- Complete a Work Injury Incident Report (EV010) to be signed by their teacher/manager/ employer and handed to the safety coordinator for investigation within three (3) days of the occurrence.

Medical Treatment for students on vocational placement/work experience

Students and employers are advised that if a student involved in either vocational placement or work experience sustains an injury which requires medical treatment, the student is to attend public hospital facilities. Compensation entitlements are limited under Chapter 3, parts 9 and 10 of the WorkCover Act for work experience and vocational placement. The insurance contract does not cover payments of damages for injury sustained by the student [WorkCover Regs. 1997 - RS 35(7) and RS36(7)].

A lump sum payment only may be paid through WorkCover Queensland for an incident under part 9 - Permanent impairment or part 10 - Compensation on worker's death. Students are advised to seek their own insurance for medical expenses.

Fire

In the event of fire:

- sound the alarm (activate manual call point break glass);
- evacuate immediate area;
- notify any SQIT staff member of the location of the fire;
- follow normal evacuation procedures; and
- follow all instructions given by emergency personnel.

Evacuation

During an emergency evacuation, absolute authority rests with the evacuation personnel in respect to any actions, instructions of requests relating to the emergency. They are identified by the appropriately coloured safety helmets and/or reflection vests. This authority overrides any person's normal position or rank.

In the event of an evacuation:

- When an alarm sounds, all persons will evacuate the area in which they are located, and proceed to the designated assembly point. The shortest, safest route is to be adopted.
- If an emergency situation arises the switchboard or the Security Officer is to be notified of the type and location of the danger.



- If a staff member or student is aware of a false alarm, or that an emergency does not exist this must be reported personally to the Safety Coordinator. Under no circumstances should any person re-enter the building.
- Trained emergency personnel will be available should assistance be required. Staff and students who are evacuated are advised to leave personal belongings in the room at the time of the emergency.

Lockdown procedure

When notification of a lockdown is received:

During class time

- Under direction of their teacher, students that are not in a classroom are to move to the nearest available classroom or (in Toowoomba) the lecture theatre.
- Teachers of all classes are to lock the doors and windows, turn off all lights, draw curtains if available and have students sit on the floor so they are less visible from the outside.
- Maintain silence.
- Where practical, class roll checked to verify that all students are present or a head count conducted.
- Campus access will be restricted.

Outside class time

- Staff, students and visitors are to move to classrooms where available or (in Toowoomba) the lecture theatre
- Upon reaching a designated area, teachers are to move students quickly and quietly into rooms and lock the doors where able. Students and staff are to sit on the floor so as to minimise their being seen from the outside.
- Maintain silence.
- Once in the room, where practical a head count of students/staff will be conducted.
- All non-teaching staff, visitors, contractors and tradespeople are to remain in the building they are in or move to where they are advised by staff.

General

Everyone is required to follow the instructions of the Emergency Services staff.

Once in a Lockdown situation teachers are to keep students locked in rooms until advised by Emergency Services staff through Front Office Manager or senior staff member.

Following a Lockdown all students and teachers are to move to their designated class rooms to marks rolls.

All clear

When the emergency is over “All Clear” will be announced.



Emergency contacts

For all emergencies requiring Police, Fire or Ambulance phone 000.

Student and staff conduct

Student responsibilities and code of conduct

As a student of TAFE Queensland, you are required to abide by State and Commonwealth legislation as well as TAFE Queensland policies and rules.

The minimum requirements for a student are defined in the following section.

Institute induction/orientation

All students of SQIT are required to undertake a course induction/orientation. This may be delivered face-to-face, or for students studying off-campus, via the internet or directly by your teacher.

The purpose of this induction/orientation is to provide students with an understanding of their rights and responsibilities as students, important information about how they may access assistance to successfully complete their study and specific course information. Please contact your teacher if you feel you have not received any of this information.

General Behaviour

When communicating and interacting with TAFE staff and other students you have a responsibility to:

- Treat people with respect and fairness regardless of their background or culture.
- Show respect for others by not swearing, using obscenities or making offensive remarks.
- Avoid behaviour that could offend, embarrass or threaten others.
- Refrain from harassing or disrupting others in the performance of their duties or studies.
- Avoid unacceptable behaviour - including bullying, aggressive, threatening or abusive behaviour.
- Make only truthful statements in regard to your student status or representation as a student or entitlements as a student.

Alcohol on Institute Premises

You are not allowed on Institute premises or to use Institute facilities when 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. No person under the age of 18 may consume alcohol on Institute premises.



Animal use

Animals are used in some programs delivered by TAFE Queensland, 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. There are penalties for animal cruelty and unauthorised use of animals.

Anti-discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as race, pregnancy, gender or disability. Discrimination whether direct or indirect is unlawful under the Queensland Anti-Discrimination Act 1991 and Disability Services Act 1992.

Attendance

Students are expected to attend classes regularly. Absences should be discussed with teaching staff, as continued absences will result in students not participating in those stages of the learning processes or assessment.

Appropriate Use of Computing and Electronic Resources

TAFE Queensland recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include videoconferencing, Internet and Intranet services provided by TAFE Queensland such as 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 for program/course requirements unless otherwise specified within Institute procedures.

Use of mobile phones is not permitted in classrooms. Use of mobile phones and sound or photographic equipment including MP3 players etc must be in a manner which does not contravene the section on Unlawful use of Electronic Resources.

Blue Card for child-related employment

Students required to undertake work placement in a child-related industry as part of their studies will be required to apply for and receive a Blue Card for Child-Related Employment before commencing the placement. Refer Commission for Children and Young People and Child Guardian Act 2000.

Campus environment and resources

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- Reporting breakage and/or faults with equipment to the teacher, or the Institute administration.



- Leaving classrooms, workshops and laboratories neat and tidy after classes and tutorials and ensuring equipment and tools are cleaned and correctly stored.
- Not using or installing unlicensed software on Institute computers.
- Checking all peripheral devices such as USB drives, CDs, DVDs, floppy discs and other mass storage devices for viruses before use on Institute computers.
- Returning or renewing library resources or other borrowed materials and equipment on time as stated in the Institute Flexilearn Centre policy.

Children on campus

As a rule Children under 15 years of age are not permitted in the workplace/classroom. This is necessary to minimise disruption to our staff, students and Institute business and to provide a safe working environment for all staff, students and visitors to the Institute.

Children under 15 are permitted on SQIT premises if they are:

- Enrolled SQIT students (specific permission must be obtained).
- Students from other organisations that are here as a direct result of formalised training, where prior arrangement has been made.
- Accompanying a parent/guardian while the parent/guardian is enrolling at SQIT.
- Participating as clients in authorised live work activities eg training restaurant, hairdressing, beauty therapy etc.
- Students visiting as part of a planned and supervised school visit.

Any exception to this must be negotiated on a case-by-case basis with the relevant faculty management.

Confidentiality

As an enrolled student of TAFE, you may be required to attend practical work placements as part of your studies. During these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be acts of misconduct.

Copyright

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. For study and research purposes, students are allowed to copy 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. More extensive reproduction may be possible. Check with library staff. You must comply with licences for the use of intellectual property, including software. All software loaded onto Institute computers or provided by the Institute is licensed and there is no permission to copy software unless permitted by the licence.

If you need further information about your copyright obligations, refer to the Australian Copyright Council website.



Drugs on Institute premises

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 when operating machinery.

Eating and drinking in classrooms

Eating and drinking is NOT PERMITTED in classrooms and corridors. Bottled water is permitted except in computer rooms. This applies equally to staff and students.

Messages

Messages cannot be taken for individual students except in emergency situations. An attempt will be made to contact the student; however, no responsibility will be taken for the non-delivery of messages.

Mobile phones

Mobile phones are to be switched off during classes. In exceptional circumstances, a student may need to leave a mobile phone on (e.g. family illness or emergency). This should be negotiated with teaching staff before a class commences.

Skateboards/scooters

Skateboards and scooters are banned at SQIT. They are identified as posing a risk or danger to Institute community members. They may be confiscated and returned at the end of the day or at a later date. Persons making use of banned items may face disciplinary action.

Smoking

Smoking and passive smoking are recognised health risks. Government Acts and regulations prohibit smoking within all Institute vehicles and buildings (including areas outside windows and doors, or under eaves or roofs). Areas where smoking is permitted are clearly marked. No food or drink can be consumed in smoking areas.

Failure to comply with these laws shall be documented as misconduct under the TAFE Queensland Student Rules. Queensland Health Inspectors have the right to visit and monitor compliance and will issue fines for all breaches.

Unlawful Use of Electronic Resources

Unlawful use relates to:

- 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;
- accessing, displaying, disseminating or storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material;
- using Internet technologies to access or disseminate the use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or discrimination based on age, race, religion, gender or sexual preference;
- threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet;
- using electronic resources to stalk or harass anyone.

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

Unlawful use of computing and/or electronic resources will lead to legal action being taken.

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 Intranet and Internet 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 expected behaviour occur.

Weapons on Institute premises

You are not to bring knives or other weapons to Institute premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other 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 cooking 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 the police immediately.

Results of Misconduct

The Institute has systems and processes in place to manage and deal with any disciplinary matters or any instances of misconduct that may arise while studying with us.

Student misconduct includes both academic misconduct and behavioural misconduct.

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, electronic plagiarism, and falsifying information.



Behavioural misconduct

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

- Breaches of Commonwealth or State law which impinge on TAFE operations.
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Institute.
- Refusing or failing to identify yourself truthfully.
- Any act or failure to act that endangers the safety or health of any other person.
- 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.
- Acting in a way that causes students or staff or other persons within the Institute to fear for their personal safety.
- Acting in a way that causes damage to TAFE property.

Immediate consequences of misconduct

- 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.
- If a suspension action is taken, that staff member shall advise the delegated Institute officer immediately and provide them with a written statement, which details the circumstances of the suspension.
- Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension.
- If you are under 18, your parent/guardian may be notified, unless you are an independent person with a Centrelink account, or estranged from your parent/guardian.

Where State or Commonwealth laws appear to have been breached; the matter will be referred to the police or other appropriate authority.

Accademic Misconduct

If a teacher or examination supervisor believes you are involved in academic misconduct during assessment:

- You will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish;
- 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
- the matter will be referred to the Institute Director (or delegated officer) for appropriate action, as outlined in Formal Disciplinary Process.



Attendance of parent/guardian at interviews of students under 18 years of age

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

Formal disciplinary process

Following receipt of advice of an act of misconduct, the Institute Director or delegated Institute officer will advise you in writing of the alleged incident of misconduct and commence the following formal disciplinary process:

- You have five (5) working days to make oral or written representations regarding the alleged incident of misconduct.
- Within five (5) days after this period, the designated Institute officer may modify or dismiss the charge.

OR

Submit a report to the Institute Director recommending one or a combination of the following penalties:

- 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.
- Reprimand and warn you against repetition of the breach of discipline.
- Suspend you from attending classes for a period not exceeding 14 days which shall include any period of suspension already imposed.
- Suspend you from using all or some facilities and/or services, including library borrowing and computer access rights.
- Exclude you.
- The Institute Director will review the report and may approve or alter the penalty.

Within five (5) working days of the report being submitted to the Institute Director, the delegated Institute officer must provide you with a written statement detailing the decision, including information on your right to appeal the decision.

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

Misconduct appeals

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the Institute Director. The Institute Director will refer your appeal to the Misconduct Review Panel.



A date for the Misconduct Review Panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.

If required, the Institute will provide an interpreter to assist you during the meeting.

You have the right to be accompanied by a representative and you may call witnesses, or you may provide a written submission instead of attending the meeting. You may ask the Institute Counsellor to support you through this process.

If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.

The panel will advise you in writing of the decision within two (2) working days of the date of the decision.

The decision of the Misconduct Review Panel is final (subject to the provisions of the Judicial Review Act).

Note: 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.

Staff code of conduct

Staff behaviour is bound by public service rules and regulations. The DETA Code of Conduct provides an outline of basic expectations of public service staff, which are applicable to all TAFE staff.

Persons wishing to compliment or complain about staff behaviour can do so to their teacher, Education Manager or in writing to the Director.

Feedback

If you have a concern regarding any aspect of your program, please discuss it with your teacher so that assistance can be provided as soon as possible.

Addressing an issue early generally allows for faster resolution. If you are uncertain how to approach an issue you can talk to your teacher/s, the administrative staff within your program area or counsellor.

During your studies with SQIT, you can help us improve our business by completing our 'Have your Say' form. This feedback is very important to SQIT as it gives you an opportunity to let us know how we're going, and us an opportunity to see where we can make improvements.



A suggestion, compliment or complaint can be provided directly to Customer Service Officers in writing or on the 'Have Our Say' form. You can also send it to the Business Improvement Team, C/- PO Box 80, Toowoomba QLD 4350. Once the Business Improvement team receives your complaint they will follow a process of recording and following up the issue and will provide you with a response to your issue.

In addition you will also be surveyed during your study; these surveys provide you the opportunity to identify how satisfied you have been with our services.

Grievances and appeals process

Circumstances which may result in a grievance could include:

- Academic unfairness
- Verbal abuse
- Discriminatory behaviour
- Unprofessional behaviour

This process is for appeals by students in relation to academic decisions or procedural matters.

- Student makes an informal approach to the relevant teacher to seek a re-evaluation of an academic decision within fourteen (14) days of receiving their result. The Teacher/ Assessor must review the evidence and advise the student of the decision within five (5) working days of receiving the appeal. Fees may be charged for the re-evaluation—if the re-evaluation is successful, fees will be refunded.
- If dissatisfied with the Teacher's decision, the student can submit an Academic Appeal in writing to the Institute Director within seven (7) days of becoming aware of their result. Such an appeal is to be lodged in writing addressed to the Institute Director for referral to the Chairperson of the Academic Appeals Committee. If the appeal is not lodged in the specified time, the result will stand.

Academic Appeals Process

- A hearing will be organised within 10 days of receiving the academic appeal and a mutually suitable date and venue arranged. Student will be given written notice of the time and place of the hearing, not less than five (5) working days before the date of the hearing. A determination will be made after review of the dispute or question relating to the academic process. The decision will be communicated to the Institute Director and the student within five (5) working days.
- The decision of the Academic Appeals Committee is final.

Note: If a student is excluded from a TAFE Institute while in 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.



Student services and facilities

Student services

Services and support are provided to students in the areas of language, literacy and numeracy, learning support, disability integration, Indigenous student support, counselling services and student activities. For more information, contact the Institute's Student Services team.

It is recommended that students under the age of 18 or with special needs, contact the student counsellor to ensure any needs or concerns are addressed.

Disability services

Students with a disability can access a range of support services including provision of specialised equipment, interpreters and readers/ scribes through the Disability Services Coordinator.

If you have a disability and will require support from the Institute you must contact the Disability Services Coordinator prior to enrolment.

SQIT does not offer or commit to provide any particular service or facility. Students should seek advice on the range or level of services possible.

Facilities available for persons with a disability

Each training centre provides disabled access and disabled car parking. Please contact the Disability Support Officer located at the Bridge Street Campus if you require any assistance at any training centres across the Institute. The contact number is 07 4694 1783.

Indigenous support

Student support officers are available to assist all students of Aboriginal, or Torres Strait Islander descent. Officers provide support and understanding in culturally sensitive issues and also assist students to achieve their training and educational goals.

International student support

SQIT provides International students ongoing assistance in areas including extra tuition, personal and study difficulties, accommodation, student visa procedures and referrals to the Student Counsellor for educational help. Please enquire at the Customer Service Centre for further information.

Learning support

Students who require learning support to complete their course of study are able to access a comprehensive range of services through Student Services. Students may require learning support when:



- It has been a while since they have studied.
- English is a second language.
- There is a lack of confidence in reading, writing and maths.
- They are faced with a new technology.
- Memories of learning experiences are not positive.

Your Learning Support teacher will negotiate what assistance will be provided.

Canteens

Hot and cold food, drinks and snacks are available from the canteens located on most of the SQIT campuses. Please note opening hours vary per campus.

Computers

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. Refer to section on Unlawful Use of Electronic Resources.

Customer Service Centres

Customer Service Centres are located at each of SQIT's campuses which are set up to assist students with enquiries and enrolments. Opening hours are shown at the entrance to each centre.

Flexilearn Centre

SQIT has modern, well-equipped libraries. Students can borrow from the library when they provide proof of enrolment (student card). Facilities include computer access, audiovisual equipment and photocopiers (charges apply).

The Flexilearn Centre web page provides information, tutorial support, subject guides and access to online databases. Opening hours are shown at the entrance to each library. The Centre's web page can be found at <http://www.sqit.tafe.qld.gov.au/library/index.html>

Parking

Free parking is available at all campuses and is at the students' own risk.

Security

To maintain and protect Institute property, students are encouraged to immediately report any suspicious behaviour to security staff. Students are advised to securely lock all cars and bicycles. SQIT is not responsible in any way for private property of students or staff. Do not leave valuables in unattended bags.



Valuables

It is recommended that you do not bring valuable items to SQIT. If valuable items are essential to transport or study, it is your responsibility as the owner to ensure that such items are adequately protected from theft or damage. SQIT does not accept responsibility for the security, damage or theft of personal items.

Property damage

If you become aware of damage to Institute property, you are required to report it to a person in authority, (eg a teacher, administration staff member, security or maintenance person). Persons wilfully damaging property will be held liable for cost and may be disciplined or expelled.

Lost property

Any property found on Institute grounds should be delivered to the Customer Service Centre where it may be retrieved on proof of identity. Any incidents of theft should be reported to the Customer Service Centre. Students are responsible for the safekeeping of their personal items.

Contact/privacy

Privacy statement

- Personal information collected as a result of your enrolment will be used by DETA for general student administration, vocational education, training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.
- Your personal information may be disclosed to Commonwealth and State Government authorities and agencies.
- Your personal information may be shared with other TAFE Queensland Institutes in which you enrol or apply to enrol, as stated in the TAFE Queensland Student Rules.
- Your results may be disclosed to QTAC.
- If you are an apprentice or trainee, your personal information, attendance details, progress and results may be disclosed to your employer or host employer.
- If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian.
- If you are a school-based apprentice/trainee, your personal information, attendance details, progress and results will be disclosed to your school and the Queensland Studies Authority.
- No further access to your enrolment information will be provided to any other organisation or persons without your consent, unless authorised or required by law, in accordance with the Information Privacy Principles in Information Standard 42.



Note: As per TAFE Queensland policy, TAFE Queensland Institutes must share with other TAFE Institutes the personal information (eg. student name, student number, student address, program of study) of any student excluded from enrolment following identification as 'violent' and therefore presenting a risk to 'life or health' of other students or staff. This student must have been excluded via a formal disciplinary process.

Use of photographs and videos

SQIT may use photographs or video footage of students for marketing, promotion or publicity purposes. Students who appear in photographs or video footage are asked to sign a Queensland Government Consent Form, which gives the Institute permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the use of a photograph or video footage.

Information accuracy

While every effort will be made to advise students of any changes made to this document, SQIT reserves the right to change or otherwise revise the information in this document without notice. The details of the document are correct at the time of printing.



Useful contact details

Southern Queensland Institute of TAFE

Institute Directorate—Toowoomba

100 Bridge Street, Toowoomba QLD 4350
PO Box 80, Toowoomba

(07) 4694 1880

Charleville Campus

Parry Street, Charleville QLD 4470
Customer Service Centre, all enquiries

(07) 4654 4900

Chinchilla Campus

9 Zeller Street, Chinchilla QLD 4413
Customer Service Centre, all enquiries

(07) 4669 1205

Dalby Campus

Condamine Street, Dalby QLD 4405
Customer Service Centre, all enquiries

(07) 4669 9999

Kingaroy Campus

Cnr Bunya Hwy & Geritz Road, Kingaroy QLD 4610

Canteen

(07) 4160 4408

Customer Service Centre

(07) 4160 4400

Enrolments

(07) 4160 4402

Facilities

(07) 4160 4436

FlexiLearn Centre

(07) 4160 4416

Literacy Coordinator

(07) 4160 4448

Student Support

(07) 4160 4406

Training Restaurant (Tabinga)

(07) 4160 4449

Nurunderi Campus

Collins Road, Cherbourg QLD 4605
Customer Service Centre, all enquiries

(07) 4169 9999

Roma Campus

Timbury Street, Roma QLD 4455

Customer Service Centre

(07) 4620 4200

Facilities

(07) 4620 4271

FlexiLearn Centre

(07) 4620 4277

Indigenous Support

(07) 4620 4203

Training Restaurant (Timbury Street)

(07) 4620 4299

Stanthorpe Campus

Queensland College of Wine Tourism
22 Caves Road, Stanthorpe QLD 4380

Customer Service Centre

(07) 4685 5000



Toowoomba Campus

100 Bridge Street, Toowoomba QLD 4350

Canteen	(07) 4694 1647
Client Service Officer	(07) 4694 1604
Counsellor	(07) 4694 1783
Customer Service Centre	(07) 4694 1600
Disability Services Coordinator	(07) 4694 1783
Enrolments	(07) 4694 1600
FlexiLearn Centre	(07) 4694 1673
Hair & Beauty Salon Reception	(07) 4694 1660
Indigenous Support	(07) 4694 1985
Learning Support Teacher	(07) 4694 1725
Literacy Coordinator	(07) 4694 1681
Results and Awards	(07) 4694 1615
RPL Unit	(07) 4694 1676
Safety & Security	(07) 4694 1830

MOB: 0417 735 855

Schools Consultant	(07) 4694 1877
Toowoomba Student Association	(07) 4694 1633
Training Restaurant (Futures)	(07) 4694 1665

Warwick Campus

176-202 Dragon Street, Warwick QLD 4370

Canteen	(07) 4660 4625
Counsellor	(07) 4660 4631
Customer Service Centre	(07) 4660 4600
Enrolments	(07) 4660 4606
Facilities	(07) 4660 4682
FlexiLearn Centre	(07) 4660 4622
Indigenous Support	(07) 4660 4624
Literacy Coordinator	(07) 4660 4616
Training Restaurant (Horizons)	(07) 4660 4626

'Help' Directory

Health

Ambulance	131 233
Alcohol and Drug Information Service	1800 177 833

Crisis & Emergency Help

Emergency (Police, Fire, Ambulance)	000
Domestic Violence Queensland	1800 811 811
Kids Helpline	1800 551 800
Lifeline	131 114
Poisons Information Centre	131 126



Salvo's 24hr Crisis Line	1300 363 622
Victims of Crime	1300 139 703
Violence against Women, Australia Says 'No'	1800 200 526

Government Departments

Centrelink

- Youth and students	132 490
- Job Network line	132 850
- Appointments	131 021
- Language	131 202
Centrelink Apprenticeship	133 633
Abstudy	132 317
Tax Office	132 861
Child Support Agency	131 272

Legal

Legal Aid Queensland	1300 65 1188
Queensland Anti-Discrimination Commission	1300 130 670

Welfare or Family

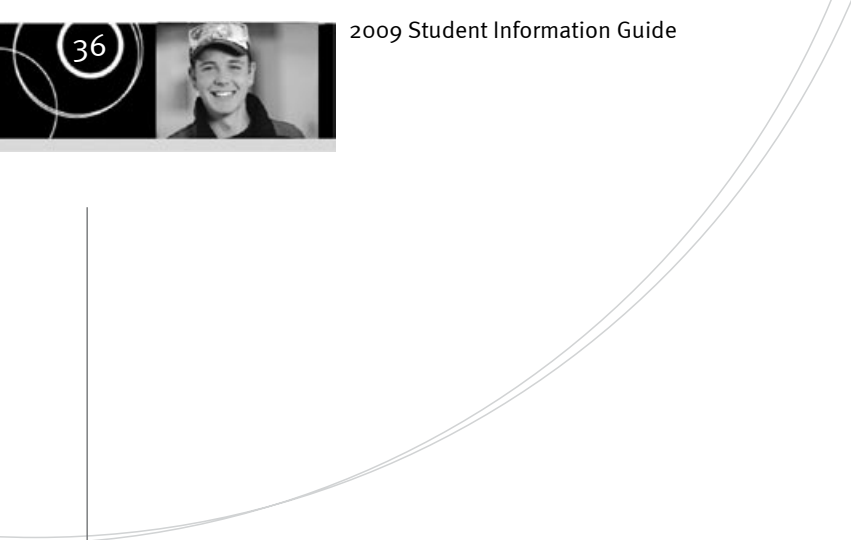
Childcare (National Childcare Referral Service)	1800 628 480
Children by Choice	1800 177 725
Gamblers Help Line	1800 222 050
Men's Infoline	1800 600 636
Women's Info Link	1800 177 577

For local Campus maps, please go to www.sqit.tafe.qld.gov.au

**Student induction/orientation notes**

Please use this section to note useful information you receive in your induction/orientation session.





www.sqit.tafe.qld.gov.au



Toowoomba

100 Bridge Street
Toowoomba Q 4350
Phone (07) 4694 1600

Dalby

Condamine Street
Dalby Q 4405
Phone (07) 4669 9999

Roma

Timbury Street
Roma Q 4455
Phone (07) 4620 4200

Charleville

Parry Street
Charleville Q 4470
Phone (07) 4654 4900

Chinchilla

9 Zeller Street
Chinchilla Q 4413
Phone (07) 4669 1205

Kingaroy

Cnr Bunya Highway & Geritz Rd
Kingaroy Q 4610
Phone (07) 4160 4400

Nurunderi

Collins Road, Cherbourg
Murgon Q 4605
Phone (07) 4169 9999

Warwick

176-202 Dragon Street
Warwick Q 4370
Phone (07) 4660 4600

Stanthorpe

22 Caves Road
Stanthorpe Q 4380
Phone (07) 4685 5000