



North
Regional

2024

Student Handbook



WELCOME TO NORTH REGIONAL TAFE

We're creating opportunities through great learning experiences.

At North Regional (NR) TAFE you will experience Vocational Education and Training (VET) that is practical, hands-on, and will provide you with job-ready skills in line with the needs of your selected industry. We have strong relationships with industry to ensure that the Vocational Education and Training you receive is relevant and provides you with real industry skills that are highly valued by employers. We offer more than 150 nationally accredited and industry-endorsed Qualifications ranging from Certificate I to Diploma level and a wide range of Skill Sets across more than 25 industry areas.

NR TAFE is the largest public provider of vocational education and training in the North West. We deliver our training through our network of 11 campuses, as well as

online. Our experienced Lecturers have industry currency and competency, and we're proud to offer a range of supportive learning environments and support services to help you on your education and training journey.

We believe that learning should be enjoyable, rewarding and most of the time, it should also be fun! We are here to provide you with the support, skills, and opportunities to achieve your future career goals. Please take the time to familiarise yourself with the contents of this Student Handbook. We hope this is the beginning of NR TAFE supporting your lifelong learning and career development.

Good luck, and we wish you well with your studies.

KEY DATES

Semester 1

Term 1 (8 weeks) 5 February - 28 March

Term 2 (10 weeks) 15 April - 21 June

Semester 2

Term 3 (10 weeks) 15 July - 20 September

Term 4 (10 weeks) 7 October - 13 December



Welcome to North Regional TAFE!
Hear from our Managing Director,
Helen Smart



NR TAFE recognises Australian Aboriginal and Torres Strait Islander peoples who live, work, and participate in education and training within the North West of Australia.

Throughout this document we have used the term Aboriginal to identify both Aboriginal and Torres Strait Islander peoples but not to exclude Torres Strait Islander people.

RTO Provider No: 52788

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"I enjoy being able to come to TAFE to get out of the classroom. I hope to learn skills to get a good job."

Wyatt
Certificate I in Engineering, Pundulmurra
(South Hedland) Campus

"The best thing about studying at NR TAFE is learning real life skills. I enjoy everything we do - the Lecturer is good and makes learning fun."

Dvontae
Certificate I in Engineering, Pundulmurra (South Hedland) Campus



GETTING STARTED

We are committed to providing a safe and supportive study environment that reflects contemporary workplace standards across all campuses and training facilities.

Student Hubs

Student study hubs are available at Broome, Kununurra, Pundulmurra (South Hedland) and Karratha campuses. Our student study hub is an area on campus where students can access computers, take a break in a relaxing area, and undertake their own study in a quiet environment.

To find out more, speak to our Customer Engagement Team.

Phone: 1300 996 573

Email: info@nrtafe.wa.edu.au

Canteen

Canteen facilities are located at Broome, Karratha and Pundulmurra (South Hedland) campuses and we encourage you to make use of these facilities. Opening hours will vary, please check at your campus.

[Access the NR TAFE Student Portal](#)



Student Portal

When you are enrolled you will receive a Welcome to NR TAFE email. The QR code (left) provides you with access to the [NR TAFE Student Portal](#). Visit the Student Portal on our website to:

- View courses and units on your study plan
- View tasks that you may need to complete
- View your overview, which is a useful summary of your coursework and fees
- Review contact details (address, phone numbers) and update
- Access Office 365
- Access Blackboard

Credit Transfer

If you can provide suitable evidence that you have successfully completed a unit or module at any Registered Training Organisation or other authorised issuing organisation, we will provide credit for that unit or module.

This means that you will not need to undertake study or assessment in these unit/s and they will be formally recognised as a credit transfer against your enrolment.

You can claim a credit transfer for unit/s that you have already successfully completed at any time. Speak with your Lecturer or a Customer Engagement Officer.

Recognition of Prior Learning

Gain credit for your pre-existing skills. We recognise that people gain skills and knowledge in a variety of ways. Many highly skilled people have developed their abilities through pathways other than formal education, such as paid employment, community work, volunteering and informal training.

Recognition of Prior Learning (RPL) provides you with an opportunity to have your pre-existing skills recognised in a nationally accredited system. You could then be eligible to gain partial or full credit for your pre-existing skills, helping to fast track your Qualification. As part of the RPL process, an assessor will work with you to identify whether your skills meet industry standards and if any further training is required.

Please contact us on 1300 996 573 or email info@nrtafe.wa.edu.au to speak to a Customer Engagement Officer.

2024 ACADEMIC CALENDAR

Semester 1

Term 1 (8 weeks) 5 February - 28 March

Term 2 (10 weeks) 15 April - 21 June

Semester 2

Term 3 (10 weeks) 15 July - 20 September

Term 4 (10 weeks) 7 October - 13 December

JANUARY						
MON	TUE	WED	THU	FRI	SAT	SUN
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FEBRUARY						
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MARCH						
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APRIL						
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MAY						
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JUNE						
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JULY						
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AUGUST						
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SEPTEMBER						
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OCTOBER						
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NOVEMBER						
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DECEMBER						
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30	31					

- Public holiday
- Non-Contact
- TAFE Break/Lecturers Potential Leave
- Pilbara public holiday
- Kimberley public holiday

TECHNOLOGY AT NR TAFE



Network access

All students at all campuses have access to our networks whilst undertaking study.



Accessing your timetable

Login to your student email account via Office 365 and view the calendar which will already be populated with your timetable. Your scheduled classes will automatically be published to this account.



Office 365

Every NR TAFE student has a free Office 365 account which includes access to an Outlook email account, a OneDrive folder for file storage and access to the Office 365 suite of applications which are available from any computer or mobile device.

- Enter your student email address in the following format: yourstudentID@tafe.wa.edu.au
- You will be issued with a default password that must be changed when you first login
- Your new password will need to include three (3) of the following character types: upper case letter, lower case letter, numbers, symbols and must be at least eight (8) characters long.



Wireless internet access

NR TAFE offers free Wi-Fi to all staff and students. Please refer to the connection guides on the College website under the Student Resources link.



Resetting your password

Check the [Student Resources](#) link on the College website. This section of our website has a link to a tool that will enable you to reset your password if required. You must enter your student email address (e.g. G012345@tafe.wa.edu.au) and then follow the prompts.



Blackboard

We use Blackboard to help facilitate some of our flexible learning course options. If you are enrolled in a course that uses Blackboard you can use this platform to access course materials and it may also be used by Lecturers to communicate with their students. Instructions on how to log in, change your student password and access your course is available on our website. Please keep in mind that your Blackboard access may take up to 24 hours to become active after our Customer Engagement and Student Operations Teams complete your TAFE enrolment.



CUSTOMER ENGAGEMENT AND STUDENT OPERATIONS

Information about your course

We're here to help you

If you are new to NR TAFE, or a current student, come to our campus reception and talk to our Customer Engagement Team.

We can assist you with information about your course, or we can connect you to our training areas who can provide you with the necessary career guidance, vocational advice, and information about what skills or training will help you towards your career goal.

Our Reception is where you'll find our Customer Engagement Team. They're here to help you:

- Answer questions about, and make changes to enrolments
- Take payments and assist with payment plans
- Provide course information and eligibility criteria

Detailed course information is also available on our website



INFORMATION ABOUT YOUR TRAINING AND STUDY PROGRAM

Orientation to your training program

Your Lecturer will provide you with an orientation to your training program. This could be in a group or an individual setting and the duration will depend on the length of your training. The orientation may include emergency and safety information, use of facilities, learning and support for students with disabilities, Recognition of Prior Learning (RPL), appeals and complaints and the Student Code of Conduct.

How will I know my study progress?

Once you are enrolled on our system, you can access your results online through the [Student Portal](#) from our website.

Your enrolment

- If you enrol in assessable units and do not successfully complete the assessment requirements, you will receive a re-enrol result (unless you have formally withdrawn from the unit). You can appeal an assessment result
- You will not be able to re-enrol in a unit which you have previously passed, unless we give special approval. Where we give approval, the tuition fees will be charged at a higher hourly rate

How will I be assessed?

Before your assessment, the Lecturer will provide a written overview detailing the method you will be assessed by and the learning outcomes.

For each assessment, the Lecturer will make you aware of the purpose, the task, the context, the time and place and due date. If you need clarification on what is required, please talk to your Lecturer.

We are not able to provide assessment results over the phone. All results will be posted to your postal address, so please ensure that the personal details we have on file are up-to-date. Your results can also be accessed by using your USI number. Please visit www.usi.gov.au

Understanding your results

Your assessment outcome for each unit will be recorded using one of these result codes:

- CO** = Competent (when you have met the unit assessment requirements)
- R** = Re-enrol (if you have not met the unit assessment requirements)
- E** = Exemption (where you have completed an equivalent unit elsewhere)

Appeals and what happens if I do not agree with an assessment outcome?

You are entitled to appeal an assessment decision if you don't agree with the outcome. However, you must be able to present evidence to show that the assessment process was not correctly followed, or present additional evidence in relation to your competency in that assessment task.

You must lodge the appeal within 10 working days of receiving the assessment decision. Our Assessment Appeals Procedure is available on our website. Visit: northregionaltafe.wa.edu.au/current-students/policies-and-responsibilities

And if I excel at my studies?

Outstanding students who demonstrate a commitment to their training can be nominated by their Lecturers for the WA Training Awards. The WA Training Awards recognise the achievements of students in various categories, including:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- Aboriginal and Torres Strait Islander Student of the Year
- School Based Apprentice or Trainee of the Year
- Secondary School Student of the Year.

For further information, speak with your Lecturer or visit the website: dtwd.wa.gov.au/watrainingawards

Will my study involve a work placement?

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

You may be required by the Western Australian Department of Health to be vaccinated against COVID-19 to complete your work placement. Further information about COVID-19 vaccination requirements is available at the wa.gov.au website. In your work placement, you are expected to act professionally and meet the behavioural standards of the industry (dress code, work hours, medical certificate if absent from work, etc.) to satisfy the work placement competency standard.

Your Lecturer will provide further detailed information for yourself and your employer if your course requires a work placement. This will outline both yours and your employer's responsibilities.

What happens when I complete my studies?

Once you've completed your studies, you are entitled to receive your Australian Qualifications Framework (AQF) Certificate or Statement of Attainment.

You can access results and progress via the Student Portal: [Log On - Ci Anywhere](#)

If you would like to request your Award or if you would like a reprint of your certificate, please complete the application using this link: [Request your Award from NR TAFE](#)

Our team will ensure you are entitled to the certificate or record of results you are claiming, then will confirm any fees that may be payable. No digital copies of records may be issued.

To update your mailing address, you should login to the Student Portal and update your contact details.



Changes to your enrolment

You must let us know if you want to change your enrolment or enrol in additional units. Contact us by calling 1300 996 573 or by visiting our Customer Engagement Team if you want to:

- Withdraw from your course/unit of competency
- Transfer to another class time for any subject enrolment
- Enrol in additional units

You can also update your contact details and view your study results online. Visit the [Student Portal](#) on [NR TAFE's website](#) or speak to our Customer Engagement Team on campus or via phone.

Withdrawals and refunds

If you wish to withdraw from your course, we will be sorry to see you go – but please don't just disappear or stop coming!

Please discuss your intention to withdraw with your Lecturer and they will be able to advise you of the withdrawal and refund process.

If you decide to withdraw from your course, you may be eligible to claim a refund of the fees you have paid. Please contact our Customer Engagement Team to withdraw and request a refund (if eligible). You must formally withdraw prior to the census date outlined on your confirmation of enrolment.

Documentary evidence of your withdrawal reason may be required.

Please view the Student Withdrawal Fee Refund Policy on our website for more information. Visit: northregionaltafe.wa.edu.au/current-students/policies-and-responsibilities

Ready for more?

If you are ready to undertake more study, please speak with your Lecturer or contact our Customer Engagement Team.



YOUR RIGHTS AND RESPONSIBILITIES

Your rights – our commitment to you

Our promise is that we will work with you to make sure your training meets the national training standards, your personal needs and is an enjoyable, rewarding experience.

We aim to provide:

- Nationally recognised quality training and Qualifications
- Professional, experienced Lecturers with current, relevant skills and expertise
- Accurate and up-to-date course information
- Professional, friendly and courteous service
- A safe, supportive, respectful and positive learning environment free from bullying, harassment, discrimination and violence, so student wellbeing and academic outcomes are maximised
- Access for students with special needs.

If at any time your experience does not match these commitments, contact your Lecturer or talk to our Customer Engagement Team, or complete a feedback form available on our website.

Applying for a copy of personal information

Current or past students of NR TAFE may apply to receive a copy of their personal information held by the College. To do so the student must apply in writing to the Manager of Marketing and Customer Engagement who will ensure that the requested information is provided within 10 working days. The College reserves the right to apply a fee if the information has been archived.

[Go to our online feedback form](#)



What about my privacy?

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a Vocational Education and Training course with us. We value your privacy and will not disclose your personal information to others without your permission, except as required by legislation or to meet the legitimate requirements of government agencies.

For example, we may be required to provide information to the Commonwealth department dealing with immigration matters or Centrelink for enrolment (Abstudy / Austudy / Youth Allowance) enquiries.

Where NR TAFE is required to disclose information to another person, body or agency, that party is also required to comply with relevant legislation.

Your responsibility – your commitment to us

We ask you to commit to your training and make every effort to complete your course to the best of your ability.

You can assist by:

- Attending all of your classes
- Being prompt for classes and meetings with your Lecturer
- Submitting assessments on time
- Cooperating with other students
- Following health and safety instructions provided by the employer to protect the health and safety of both yourself and others
- Wearing required clothing and footwear to your classes. Lecturers will inform you of specific requirements, including uniforms, personal protective clothing, footwear, securing of hair and name badges, as required. Your Lecturer will let you know if PPE will be provided by NR TAFE or if you will need to provide this yourself.

What should I know about cheating and plagiarism?

Cheating is copying someone else's work. Plagiarism is copying someone else's work and passing it off as your own. This includes copying a paragraph from a website, including from AI tools such as ChatGPT, Bard, etc., and putting it in your assignment or copying work from another student, all without giving credit or acknowledgment to the author.

Cheating and plagiarism are serious acts of dishonesty and could lead to disciplinary action in accordance with the Student Code of Conduct Policy and Guide.

NR TAFE upholds all copyright laws and may enforce disciplinary action for infringements.

Rules for using College computers

Your use of College computer resources must be related to your course of study. Only authorised software that is pre-installed can be used on College computers. You must not install any other applications or utilities.

You must not:

- Reveal your password to others or use another person's account
- Download and/or play unauthorised games
- Tamper with hardware, software or add equipment in the computing rooms
- Gain unauthorised access to any computing, information or communication device or resource
- Alter, destroy or prevent rightful access to, or otherwise interfere with, the integrity of computer-based information (files, data, passwords, devices, or resources)
- Distribute messages to inappropriate or unrelated forums, newsgroups or mailing lists ('spamming')
- Transmit communications that may be considered as harassment or disparagement of others, or use abusive or aggressive language
- Use NR TAFE computers and services for commercial activity
- Use NR TAFE computers or services for any activities which contravene the laws of Australia or its states and territories, or of the destination country in the case of data being transmitted abroad.

Student Code of Conduct

NR TAFE is an adult learning environment, and you are expected to take responsibility for your own learning and act in a mature manner. TAFE is a Vocational Education and Training organisation and is different from school. Our typical age of an attending student can range from secondary school age to adult at various stages of life or career learning.

We do our best to ensure that you enjoy your learning experience and gain valuable skills. Our expectations in relation to the Student Code of Conduct helps ensure an atmosphere of mutual understanding, respect, and professionalism in a supportive learning environment.

Our Student Code of Conduct Guide has been developed to help students understand their responsibilities, and a copy of our Student Code of Conduct Policy is available on our website. Visit: northregionaltafe.wa.edu.au/current-students/policies-and-responsibilities

Student Code of Conduct – issues to discuss with your Lecturer

- Use of electronic devices in class, such as mobile phones
- What to do and who to advise if you will be absent
- Deadlines for assignments
- How to obtain class work and other support when you have been absent
- Occupational Health and Safety.

Please report breakage or faults with equipment or facilities to a NR TAFE staff member. [Our website](#) provides further information relating to your responsibilities while enrolled with NR TAFE.

Under 18

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

For students under the age of 18, NR TAFE has an extra duty of care which we explain in our Duty of Care for Minors Policy. A letter regarding the details of the duty of care is also provided to guardians at the time of enrolment.

Key points to remember are:

- Any absence for anyone under the age of 18 will be reported to your parent or guardian
- If you are an Apprentice, your absence will also be reported to your employer
- A Lecturer must obtain permission from your parent or guardian for you to participate in any off-campus excursions
- If sickness develops during the day, you may ask your Lecturer to leave class early to go home in which case NR TAFE will provide a quiet waiting area while we contact your parent or guardian to collect you from the campus. Students are not able to leave the campus without formal permission from the guardian.



WE WANT TO HEAR ABOUT YOUR EXPERIENCE!

We value your feedback. That's why you'll receive a series of student surveys at different points throughout your study journey.

Our commitment to quality improvement starts and ends with you. Understanding your experiences and concerns is vital in helping us to deliver courses and services that will hold the most benefit in assisting you to reach your study and career goals.

Throughout the year, we gather feedback about our courses, services, and initiatives in several ways:

- Training area surveys – you may be asked when you begin how you heard about our course
- The Learner Engagement Survey is a College-wide survey carried out in semester 1 and we ask all enrolled students to participate
- The State-wide Student Satisfaction Survey is carried out by a contracted survey company (and supported by NR TAFE) on behalf of the Department of Training and Workforce Development
- National Student Outcomes Survey – usually in May every year, the National Centre for Vocational Education Research (NCVER) surveys students who have recently graduated from their course.

We would like you to provide us with your honest feedback about how we can improve our training, courses, and services. We aim to gain valuable feedback from you, our customers, to make changes to improve the experience for you and for future students. Your feedback is vital in helping management and service teams at NR TAFE in designing future training, courses, and services.

Suggestions, feedback and complaints

If you would like to make a complaint, comment on a positive experience or suggest an improvement to the way we do business, including concerns about our services please let us know.

There are different ways that you can provide feedback:

- Talk to a staff member
- Phone us on 1300 996 573
- Email feedback@nrtafe.wa.edu.au
- Complete the online form on our website by visiting northregionaltafe.wa.edu.au/current-students/feedback
- Complete a feedback form in person at your local campus reception

The nature of your feedback will help us know the best way to respond, so please provide as much information as you can. We take all feedback seriously and will act to continually improve our services.

The College has a formal Complaints Management Policy and a Complaints Procedure.

These documents are available on our website, or you can ask our Customer Engagement Team for copies or email info@nrtafe.wa.edu.au



SAFETY AND SECURITY

As an NR TAFE student, it is important that you understand there are rules and expectations guiding your behaviour and safety.

We all share responsibility for health and safety on NR TAFE campuses. Lecturers will provide you with an overview of health and safety requirements for your course and while on College premises.

If you see something that you think is unsafe or could harm yourself or others, tell your Lecturer or another staff member about it. Please do not ignore it!

Personal protective equipment (PPE)

In designated work areas you must wear personal protective equipment and clothing. If you are unsure of the personal protective equipment requirements in your area, speak to your Lecturer.

At a minimum, you must at all times wear appropriate footwear while on campus, or while engaged in TAFE activity off-campus.

First aid and medical conditions

NR TAFE has a number of trained First Aid Officers in the workplace. If you require first aid, ask your Lecturer or other NR TAFE staff for assistance. In the event of a student requiring emergency medical treatment, an ambulance will be called. Please note further information on page 15.

Once the incident is controlled, you will be required to fill in an OSH report with your Lecturer.

If you are feeling unwell or have any flu-like symptoms, please stay at home.

If you have a medical condition and need to take prescription drugs that could affect your safety, please notify your Lecturer before commencing class. This will enable staff to provide you with appropriate and timely assistance, if required. All information provided will be treated as confidential.

Emergency procedures (including campus closure)

There are Fire Wardens at all campuses who are trained to assist with evacuations. In the case of an emergency situation or evacuation, follow the instructions of your Lecturer or Fire Warden:

- Remain calm
- Follow the directions provided by College staff and move to the nearest emergency assembly areas
- Do not re-enter the building or leave the campus until the all-clear is given by a designated Fire Warden
- The need and the reason to evacuate will be communicated to you
- Should it be required, e.g. in the case of a positive COVID-19 case(s), confidentiality will be strictly adhered to
- Various communication strategies will be used to keep all informed of the operational status of the campus and when it will re-open

Smoking

NR TAFE campuses are smoke-free and smoking and the use of e-cigarettes are not allowed anywhere on College grounds or premises.

Personal security and belongings

Do not leave your bag or personal belongings unattended on campus. The College cannot accept responsibility for lost or stolen belongings. Make sure you lock your car and secure any valuables. The College is not liable for any accidents or thefts that occur in the College car parks or theft of personal property anywhere on College grounds, including accommodation.

Health and safety

NR TAFE is committed to providing and maintaining a safe working environment where staff and students are not exposed to hazards. All students who are new to a campus or work area are required to undertake a safety induction provided by their Lecturer.

NR TAFE's responsibilities include:

- Having Workplace Health and Safety (WHS) policies and procedures in place
- Providing WHS information, instruction, training and supervision
- Ensuring the risk of injury from any plant or substance provided is minimised when used properly
- Ensuring a safe work environment
- Ensuring College-owned or managed accommodation facilities are maintained to ensure the health and safety of those occupying the premises

Staff and students' responsibilities include:

- Taking reasonable care for their own health and safety and that of others who may be affected by their actions
- Compliance with instructions provided to them
- Cooperation with College WHS policy or procedure as notified
- Reporting of all potential hazards, incidents and injuries

Drugs and alcohol

The use of alcohol and other drugs can adversely impair your ability to work and/or study in a fit, alert and safe manner. You must not attend classes or take part in any other College activities while influenced or affected by alcohol or other illicit drugs.

Calling an Ambulance

Students are not covered for personal accidents whilst on campus, therefore the cost of the ambulance call-out is the responsibility of the individual that requires the ambulance.

For serious and life-threatening injuries an ambulance must be called.

Additionally, to act responsibly and with duty of care in mind, workers must call an ambulance to treat any injured patient if required. The FAO (First Aid Officer) or any worker can determine the necessity for an ambulance. The injured patient can decide to go in the ambulance or call a family member instead.

NOTE: There is no charge to call an ambulance to the site if the patient refuses treatment and/or ambulance officers do not check/touch the patient in any way. However, if the patient is treated by the ambulance officer or transported to the hospital, the patient will be charged for the service (unless an approved workers' compensation claim or claim for liability under our public indemnity insurance has found NR TAFE liable).

It is strongly recommended that students obtain personal insurance and ambulance coverage.



Harassment and violence

Harassment, violence, and abuse of any kind is unacceptable and will not be tolerated. Students are actively encouraged to report to your Lecturer any incidents of physical or verbal abuse on campus premises.

Hazardous chemicals

No hazardous chemicals or substances are to be brought onto campus, unless prior authority has been obtained by your Lecturer.

Safe use of roads and footpaths

For the safety of all TAFE staff, students, and visitors the use of bicycles, scooters, inline skates, or roller skates are not permitted to be operated on any walkways or paths on NR TAFE Campuses.

In line with the Road Traffic Code 2000 only approved equipment may be used on NR TAFE roadways on the condition that you are mindful and respectful of all road users by:

- Not riding on any footpath
- Please ensure you dismount before using any pedestrian pathways
- Complying with TAFE speed restrictions
- Giving way to pedestrians
- Keeping left unless overtaking
- Using a bell or verbal warning when approaching pedestrians or other road users
- Ensuring lights and reflectors are used when riding at night
- Not carrying animals or additional people on your device
- Using hand signals to indicate your intentions to other road users when turning

STUDENT SUPPORT SERVICES

We understand that everyone's journey is different and sometimes you might need some extra support to achieve your study or career goals. Whether you are at the very start of your training, returning to study after a long break, or looking to upskill in a specific area, we're here to assist you to be successful.

AccessAbility Services

We are committed to providing equitable access and inclusion for people with varying abilities with a focus on abilities rather than disability. We have a dedicated AccessAbility Coordinator to advise and support students and staff to provide information, advice and coordinate individualised support as required. We boast an exceptional team of dedicated support workers, fully committed to achieving successful outcomes for our students.

Reasonable adjustment

If you are a student with disability, reasonable adjustments may be made to assist you to participate fully in education and to have equal opportunity with your peers. This may be in classes, practical activities and to complete assessments.

Our AccessAbility services include

- Alternative electronic formats for texts and other learning materials
- Alternative assessments and adjustments such as extra time, note-taker support, or oral assessment
- Individual study support such as note-taker, tutor, in-class assistant
- Specialised and ergonomic equipment including height-adjustable desk and chairs
- Access to facilities and parking
- Adaptive technology and software

Ongoing study support as required for example:

- At one campus we had a kerb painted yellow to assist a student with vision impairment to access the nearby classroom
- We liaised with the governing authority of electrical examinations to provide a student with provisions to take additional breaks to suit new medication
- Three campuses have been provided with large print keyboards with bright yellow lettering to assist students with restricted vision
- One of our support workers attended a barista short course to assist students to successfully complete their training
- Several of our in-class computers have been set up with a specially designed typeface for people with Dyslexia to help with reading and comprehension
- At one campus, a software program has been installed to increase the size and depth of on-screen lettering

If you require support for a medical or mental health condition that may affect your studies, contact us to discuss how we may be able to assist you to access and participate in your training to achieve a successful outcome. Reach out to our AccessAbility Coordinator or contact your Lecturer for a confidential chat on our toll-free number 1300 996 573.

You can also email AccessAbility@nrtafe.wa.edu.au



Scholarships

NR TAFE has a range of student Scholarships available for identified prospective student groups and/or selected Qualifications, funded by sponsor organisations including the Mary Mackillop Today Foundation and Rio Tinto.

NR TAFE's Scholarships provide opportunities for Kimberley and Pilbara residents to progress their career aspirations in a range of eligible industry areas.

Access to Scholarships is facilitated by NR TAFE to provide opportunities for a better future through training, and are open to current and prospective students who can demonstrate educational disadvantage or are seeking to work in areas of skill shortage or regional priority.

To see if you're eligible or to find out more about Scholarships, visit our website: northregionaltafe.wa.edu.au/scholarships

Free Counselling Service

As a student enrolled at NR TAFE, you are eligible for six (6) free counselling sessions per year with an appropriately qualified psychologist.

These sessions are FREE, available 24/7, and completely confidential. Call 1300 307 912 or 08 9388 9000 or book online at www.altius-group.com.au

PeopleSense is proud to have Aboriginal provisional psychologists who provide support for anyone seeking culturally appropriate counselling, as well as Psychologists who are members/allies of the LGBTQIA+ community.

Help and Support is available when you need it.

Other support services

- **13YARN – 13 92 76**
24/7 national crisis support line for Aboriginal and Torres Strait Islander people
- **Beyond Blue – 1300 224 636**
Call 24/7 for advice, referral and support from a trained mental health professional
- **Headspace – 1800 650 890**
Mental health support and information for young people aged 12-25
- **Kids Helpline – 1800 551 800**
24/7 private and confidential phone and online counselling service for young people aged 5 to 25
- **Legal Aid WA – 1300 650 579**
Free or low cost legal assistance
- **Lifeline – 13 11 14**
Call 24/7 for crisis support and suicide prevention services. Text support is also available: 0477 131 114
- **MensLine Australia – 1300 789 978**
24/7 telephone and online support for men with emotional health and relationship concerns
- **QLife – 1800 184 527**
Peer support for LGBTQIA+
- **Relationships Australia – 1300 364 277**
Relationship support services for individuals, families and communities
- **Suicide Call Back Service – 1300 659 467**
24/7 free counselling and support for people at risk of suicide, carers and bereaved

Travel and student accommodation

Some students are required to travel long distances away from their base to access the off-the-job training component of their Qualification. If you travel, you may be eligible to claim accommodation and/or travel assistance. If you wish to drive your own vehicle to attend NR TAFE training away from your home, you could be eligible for a fuel reimbursement.

You can enquire about accommodation bookings by filling out the online form accessed through our website. Note: Students under 18 years old (minors) requiring accommodation will be handled on a case-by-case basis. Please contact the Customer Engagement Team on 1300 996 573 or email info@nrtafe.wa.edu.au for further information.

For accommodation bookings in Karratha and South Hedland, students will need to complete the online booking form available on our website: northregionaltafe.wa.edu.au/we-are-here-you/apprentice-and-trainee-travel-and-accommodation

Apprentices and Trainees that are eligible to claim a travel and/or accommodation allowance can obtain further information on how to claim their allowance here.

Karratha

Student accommodation in Karratha consists of seven fully furnished houses located behind the campus. All houses contain five single bedrooms, each with their own key.

South Hedland

Student accommodation in South Hedland consists of 14 self-contained units located on Somerset Crescent, approximately 1.5 kilometres from our Pundulmurra (South Hedland) campus.

Broome

If you are an Apprentice or Trainee and are required to travel to the Broome Campus to attend training, you will need to source and book your own accommodation.



Language and additional needs support

Assistance is available to students who have additional needs or require language support to undertake a course. We also offer International English Language Testing System (IELTS) preparation training and a subsequent test centre for students to sit the IELTS exam with IDP Education or prepare for a citizenship test. Ask us about our English language and additional needs support. If you require assistance, please talk to your Lecturer.



Literacy and Numeracy (English and Maths)

English and maths support is available to students once they have enrolled in a vocational Qualification (excluding VET Delivered to Secondary Students). This assists students to complete the Qualification they are enrolled in by providing support with the reading, writing and numeracy components of the course. If you require assistance, please talk to your Lecturer.

INTERNATIONAL STUDENTS

Welcome to NR TAFE. We can't wait to share our amazing region, facilities and services with you. When you enrol with us, you become part of our community. You'll be immersed in classes and learn alongside local students. This Student Handbook provides all students with practical and essential information while you're studying with NR TAFE.


Support

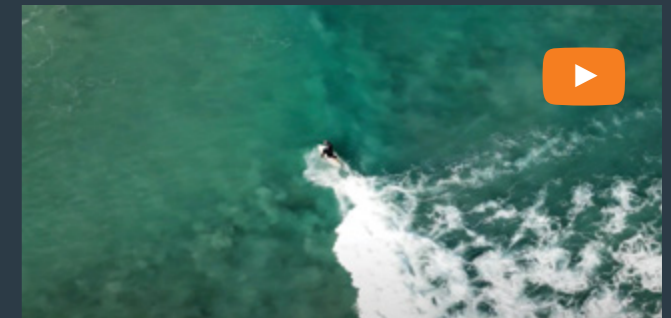
You might be far from home, but there's always support for you at NR TAFE. Our dedicated International and other support staff are always available to help. Whether you have personal or academic concerns or queries, please reach out to us.

You can also speak to the Customer Engagement Team in person at reception.

To find out more, speak to our International and other support staff.

 1300 996 573

 internationalstudents@nrtafe.wa.edu.au



Watch the video to learn more about student life in Broome, Western Australia.



"I found out about TAFE in Western Australia (WA) as it came highly recommended by a friend. I also wanted to study in WA because it's similar to Vietnam, there's only a one-hour time difference and they also have similar weather. Once I learned that TAFE is a government school with high-quality training and friendly teachers, it was an easy decision to make."

*Nguyen, International Student
Certificate III in Commercial Cookery, Broome Campus*



ABORIGINAL TRAINING SERVICES

Hey You Mob! Welcome to NR TAFE

Now you are enrolled, we have a deadly team who can support you! We are the Aboriginal Training Services Team, also known as ATS. Come and talk to us about how we can help you get through your training.

ATS staff operate out of our Aboriginal Support Centres which are located at our campuses across the Pilbara and Kimberley regions. We can also provide support services in Aboriginal communities across the regions where training is being delivered.

The ATS team helps students with:

- In-class support, both academic and practical
- Mentoring, tutor support and career counselling
- The Indigenous Tutorial Assistance Scheme (ITAS)
- Liaising with Centrelink, Abstudy, Job Services Australia, Remote Jobs, Jobs and Skills Centres, Communities Program and other service providers

- Assistance arranging accommodation, transport, meals if eligible and training aid support resources such as work wear, personal protective equipment (PPE) and learning resources (text books)
- Scholarship information and support applications
- Referrals or information about other services such as financial counselling, childcare and health needs
- Informal counselling and mentoring.

In addition, the ATS team provides:

- Advice on culturally appropriate learning methods and environments within the College
- Tailored services to external agencies and employers
- Consultation with Aboriginal communities and organisations to identify community development projects and negotiated training plans to address unique local needs.

Everyone's journey is different and sometimes you need some extra support. Our dedicated team are here to guide and assist you through your training journey.



Hear from Philly Hunter,
Aboriginal Development Officer



"The ATS team offered me the emotional support I needed. When I started my Traineeship, I couldn't find the balance between study and work. The ATS team provided me with the help and space on campus to study.

The growth of TAFE has benefitted the community, giving everyone equal opportunity and more access to training services."

Debbie
Certificate IV in Business, Kununurra Campus





JOBS AND SKILLS CENTRES

If you are looking for a job while you are studying, need help writing your resume or applying for a job, or you are seeking career planning advice, the Jobs and Skills Centres are here to assist!

As a student of NR TAFE, you are welcome to visit our Jobs and Skills Centres. Jobs and Skills Centres offer free professional and practical advice on training and employment for both individuals and businesses. The service also includes a jobs boards to connect job seekers with employment opportunities and to help employers attract and recruit employees.

Jobs and Skills Centres are located at our Broome, Karratha, Kununurra and Pundulmurra (South Hedland) campuses. Outreach services are also available at Newman, Roebourne, Derby, Fitzroy Crossing, Halls Creek, Bidyadanga and Dampier Peninsula.



For more information:

📞 13 64 64

🖱️ jobsandskills.wa.gov.au



What the Jobs and Skills Centre can offer to you

HOW TO ACHIEVE SUCCESS!

Learn how to learn!

Learning is a process and as such, can be learned. If you master learning techniques, you are free to realise your full potential. The most successful students are those who have identified how the process works for them.

Make the most of your time

- Recognise what distracts you
- Learn to say "no" to being distracted
- Be flexible
- Avoid marathon study sessions

Avoid procrastination

- Break your workload into smaller pieces
- Get to work right away
- Set goals for yourself every day and stick to them
- Reward yourself after, not before

Actively participate in class

- Take notes in class – this helps organise your thinking
- Ask questions. If you don't understand something, seek clarification
- Get to know your Lecturers and learn what they expect from you

Other hints

- Use the resources and staff available
- Know exactly what is required of you in your course
- Keep your work and reading up-to-date
- Organise your social life so you can achieve your long-term goals

Remember If you are having difficulties with your studies, talk to your Lecturer. We're here to help.



North Regional TAFE

 1300 996 573

 info@nrtafe.wa.edu.au

 northregionaltafe.wa.edu.au

RTO Provider No: 52788