GOVERNMENT OF WESTERN AUSTRALIA

TAFE WA North Regional



2027 Student Handbook

Welcome to North Regional TAFE, the largest provider of vocational education and training in the North West.

Our focus is on creating a supportive environment where all students can thrive and succeed.

At North Regional TAFE (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 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.

We deliver our training through our network of 11 campuses, as well as online, in the workplace and in community locations. Our experienced Lecturers have industry currency and competency, and we're proud to offer a range of learning environments and support services to help you on your education and training journey.

At NR TAFE, we believe learning should be enjoyable, rewarding and often fun! We're here to support you with the skills and opportunities to reach your career goals. Please take a moment to explore this Student Handbook, which marks the beginning of your learning journey with us.

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

Key dates

Semester 1

- Term 1 – 1 February – 9 April (10 weeks)
- Term 2 – 27 April – 2 July (10 weeks)

Semester 2

- Term 3 – 19 July – 24 September (10 weeks)
- Term 4 – 11 October – 16 December (10 weeks)



We celebrate and acknowledge other significant dates throughout the year that promote diversity and inclusion. Details of significant dates and events will be shared via our social media channels, and we encourage students to attend and get involved.



NR TAFE recognises Aboriginal and Torres Strait Islander peoples who live, work, and participate in education and training across the Northwest 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.

Disclaimer: Information provided in this publication is a summary, intended for prospective students. All information in this Guide is correct as of December 2025. NR TAFE reserves the right to alter, cancel or otherwise modify in any way, material contained in this publication.

RTO Provider No: 52788



Contents

Getting started 4

Academic Calendar 6

Technology at NR TAFE 7

Student Support 8

Information about your training and study program 9

Student Support Services 13

Aboriginal Training Services 16

International students 18

Jobs and Skills Centres 19

Your rights and responsibilities 20

Safety & Security 22

We want to hear about your experience! 24

How to achieve success! 25

10 study tips that will help lead you to success 26

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, or undertake their own study in a quiet environment.

Aboriginal Support Centres

We offer a culturally safe space for all Aboriginal students to access at all our campuses.

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.

To find out more, speak to our Client Services Team.

Phone: 1300 996 573

Email: info@nrtafe.wa.edu.au

Student Portal

When you are enrolled you will receive a Welcome to NR TAFE email. This link 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 and update contact details (address, phone numbers)
- Access Office 365
- Access Canvas

Access the NR TAFE Student Portal



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 our Client Services Team.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a formal assessment process that allows you to gain credit for the skills, knowledge, and experience you've already acquired - whether through work, training, volunteering, or life experience.

RPL is a non-teaching pathway. You must provide sufficient evidence to demonstrate your competency. If you can demonstrate that you meet the requirements of a unit of competency, you may not need to undertake formal training for that unit. RPL is available for individual units, multiple units, or even full qualifications that are offered at NR TAFE.

Please note if you are an international student seeking skills recognition, please contact internationalstudents@nrtafe.wa.edu.au

Please register your interest through our website or speak to our Client Services Team.



2027 Academic Calendar

Semester 1

- Term 1 – 1 February – 9 April (10 weeks)
- Term 2 – 27 April – 2 July (10 weeks)

Semester 2

- Term 3 – 19 July – 24 September (10 weeks)
- Term 4 – 11 October – 16 December (10 weeks)

JANUARY

MON	TUE	WED	THU	FRI	SAT	SUN
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY

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MARCH

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29	30	31				

APRIL

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MAY

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31						

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

MON	TUE	WED	THU	FRI	SAT	SUN
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29	30					

DECEMBER

MON	TUE	WED	THU	FRI	SAT	SUN
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27	28	29	30	31		

Public holiday | TAFE break weekends | Term break

College closedown | 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.

Student Logins and Passwords

- All students need to be enrolled to access NR TAFE networks
- Enrolled students receive a login ID with a temporary password of the format *tafewaddmmyyyy* where *ddmmyyyy* is the student's date of birth
- Students must initially login to Microsoft 365 to set a new password and activate their licence - this can occur on or offsite
- Onsite usernames are in the format ED\loginID (eg ED\B34567 or ED\40xxxxxxx)
- Offsite usernames are in the format loginID@tafe.wa.edu.au (eg B34567@tafe.wa.edu.au or 40xxxxxxx@tafe.wa.edu.au)
- Student passwords must be 14 characters minimum
- Students will be prompted to change their passwords every 12 months
- Follow instructions here to set up Multi-Factor Authentication
- After a student has set their own password, they can then access Canvas, Student BYOD Wi-Fi, and Microsoft Office applications
- Multiple incorrect logins will lock out an account – please work with your lecturer to have these accounts unlocked, or they will unlock automatically after 15 minutes
- If required, lecturers can reset student passwords with the change password tool on the lecturer's desktop
- Please refer to the section in this handbook titled *Rules for using College computers* under the heading *Your rights and responsibilities* for additional information

Microsoft 365

Every NR TAFE student has a free Microsoft 365 account which includes access to an Outlook email account, a OneDrive folder for file storage and access to the Microsoft 365 suite of applications which are available from any computer or mobile device. See the *Student Logins and Passwords* section above for details on how to login for the first time, and how to set your password.

Wireless internet access

NR TAFE offers free Wi-Fi to all staff and students. Please contact our Client Services team for instructions on how to connect your device to the campus Wi-Fi.

Resetting your password

Support for resetting your password is provided via the "reset your password" link on the College website on the Student log in details page. You must enter your student email address (e.g. G012345@tafe.wa.edu.au) and then follow the prompts.

Canvas

NR TAFE uses Canvas to help facilitate some of our flexible learning course options. If you are enrolled in a course delivered via Canvas you can use the platform to access course materials and communicate with lecturers. Instructions on how to log in are available on our website under the Student log in details page. Please keep in mind that your Canvas access may take up to 24 hours to become active after our Client Services team completes your TAFE enrolment.



Student Support

Information about your course

We're here to help you

Whether you're new to NR TAFE or already a student, our Client Services Team at campus reception is here to assist you. Stop by for support and guidance!

Our team can assist you with information about your course, offer necessary career guidance and vocational advice, and provide details on the skills or training that will help you achieve your career goals.

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. The format and duration will depend on the length and nature of your course. Orientation will cover important topics such as an introduction to your course and learning resources, 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 pass you will receive a CO. If you do not successfully complete the assessment requirements, you will receive a Not Yet Competent result. (Unless you have formally withdrawn from the unit). You may appeal an assessment result.
- You can re-enrol in a unit which you have previously passed; however, the tuition fees will be charged at a higher rate. Contact the Client Services team prior to enrolling for the fees.

Can I use Generative AI to assist me with my studies?

Yes! We encourage you to responsibly use Gen AI to assist you with your studies

- Before class
- During class
- After each class
- To prepare for assessments

Remember to use caution when using Gen AI tools.

Your Lecturer will advise you if you are able to use Gen AI to complete your assessments or not.

At NR TAFE you are permitted to use CoPilot only.

For further information please ensure you read Generative Artificial Intelligence and Academic Integrity Guide.

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.

If you are unable to submit your assessments by the due date, please complete the Application for Extension of time to submit assessments and discuss with your Lecturer. You will be provided assessment outcomes and feedback by your lecturer.

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)

WO: Withdrawn with Participation (if you have participated in a course and not completed assessments)

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: www.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: www.wa.gov.au/organisation/wa-training-awards/western-australian-training-awards

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.

At the end of your course, your results will be available through our new student management system, eQuals, as we transition to this platform in 2027. To ensure you receive important updates and can access your results, please make sure your email address and personal details are up to date.

During the transition period, results will continue to be available in both paper and electronic formats while eQuals is being fully implemented. We will provide further information and guidance as the new system is rolled out and becomes available to students.

Your results can be accessed by using your USI number at www.usi.gov.au

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. The first issue of your full award and Statement of Attainment is free of charge. The cost to reissue a full award is $50 and the cost to reissue a Statement of Attainment is $20.



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 Client Services 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 Client Services Team on campus or via phone.



Withdrawals and refunds

If you are considering withdrawing from your course, we encourage you to speak with your Lecturer before making a final decision. They can guide you through the withdrawal process and explain any implications for your studies and fees.

Should you decide to withdraw, you may be eligible for a refund of the fees you have paid. Refund eligibility depends on withdrawal before census date.

To begin the process, please submit a Student Withdrawal Form through the North Regional Tafe website: www.northregionaltafe.wa.edu.au/current-students/withdrawals

Documentary evidence of your withdrawal reason may be required. Please view the Student Withdrawal Fee Refund Policy on our website for more information. Visit: www.northregionaltafe.wa.edu.au/current-students/policies-and-responsibilities

Ready for more?

If you are ready to undertake more study, please contact our Client Services Team at campus reception or via phone, email, or webchat.

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 has been developed to help students understand their responsibilities, and a copy of this is available on our website.

Visit: www.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
- Referencing information sources used and acknowledge the use of Generative AI
- Deadlines for assessments and requesting extensions to due dates (Application for Extension of time to submit assessments)
- Use of Generative AI to complete assessments – refer to Generative Artificial Intelligence and Academic Integrity Guide
- 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.





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 equal access and creating an inclusive environment for people of all abilities, with a focus on strengths and 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 value our 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 can 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 tollfree 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 organisations including the Women in Trades 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

Need someone to talk to?

NR TAFE students can access up to six (6) free and confidential support sessions each year through the PeopleSense, Employee Assistance Program (EAP). Support is provided by qualified psychologists and counsellors and is available 24 hours a day, 7 days a week.

This completely confidential service can provide support and advice in the following areas, as well as many other personal, study and wellbeing concerns:

- Stress, anxiety and mental wellbeing
- Study-related concerns
- Family and relationship issues
- Grief and loss
- Financial advice and support
- Legal information
- Exercise and healthy lifestyle guidance
- Nutrition and healthy eating advice
- Workplace and career concerns
- Other personal challenges and wellbeing matters

To access support:

- **Phone:** 1300 307 912 or (08) 9388 9000
- **Online:** www.peoplesense.au/E68-MRC (you do not need a referral)

If you would like help making an appointment, please speak to your Lecturer or any College staff member.

PeopleSense provides culturally safe, respectful and inclusive support for all students, including access to Aboriginal psychologists and counsellors.

You are not alone. Help and support are available whenever you need them.

Other support services

- **13YARN:** 13 92 76 24/7 (national crisis support line for Aboriginal & Torres Strait Islander people)
- **Legal Yarn WA:** 1800 319 803 (Staffed by mob for mob, we can help with your legal worries)
- **Beyond Blue:** 1300 22 4636 (advice, referral & support from a trained mental health professional which is available 24/7)
- **Headspace:** 1800 650 890 (mental health support & information for young people aged 12-25)
- **Kids Helpline:** 1800 55 1800 (private & confidential 24/7 phone & online counselling service for young people aged 5 to 25)
- **Lifeline:** 13 11 14 (crisis support & suicide prevention services 24/7) Text support is also available on 0477 13 11 14
- **MensLine Australia:** 1300 78 99 78 (support 24/7 for men with emotional health & relationship concerns)
- **QLife:** 1800 184 527 (peer support for LGBTQIA+)
- **Relationships Australia:** 1300 364 277 (relationship support services for individuals, families & communities)
- **Suicide Call Back Service:** 1300 659 467 (free counselling & support 24/7 for people at risk of suicide, carers and bereaved)
- **1800Respect:** 1800 737 732 (sexual assault, domestic or family violence & abuse)
- **Next Step Drug & Alcohol Service:** 1800 198 024 (24 hours non-judgemental counselling, information, referral and support for people affected by drugs & alcohol)
- **Family Drug Support Line:** 1800 653 203 (for anyone concerned about a loved ones alcohol or drug use)
- **Crisis Care:** 9223 1111 (domestic violence, homelessness & family violence)
- **Mental Health Emergency Response Line:** 1300 555 788

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.

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 Client Services 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: www.northregionaltafe.wa.edu.au/we-are-here-you/student-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 four 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.

Literacy, numeracy and study support

Literacy and numeracy support is available to all students once they have enrolled in a vocational qualification. This assists students to complete the qualification they are enrolled in by providing support with the reading, writing and numbers of components of the course.

If you would like to be contacted about learning support options, please complete the Learning Support Questionnaire (169 KB) (PDF document) and hand it in to your lecturer or at any of our campus receptions.

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.



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 is here to guide and assist you through your training journey.



Hear from our Aboriginal Training Services Team







"I feel safe and supported here. From the smoking ceremony and the Roebuck mob to my mentors helping me through the course, everyone has encouraged me along the way. I've built new friendships and I'm happy to be here."

– Jimmy Barnes







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 Client Services Team in person at reception.

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

- **Phone:** 1300 996 573
- **Email:** internationalstudents@nrtafe.wa.edu.au



Jobs and Skills Centres

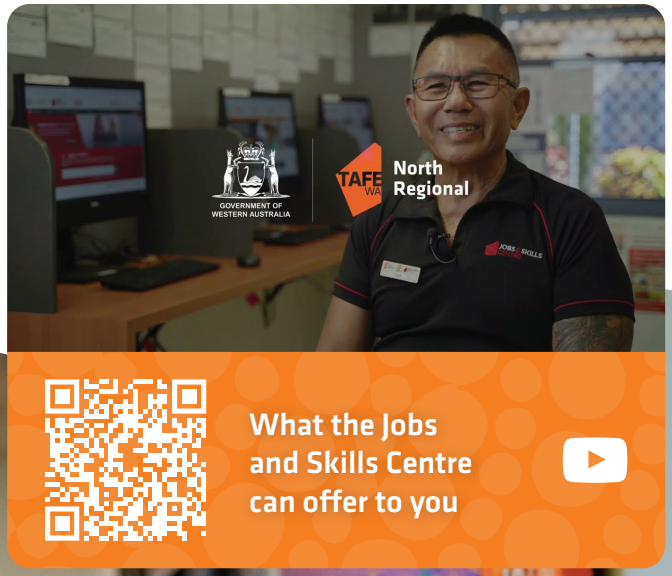
If you are looking for a job while you are studying, need help writing your resume or applying for a job, or you are seeking career planning advice, the Jobs and Skills Centres are here to assist!

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 board 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:

- **Phone:** 13 64 64
- **Online:** jobsandskills.wa.gov.au



Your Rights and Responsibilities

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 Client Services Team, or complete a feedback form available on our website.

Applying for a copy of personal information

Under the Freedom of Information (FOI) Act, applications can be made to access documents held by NR TAFE. You can find more information here: NR TAFE Freedom of Information Statement.pdf

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 and the Student Behaviour Management Policy.

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

Safety and Security

NR TAFE is committed to providing and maintaining a safe working environment where staff and students are not exposed to hazards, including psychological hazards. As an NR TAFE student, it is important that you understand there are rules and expectations guiding your behaviour and safety. All students who are new to a campus or work area are required to undertake a safety induction provided by their Lecturer.

At North Regional TAFE, we are committed to a safe, respectful and inclusive learning environment. All students are expected to treat others with respect, value diversity, and contribute to a culture where everyone feels welcome, supported and safe. Together, we share responsibility for creating a positive learning community for all.

We all share responsibility for Work, Health and Safety (WHS). Lecturers will provide you with an overview of health and safety requirements for your course and for while you attend and/or stay on College grounds and/or premises.

If you see something that you think is unsafe or could harm yourself or others, tell your Lecturer or another staff member immediately. Please do not ignore it! We need to ensure that all hazards are reported as soon as possible, to enable us to eliminate or mitigate these risks on campus.

Personal protective equipment (PPE)

In designated work areas you may be required to wear specific PPE. If you are unsure of the PPE requirements in your area, please speak to your lecturer as soon as you are able. At a minimum, you must wear appropriate footwear while on campus, or whilst engaged in a TAFE activity off-campus.

First Aid and Medical Conditions

NR TAFE has trained First Aid Officers (FAO's) at each campus. 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 important information on page 15.

Once the incident is controlled, you may be required to assist in filling in an Incident Report with your Lecturer. If you are feeling unwell or have any flu-like symptoms, we ask that you 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 Emergency 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 Emergency Warden:

- Remain calm
- Follow the directions provided by College staff and move to the nearest emergency assembly area
- Do not re-enter the building or leave the campus until the all-clear is given by a designated Emergency Warden
- The need and the reason to evacuate will be communicated to you
- Various communication strategies will be used to keep all informed of the operational status of the campus and when it will re-open

Smoking, Vaping and E-Cigarettes

NR TAFE is committed to providing a smoke-free environment. Smoking, vaping, and the use of e-cigarettes are not permitted anywhere on college grounds, within College buildings, or in College vehicles.

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.

NR TAFE's responsibilities include:

- Develop, maintain, implement and regularly review Workplace Health and Safety (WHS) policies and procedures to support a safe and healthy work and learning environment.
- Compliance with all applicable laws, regulations and standards as a minimum
- Provide workers and students with the information, instruction, training and supervision necessary to protect their health and safety while undertaking work and study activities

- Ensuring that risks to health and safety arising from any plant or substance provided are eliminated or minimised through safe and proper use
- Ensure, so far as is reasonably practicable, a work and learning environment that is safe and without risks to health
- Ensure a workplace that is physically and psychologically safe, inclusive, respectful and culturally safe, and free from discrimination, harassment, sexual harassment, bullying and victimisation
- 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 of their own health and safety, and the health and safety of others who may be affected by their actions or omissions
- Following all reasonable instructions, directions and safety requirements provided by the College
- Complying with the NR TAFE Student Code of Conduct
- Complying with relevant NR TAFE Workplace Health and Safety (WHS) policies, procedures and guidelines
- Reporting hazards, incidents, injuries, near misses and unsafe conditions as soon as practicable
- Cooperating with any action taken by the College to comply with its WHS obligations

Drugs and alcohol

The use of alcohol and other drugs can adversely affect a person's ability to work, study and participate in College activities in a safe, healthy and productive manner. Students must not attend classes, practical activities, work placements, College accommodation, or any other College activity while under the influence of, or adversely affected by, alcohol or illicit drugs.

Calling an Ambulance

Students are not covered for personal accidents/medical conditions 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 (dependant on seriousness of personal accident/medical condition) has an option to decide whether 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 a claim for liability under the public indemnity insurance has found NR TAFE liable).

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

Harassment, including Sexual Harassment, Violence & Aggression

NR TAFE is committed to maintaining a safe, respectful and inclusive learning environment. Harassment, including sexual harassment, bullying, discrimination, violence, aggression and abuse of any kind, is unacceptable and will not be tolerated. Students are encouraged to report any incident or concern immediately to their Lecturer, another staff member, or through the appropriate reporting process.

Hazardous chemicals

Students must not bring any hazardous chemicals or substances onto campus without prior approval from the College.

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

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:

- Student surveys – you may be asked to complete by your Lecturer about your course
- The Learner Engagement Survey is a college-wide survey which 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
- Complete the online form on our website by visiting www.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 Client Services Team for copies or email info@nrtafe.wa.edu.au



How to Achieve Success!

Learn how to learn

Learning is a process that can be mastered. Once you develop effective learning techniques, you can unlock your full potential. The most successful students are those who understand how learning works best for them.

Make the most of your time

- Recognise your distractions - identify what pulls your attention away
- Learn to say "no" - resist distractions and stay focused
- Be flexible - adapt your study schedule as needed
- Avoid marathon sessions - study in shorter, focused intervals to maintain concentration

Avoid procrastination

- Break tasks down - divide your workload into manageable chunks
- Start immediately - don't delay, get to work as soon as possible
- Set daily goals - commit to achieving small targets each day
- Reward yourself - celebrate achievements after completing your tasks, not before

Actively participate in class

- Take notes - organising your thoughts through notetaking improves retention
- Ask questions - if something is unclear, seek clarification right away
- Engage with your lecturers - get to know your instructors and understand their expectations

Additional Tips

- Use available resources - take advantage of staff support and learning materials
- Understand course requirements - be clear about what is expected from you in your assignments
- Stay current - keep up with your readings and coursework
- Balance social and academic life - organise your time to stay focused on achieving your long-term goals

Remember if you encounter difficulties, talk to your lecturer. We're here to support you!



10 Study Tips That Will Help Lead You to Success

01

Mind Mapping

Write down everything you know or have learned about a topic to create a clear overview.

02

Highlight keywords

Emphasising key terms will help you remember new information more easily.

03

Repeat in other ways

Talk about it, draw it, write it, or even sing it! Using varied methods reinforces learning.

04

Prioritise work

Tackle the most important tasks first to stay on top of your workload.

05

Reflect

Consider whether you agree or disagree with what you're learning and give reasons to support your thoughts.

06

See the big picture

Break down large tasks into smaller, manageable steps to better understand what's required.

07

Take notes

Writing things down is a powerful way to help you remember important information.

08

Maintain a positive attitude

Stay positive and believe in yourself. If you feel stuck, don't hesitate to ask for help.

09

Link to what you know

Relating new concepts to prior knowledge makes learning more effective.

10

Use a diary

Manage your time wisely by using a diary or calendar to keep track of tasks and deadlines.

North Regional TAFE

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RTO Provider No: 52788