

# Activate your ambition



Select your course

## Student Information Guide

Central Queensland Institute of TAFE



Central  
Queensland  
Institute of TAFE



**TAFE Queensland**

# Our vision

Dynamic, Responsive, Innovative  
Leading the way in customer focused skilling solutions

# Our values

• Teamwork • Leadership • Accountability • Respect • Customer Service

# Our purpose

CQ TAFE exists to provide vocational educational, training and assessment services to develop and transform individuals, industries and community skills and capacity. Our contribution to the local region has positive flow-on effects to national and international training markets.

Our mission is:

*“Skilling Central Queensland and beyond...”*



Please retain this guide for future reference

# Student Information Guide

## Director's welcome

Welcome to Central Queensland Institute of TAFE (CQ TAFE).

Whether you are joining us straight from school or after years in the workforce, we will provide a quality learning experience for you.

Our mission at CQ TAFE is to produce highly-skilled graduates ready to enter into employment or take the next step in their chosen career.

CQ TAFE wants its students to excel in learning so they can meet their personal goals and make a contribution to the economic prosperity of the community in which they live.

Our teachers are highly qualified, many with decades of experience in their respective teaching fields and our courses/programs are nationally recognised, so our students learn from industry professionals.

This Student Information Guide has been written to help you get started at CQ TAFE.

The information here provides details about key issues of campus life, services available and study options, and serves as quick reference, giving you more time to spend on gaining your qualifications.

Congratulations on choosing CQ TAFE. I wish you well as you embark on what I trust will be an enjoyable and rewarding experience.



SR Mathieson

**Steve Mathieson**

Institute Director

Central Queensland Institute of TAFE



# Central Queensland Institute of TAFE

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# Central Queensland Institute of TAFE



Select your course

## Activate your ambition

TAFE offers more than 800 programs across 80 campuses. Choose full-time, part-time, online or distance study across a huge range of industry areas. With world class training from industry professionals at TAFE Queensland, anything's possible.



# Student Information Guide

## About us

TAFE Queensland promotes the vision of Queenslanders excelling in learning, skilling and work for personal, community and economic prosperity. Central Queensland Institute of TAFE (CQ TAFE) is part of the TAFE Queensland network and services a diverse region encompassing coastal, city, rural and isolated areas. CQ TAFE has four main campuses: Central Highlands, Gladstone, Mackay and Rockhampton, covering an area of 550,117 square kilometres with a population of 303,100 people.

The Institute is committed to a program of innovation and flexibility in its product and service delivery and currently serves its clients in their workplaces, their homes, at TAFE campuses and other locations throughout the Central Queensland region. In addition to servicing the local region, training is also provided at state, national and international levels.

Crucial to the Institute's success as a leading training provider is the development of dynamic partnerships with industry. Successful student and industry relationships, enhanced performance and continuous improvement are key focus areas of the Institute's operations.

The Institute is a multiple winner of the Queensland Training Awards "Large Training Provider of the Year". This award reflects a consistent record of achievement in demonstrating the effectiveness of CQ TAFE's partnerships with clients, industry and the community.



# Central Queensland Institute of TAFE

## Campus information

**Central Highlands campus** is based in Emerald in the heart of Queensland's coal mining 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 Barcaldine, Blackwater, Clermont and Longreach.

**Gladstone campus**, 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. Servicing the Callide-Dawson region is the Biloela campus.

**Mackay campus**, now the headquarters of the Institute, 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 three campuses in its vicinity - two in Rockhampton city 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 Willby'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**, one of the largest providers of mine training in Queensland, is 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.



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## 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

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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).

## Literacy and numeracy support

If you are having difficulty with Maths or English in your studies, please contact Student Services or your teacher for a referral to the Literacy and Numeracy Unit. The learning support teacher can provide support for assignment writing, numeracy and study skills. Support is available that is relevant to your needs.

## Harassment

CQ TAFE promotes 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.

If another person's behaviour towards you makes you feel frightened, offended, angry or humiliated, then maybe you are being harassed. Sexual harassment is unwanted, unwelcome or uninvited sexual attention.

Harassment can happen to anyone, whether female or male, young or old. It does not apply to normal friendships or relations based on mutual attraction.

The Queensland Anti-Discrimination Act 1991; Disability Services Act 1992 and the Federal Sex Discrimination Act 1984 make harassment unlawful. This legislation covers students and staff in TAFE. The legislation also makes bullying or victimisation of a person who makes a complaint of harassment unlawful.

The Institute will fully investigate any claim of harassment, sexual harassment or discrimination and take appropriate action. (Refer to the TAFE Queensland Student Rules 2007 for further information: [www.tafe.qld.gov.au/student\\_services/policies\\_guidelines/rules.html](http://www.tafe.qld.gov.au/student_services/policies_guidelines/rules.html)).



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## 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 salon

Like being pampered? Our Hair and Beauty training salons in Gladstone, Mackay and Rockhampton are available to pamper you at your leisure. This provides 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.

## 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 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 First floor,  
Phone 4920 2777

## Fifth Floor 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.

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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 campus** This delivery is offered in a classroom or training facility at a campus venue.

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

**Mixed** A 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:** *that 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.*

## Late fees

A late fee charge may be incurred if your enrolment is not completed prior to start of study.

## Time to pay plans (payment plan)

Instalment plans are available for some CQ TAFE students. Prior to enrolment, a Payment Plan Application form must be completed and you will need to negotiate terms with a Customer Service Officer. Your application will be processed within 24 hours and you will be contacted by a Customer Service Officer.

Dropping or swapping from a course or a subject does not automatically reduce the debt owed on a payment plan. To reduce



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the debt as a result of a withdrawal, students need to apply for a refund from the Customer Service Centre at the time of withdrawal. If this application is unsuccessful the student will still be responsible for the outstanding debt on the payment plan.

Any student who has not paid the total fees and charges payable and the late fee, if any, shall become a debtor of the Institute and shall not be entitled to any other type of assessment until all such amounts owing are paid or until alternative charge paying arrangements are made

Outstanding amounts will be subject to normal debt collection processes.

This may include:

- Referral to debt collection agencies
- Additional agency commission charges
- Referral for legal action
- Lodgement of debt details with Credit Reference Associations

Any student studying by distance education is required to pay charges in advance, at the time of enrolment, and before any program instruction material is issued.

**Note:** *Students will be required to arrange and pay for all costs of transport and accommodation in connection with their program of study, except for some programs that are specially funded.*

## Right to information

The *Right to Information Act 2009* is the Queensland Government's approach to providing the community with greater access to government information. The Department of Education and Training recognises that this right of access is fundamental to openness, transparency and accountability.

The Department will provide access to the information it holds, unless on balance it is contrary to the public

interest to do so. The Department aims to make more information available through proactive and routine release of the information it holds thus giving equal access to information across all sectors of the community, while providing appropriate protection for individuals' privacy.

A TAFE student can access their personal records to view their academic history, maintain their personal details and make payments to their accounts through the secure Student Self Service of the TAFE Institute at which they are enrolled. Students use their student number and email address recorded in the student database to enable registration.

## Privacy

Personal information collected as a result of your enrolment will be used by the Department for general student administration and vocational education and training administration and regulation; as well as departmental planning, reporting, communication, research, evaluation, financial administration (including debt recovery), auditing and marketing. Only authorised departmental officers and other authorised persons (eg. service providers, funding recipients) have access to this information.

Your personal information may be disclosed to Australian and State Government authorities and agencies. Your personal information may be shared with other Queensland TAFE Institutes in which you enrol or apply to enrol. If you are a school-based apprentice or trainee, your personal information, attendance details, progress and results will be disclosed to your school and the Queensland Studies Authority. Your results may be disclosed to the Queensland Tertiary Admissions Centre. If you are an apprentice/trainee, your

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personal information, attendance details, progress and results will 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 studying at a Queensland Institute of TAFE towards your secondary education, your personal information, attendance details, progress and results will be disclosed to your school, Queensland Studies Authority and Education Queensland. No further access to your personal information will be provided without your consent, unless authorised or required under law. Please contact the enrolling TAFE Institute if you wish to access or amend any of your personal information, or if you have a concern or complaint about the way your personal information has been collected, used, stored or disclosed.

## Student ID cards

All students on campus are required to have a student identification card. Students pay for the card at time of enrolment. The card entitles students use of TAFE facilities including the library, education computer network and assessment centres. Exceptions to the requirements for a Student ID card are external students, however if access to the library is required, a Student ID card will be required. Student ID cards are available from the Customer Service Centre at each campus. Following enrolment you will have your photo taken and your card will be processed while you wait. If you enrol by phone a receipt will be sent to you in the mail. You will be required to show this receipt to the Customer Service Centre staff before your card can be processed. For replacement cards contact the Customer Service Centre. Fees apply for replacement cards.

## Transfer

If a student transfers from a module/ competency in a course to another TAFE Queensland Institute, the fees are pro-rata (according to attendance) and are credited to the student account for use at the second Institute. Students need to liaise with representatives from the appropriate Faculty at both Institutes to ensure availability of a place to affect the transfer. Students must formally withdraw at the Customer Service Centre of the original Institute before proceeding to enrol at the second Institute.

## Withdrawals

Students wishing to withdraw from a course or competency must advise the teacher and complete paperwork at the Customer Service Centre. Any student wishing to apply for a refund must do this at the time of withdrawal. No fees paid in full or part thereof will be refunded where students withdraw or cancel enrolment after the commencement date of the classes and all outstanding fees/ invoices are due and payable immediately (including Payment Plans). The onus is on the student to complete and return withdrawal and refund applications to the Customer Service Centre, not to Faculty or teaching staff.

## 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.

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## *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 Manager, Customer Service 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

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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 you 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 recognised 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.

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## 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 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 Qualification 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 for 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).

### Access, equity and diversity

CQ TAFE is committed to equity for everyone and promotes an environment that is fair and equitable and free from discrimination and intolerance. We will ensure you have easy access to information on courses/programs, services and enrolment procedures.

Any form of discrimination on the grounds of sex, race, religion, sexual orientation, marital or parental status is illegal under the Queensland Anti Discrimination Act 1991. The Institute will not tolerate discrimination, harassment, bullying of any kind and will take the appropriate action as per the TAFE Queensland Student Rules.

Support and advice is available from the Student Service staff or your Director of Studies if you feel you are being harassed or discriminated against.

## Attendance

On-campus students are expected to attend classes regularly, as per your program timetable. Off-campus or distance students are expected to demonstrate regular participation in their course. Being on time to class is important to you, your teacher and other students as being late disrupts the learning environment. Absences or problems with participation should be discussed with teaching staff, as continued absences will result in students not participating in all stages of the learning processes or assessment. Continued absences (or not achieving competency) may affect Centrelink benefits. Parents/Education Queensland may be contacted where students are under 18 years of age. If you are an apprentice/trainee, your employer will be notified of all absences. Attendance is a Visa requirement for International students. Any breaches will be reported to the Department of Immigration and Citizenship.

### Apprentices and Trainees – absences

When an apprentice is absent from training off-the-job, the following action is required:

- (i) Provide legitimate proof of absence to your employer
- (ii) If that absence is on account of sickness for any period in excess of three (3) days, provide a medical certificate to your employer
- (iii) If the apprentice or trainee fails to provide proof of absence there could be wage issues
- (iv) If absent while attending TAFE you will be required to complete an Absence from Class Form. This will be forwarded to your employer

## Assessment

### What is competency based assessment?

Competency based assessment is the

process of collecting evidence and making judgements on whether competency has been achieved.

This confirms that a student can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited courses if there are no competence standards for an industry). The competency based assessment process will be conducted in an open, transparent and accountable manner emphasising the aspects of fairness and equality for all.

Schedules and details regarding assessment tasks will be provided to the student as part of induction, or at commencement of first session.

Students are required to be available for all assessments. Written assessments must have an assessment cover sheet attached and be submitted through the Assessment Register box, and students are advised to keep a copy for their own records. Any application for extension of time must be made to the teacher prior to the original time specified for receipt of the assignment. Extensions of time will only be granted in exceptional circumstances. All requests for a deferred assessment or change of venue as per the assessment plan must be received by the delivery team one (1) week prior to the assessment. Emergency cases may be considered by an Educational Program Manager. Students seeking a review of their assessment must approach the assessor/teacher within 14 days of being advised of their result.

In general programs offered by flexible/blended delivery have the following time limits allocated:

Up to 20 hours	10 Weeks
21 to 60 hours	15 Weeks
61 and Over hours	20 Weeks

# Student Information Guide

Student responsibilities with marked assessments is to either collect the assessment within the time specified by the teacher or to make alternative arrangements. If a re-submit or second attempt is required the student must retain the original attempt and re-submit together with the second attempt in the timeframe designated by the teacher.

A person other than a student, the supervisor, or other authorised person, may not enter or remain in an assessment/examination room during an assessment session, except with the permission of the supervisor.

A supervisor may request production of a student's identification.

Time for entry or departure:

- a student may not enter for an assessment unless given permission to do so by the supervisor
- a person, whether a student or not, who is given permission to enter or leave an assessment/examination room shall comply with all conditions upon which the permission is given

A student shall not bring to an assessment/examination room anything whatsoever unless approved by the supervisor which:

- conveys or is capable of conveying information concerning the module or otherwise has reference to any subject unless agreed;
- may give rise to suspicion that it is capable of conveying information concerning or having reference to any module or competency

**Note:** *It is of no consequence that the material may not relate to the examination*

A student shall comply with all directions:

- (a) detailed on a writing book or other assessment material supplied
- (b) set out on any notice displayed in the assessment/examination room

(c) given by the examination supervisor

**Note:** *The supervisor need not give a reason for any direction*

Except with the approval of the supervisor, a student shall not during an assessment session:

- communicate by word or otherwise with any other person except the supervisor or assessor
- assist any other person to communicate with another person
- willingly receive a communication from any person other than the supervisor or assessor

***Only one resubmission attempt will be granted for each assessment item.***

## **What is performance level assessment (PLA)?**

In some higher level programs an additional grade is added to the competent result to identify a high level of achievement. PLA is a supplementary reporting assessment system which may be awarded following the initial achievement of competency. The PLA supplementary report identifies how students show excellence in their achievements and demonstrate evidence of additional effort and performance against identified PLA criteria. PLA is unique to the TAFE Queensland system and provides additional information to students, employers and universities on student achievement whilst undertaking formal studies or structured training programs at TAFE Institutes. A PLA result can give a student a Credit or Distinction.

## Result codes

### Competency based assessment

J	Competency achieved
M	Competency not achieved
MI	Competency not yet achieved – did not complete
K	Underpinning knowledge and skills achieved
L	Unable to achieve competency at this time (applicable to apprentices/trainees only)
R	Reassessment to be undertaken

### Performance level assessment

JPD	Competency Achieved – Performance Level Assessment Distinction
JPC	Competency Achieved – Performance Level Assessment Credit
JPJ	Competency Achieved – No Credit or Distinction awarded
JNA	Competency Achieved – Performance Level Assessment not applicable
TPD	Transfer credit PLA – Distinction
TPC	Transfer credit PLA – Credit
TPJ	Transfer credit PLA – No Credit or Distinction awarded
TNA	Transfer credit PLA – Performance Level Assessment not applicable

### Graded assessment

7	High Distinction	H	Honours
6	Distinction	C	Credit
5	Credit	P	Pass
4	Pass	N	Fail
3	Fail	S	Supplementary assessment
2	Low Fail		
1	No assessment	FS	Failed Supplementary (applicable to apprentices/trainees only)

### Non assessable enrolment

B	Non assessable enrolment – satisfactorily completed
E	Non assessable enrolment – not satisfactorily completed

### Other codes

AW	No result – withdrawn after participation
AX	No result to be taken on
T	Transfer credit
TMR	Recognition of study successfully completed at another training provider
TMC	Transfer credit for study successfully completed at another training provider

### Deferred/special assessment

If the local Educational Program Manager is satisfied that a student was unable to sit for an assessment, they may allow the student to sit for a deferred assessment.

Written request for a deferral must be supported by evidence and submitted to the local Educational Program Manager one (1) week prior to the assessment, except:

- (i) in emergent circumstances
- (ii) in cases of serious illness or injury (a medical certificate signed by a medical practitioner is required)

In the case where a student who would be disadvantaged due to a disability or unusual circumstances, but who is able to take an assessment at a prearranged location, the student may apply for special arrangements. Such an application must be made to the assessor/teacher.

The granting of a supplementary assessment will be at the discretion of the local Educational Program Manager.

### 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.

# Student Information Guide

## Progress of study

- (1) 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 the Institute Counsellor as soon as possible.
- (2) 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:
  - (a) 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
  - (b) further and continuing enrolment in any competencies or program offered by the Institute may be refused outright
- (3) 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.

## Granting of qualifications/statements of attainment

The qualification level is determined by the level within a training package/course undertaken or the level achieved at the point of exit.

Students who have not successfully completed the program and assessment requirements, will not be eligible for a qualification or Statement of Attainment. A Statement of Result - an "M" result (Competency Not Achieved) or MI (Competency Not Yet Achieved Did not complete) would be provided. Students granted RPL/RCC have the

same outcomes as those given to individuals who have completed the usual program of study.

Re-evaluation of assessment: A student has a right to approach the appropriate academic staff member or assessor concerned for an initial re-evaluation of any assessment not later than 14 days after results have been notified to the student.

Re-evaluation of assessment: A student has the right to approach the appropriate academic staff member or assessor concerned for an initial re-evaluation of any assessment not later than 14 days after results have been notified to the student.

## Graduation ceremonies

CQ TAFE conducts formal graduations to recognise and celebrate student achievements. Graduation ceremonies are held each year in July and December, for students who have completed full qualifications from Certificate I to Advanced Diploma level. Ceremonies are held in Rockhampton, Mackay, Gladstone and Emerald. 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/](http://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 nominate for special Graduation Awards. Nomination forms are available on the website, and at Customer Service Centres.

## 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 rights and responsibilities

CQ TAFE staff operate within a Code of Conduct that respects the student's rights to be treated fairly and to learn in an environment free of discrimination and racial, sexual or other harassments (refer to TAFE Queensland Equity and Diversity Policy).

CQ TAFE perceives and interacts with students as adults capable of reasonable and responsible behaviour, and accordingly, students are required to adhere to public laws and Department of Education and Training policies. If they breach these laws and policies, they may be subject to disciplinary action appropriate to the breach.

For students and other clients who use CQ TAFE services and facilities the following is adapted from Code of Ethics [1991].

### Students' rights

Students have a right to:

- be treated fairly and with respect
- learn in a supportive and safe environment, free from discrimination and harassment
- have access to counselling and support services
- have personal records kept private, subject to statutory requirements
- have access to personal records on request
- be given information about assessment procedures at the beginning of a unit or program of study

- receive feedback on their academic progress
- appeal academic decisions or procedural matters
- make a complaint to or about any staff member without fear or victimisation
- have complaints dealt with fairly, promptly, confidentially and without retribution

### All students need to:

- have access to print and media resources and to develop the skills for using these
- develop as critical thinkers and problem solvers
- develop skills of language use and communication
- develop the ability to relate to others, and to negotiate and operate within a team
- develop computer literacy skills

### Student responsibilities

When communicating and interacting with CQ TAFE staff and other students in person, by letter, fax, telephone, email, online conferencing, videoconferencing or teleconferencing, you have a responsibility to:

- Show respect for others by not swearing, using obscenities or making offensive remarks
- Treat people with respect and fairness regardless of their background or culture
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviours (including bullying or harassment)
- Respect and do not damage or steal property of the TAFE or of other persons
- Make true statements in regard to your student status or representation as a student or entitlements as a student

# Student Information Guide

- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy
- Safety - see TAFE Queensland Student Rules section 9
- Campus environment and resources – See TAFE Queensland Student Rules section 12

## Cheating

- A student shall not cheat or attempt to cheat during assessment
- A person, whether a student or not, shall not do anything intended to assist any other person sitting for an assessment to cheat or otherwise defeat the purpose of the assessment
- Where a supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The supervisor is to prepare a written report on the alleged cheating and attach it to the student's assessment paper. The matter will then be referred to the local Educational Program Manager for appropriate action

Students may not submit as their own work material that has been derived from another source. This constitutes plagiarism. All information sources must be properly acknowledged.

A student shall not remove from the assessment area any worked script, papers or other material provided for use by the Institute during the program of the assessment unless permitted by the supervisor or assessor.

The supervisor may make enquiries of a student to ascertain whether there has been a breach or otherwise of assessment rules.

If, in the opinion of a supervisor, a student's behaviour is such as to disturb or distract any other student, the supervisor may require the person to

leave the location of the assessment/examination room.

A person directed to leave an assessment/examination room by a supervisor, shall have no lawful authority or excuse to remain in the examination area and if such person refuses to leave, they may be dealt with as a trespasser.

Students requiring a copy (at cost) of worked assessment papers must submit a request in writing for those papers no later than six weeks from the date of notification of results.

- results will be made available to students on a progressive basis throughout the training program competencies
- apprentices will receive within the year of training a result of assessment outlining achieved competencies
- should the assessment be upgraded, the student, upon application, will be refunded the scheduled charge
- for the first hour a scheduled fee applies, for additional time "at cost" fee applies

## Misconduct

A student must at all times maintain a high standard of behaviour within the premises of the Institute. A student is required to observe any lawful direction given by an Institute staff member in order to ensure the safety and well being of individuals and the orderly delivery of learning programs at the Institute.

*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 and students
- Interferes with or places at risk Institute operations and policies
- Means that an illegal activity has been performed

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## Examples include:

- Wilfully obstructing or disrupting any official Institute meeting, ceremony, activity, class or examination
- Wilfully carrying out behaviour that may be detrimental to the health and safety of other students, staff or Institute guests
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any Institute property or the property within the Institute of any person
- Assaulting or attempting to assault any person within the Institute
- Drunken and/or disorderly behaviour on campus
- Being under the influence of prohibited drugs and/or substances
- Cheating and plagiarism
- Trespassing or knowingly entering any place with the premises of the Institute which is out of bounds to students
- Making a false representation as to a matter affecting student status
- Breach of rules relating to conduct of assessment
- Any indictable offence which impinges on Institute operations
- Possession of prohibited or dangerous drugs
- Breach of copyright rules

- Maintaining an unacceptable standard of dress
- Behaviours that bring into disrepute the Institute or student body

Students shall be given reasonable opportunity to respond to any allegation of misconduct.

## Consequences of misconduct

A member of the teaching staff, senior officer in charge of administration or a librarian in charge of the library may, in respect of any misconduct by a student committed in a class or facility or premises under the control of TAFE:

- Immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined
- Suspend for 24 hours pending recommendation or investigation by the Assistant Institute Director or Director of Studies
- Advise the delegated officer immediately - Assistant Institute Director or Director of Studies
- Provide a written statement which details the circumstance of the suspension. The delegated officer must advise the student of the misconduct allegations. After the student has been given reasonable opportunity to be heard in respect to the circumstances of the incident, the delegated officer may:



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- Modify or dismiss the charge
- Reprimand and warn the student against repetition of the breach of discipline
- After investigation with all parties and considering the students right of reply the student may be suspended for a period not exceeding 14 days by the Institute Director
- Further action can be taken by the Institute Director
- Modify or dismiss the allegations

**Note:** Where the incident is of a criminal nature the police will be notified

**Note:** If the student is an apprentice or trainee, any disciplinary action or recommendations **MUST** be made with due regard to the provisions of the Section 96 of the Vocational Education and Training and Employment Act 2000.

For details of the disciplinary process and the process to appeal a disciplinary decision contact the Customer Service Centre at your location.

An appeal against a disciplinary decision must be made in writing within 48 hours of the student being given notification of the decision.

## 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/ Director of Studies. 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/Director of Studies 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 seven 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: 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:



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- 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...We are committed to continually improving the quality of our training and services. Your complaints/ compliments 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 un-biased 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 [www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au);
- 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

*“CQ TAFE values your honest feedback to help us to help you”*

## Student messages

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

## Mobile phones/MP3 players

Mobile telephones and MP3 players are to be switched off at all times during classes. Students are to be considerate of the rights of others at all times whilst both on campus and at any off campus activities relating to CQ TAFE. Any use of mobile telephones or cameras that impinge on the rights of others may result in the suspension or exclusion of the student from the Institute for a specific period.



# Student Information Guide

## 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](http://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: [education.qld.gov.au/strategic/accreditation/cricos/](http://education.qld.gov.au/strategic/accreditation/cricos/)

## Use of internet, PCs and network facilities

All students have the responsibility to read and follow this policy. If you have questions about this policy after

reading it, raise these with your teacher or supervisor.

### 1. Internet access and Email

- 1.1 The Institute allows you access to electronic networks and services such as the Internet and Email, for educational purposes
- 1.2 These resources are not provided for personal use
- 1.3 You must not access the Internet services or sites containing images or text that is illegal, may reasonably cause offence or is not related to your educational studies. Inappropriate material includes chain letters, pornographic material and material that may reasonably result in any form of harassment, discrimination or offence
- 1.4 You must not undertake activities that have the potential to slow the computer network down. Such activities include but are not limited to:
  - (a) subscription to non-education related mailing lists
  - (b) non-education related browsing
  - (c) use of resources for personal purposes
  - (d) downloading files unrelated to your studies
  - (e) use of Peer to Peer download managers
- 1.5 Some specific pieces of software are forbidden from use because of their nature to disrupt other student's studies including:
  - Microsoft/Yahoo Messenger and other messaging software
  - chat programs
  - download Computer Games or programs like: Kazaa, Gnutella, BitTorrent etc
- 1.6 TAFE uses content filtering to prevent access to undesirable material. However, this process is

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not able to prevent all material of this type from being accessed. Should you encounter such material, please advise your supervisor. Do not bring it to the attention of fellow students.

- 1.7 CQ TAFE uses software that tracks the utilisation of its PC's software and Internet. Subsequently monitoring is conducted on all PC-related activity

## 2 Passwords

You must not share your password with another person, or share anyone else's password, or record passwords where others can find them.

## Safety

### Workplace health and safety

To comply with its obligations under the Workplace Health and Safety Act (1995), and the Workplace Health and Safety Regulations and Standards (1997), and to assist you in meeting your obligations, TAFE has implemented an effective Health and Safety Program.

As part of this program, TAFE will not knowingly expect any person to participate in any activity that is likely to be harmful to their health and safety. Students are required to wear personal protective equipment (PPE) and appropriate clothing, necessary to comply with the relevant health and safety requirements in designated areas. At all times you should comply with safety directions given by your teacher of instructor. Should you have any safety concerns please raise them with your teacher who will take any necessary immediate action, and then raise the issue with the Campus Safety Officer.

### Dress code

In all other areas of campuses, the standard dress code that excludes tank tops, singlets, thongs, scuffs or slip-ons applies. Enclosed footwear (heel and toe) is recommended. The standard of dress is to comply with acceptable community,

industry and commercial standards.

The Department of Education and Training and the Arts has a legal obligation under the Workplace Health and Safety Act 1995 to protect all students, employees and visitors from the risk of injury or illness.

As a student, this next section is about your responsibilities.

## Obligations of workers and other persons at a workplace

A worker or anyone else at a workplace has the following obligations at a workplace—

- (a) to comply with the instructions given for workplace health and safety at the workplace by the employer at the workplace and any principal contractor for construction work at the workplace;
- (b) for a worker—to use personal protective equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use;
- (c) not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace;
- (d) not to wilfully place at risk the workplace health and safety of any person at the workplace;
- (e) not to wilfully injure himself or herself. a student, this next section is about your responsibilities.

If you are a student, this next section is about your responsibilities.

For safety reasons, students are not to enter a classroom or workshop unless accompanied by a teacher/tutor. Access to work areas will be denied unless appropriate safety equipment/PPE is used e.g. safety shoes, safety glasses, etc. Signs in the work areas will define requirements. Protective clothing is the responsibility of the student.

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## 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 e.g. 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



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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.

## Non-smoking policy

The Queensland Government Smoking Policy prohibits smoking in ALL government buildings and vehicles and in all outdoor areas except where designated outdoor smoking areas (DOSAs) have been placed. CQ TAFE promotes and supports the commitment to preventing children from smoking and minimising exposure of staff and clients to environmental tobacco smoke.

Smoking is only permitted in the DOSA. If staff, students or visitors smoke in a no smoking area they can get a \$150.00 on

the spot fine. Consumption of food is also not permitted in a DOSA.

## Alcohol and drugs

There are enough hazards in the workplace without adding to them:

1. The use or consumption of drugs and alcohol is not tolerated
2. Persons affected by either alcohol or drugs will not be permitted on Institute grounds

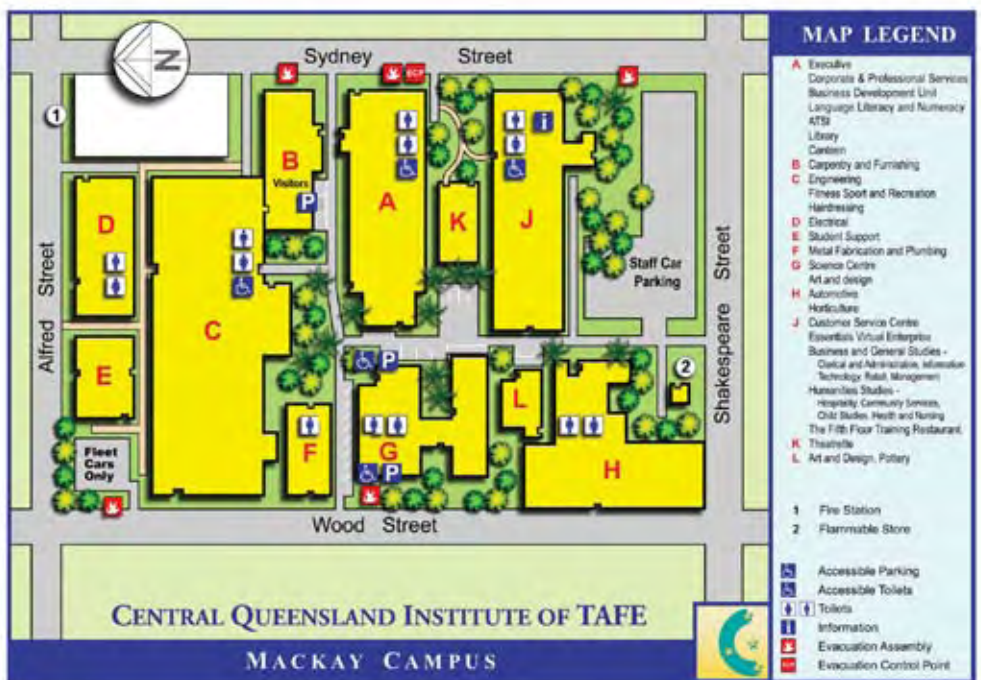
## Fact sheets

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

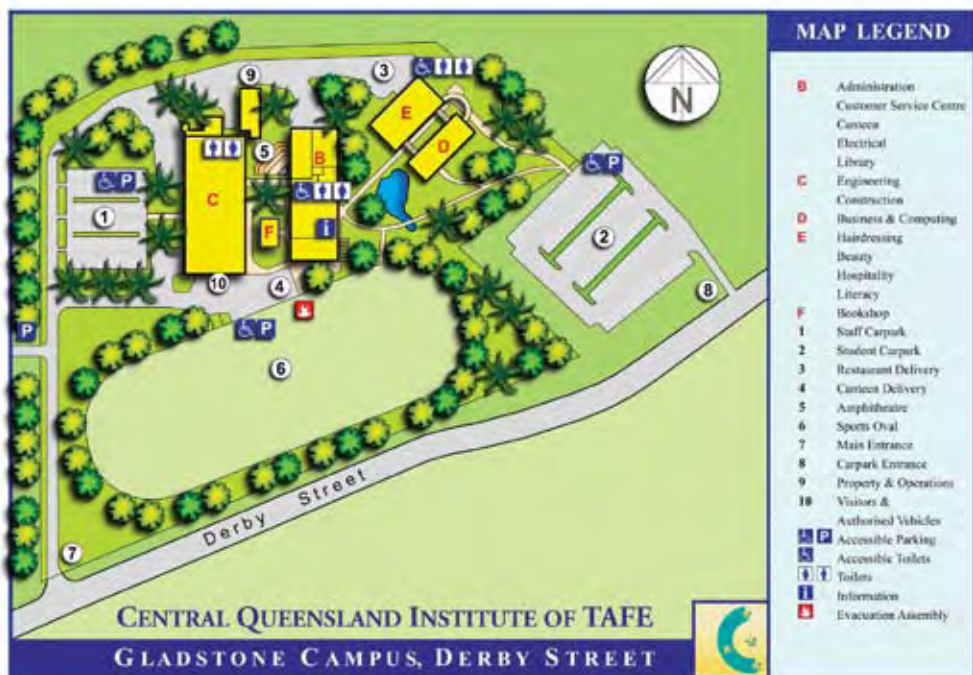
If you require additional information please contact our Customer Service Centre where you will be able to obtain Fact Sheets on the following topics:

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

# Central Queensland Institute of TAFE



# Student Information Guide





# Online Student Self Service

View results and your study details...

Check your payment plan balance and make a payment...

Print your academic history...

Update your personal details...

Enrol into selected courses and pay online...

Access Student Self Service at the following websites:

<http://enrol.tafe.net>

[www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au)

## Registration Quick Steps

- to register for

### Student Self Service

**Step 1:** click register

**Step 2:** enter your TAFE student number

**Step 3:** enter your first name

**Step 4:** enter your last name

**Step 5:** enter your date of birth

**Step 6:** enter your email address

**Step 7:** collect your user ID and password from your email inbox

Department of Education, Training and the Arts

**Queensland Government**

**Log on**

User ID:

Password:

I accept the [Terms and Conditions](#)

[Forgotten password?](#)

**Welcome to Service**  
From this site you can:

- Maintain your details
- Already registered: If you have recently registered, please contact your course coordinator.
- Never used this website: You will need to register for access.

To register for access click the button below.



Select your course

# Activate your ambition

**1300 CQ TAFE**  
1300 27 8223

[www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au)



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