CONTENTS

Welcome to TAFE SWSi 3
2017 key dates 4
Induction 5

Before enrolment 6-7
After enrolment 7-9
Fees, exemptions and financial assistance 10-16

Assessments and examinations 17-18
Your rights and responsibilities 19-20
Support services and facilities 20-29
INDUCTION

At your first class, your teacher will give you essential information about TAFE NSW, your college and your course. This information will ensure you have a learning experience that is safe, successful and rewarding.

Your teachers will cover a range of topics, including questions you might have about:

- paying your fees
- logging on and using your Student Portal
- your rights and responsibilities
- work, health and safety
- assessments
- support while studying
- travel concessions
- benefits for apprentices
- refunds, deferrals and withdrawals.

2017 KEY DATES

TAFE SWSi operates 48 weeks of the year. Many of our programs are offered throughout the year with different start and finish dates to suit the needs of our students. Please visit www.swsi.edu.au to view a full list of our programs and when they start, or call 13 7974 for more information.

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.01</td>
<td>Monday</td>
<td>Semester One, Term One begins</td>
</tr>
<tr>
<td>09.04</td>
<td>Sunday</td>
<td>Semester One, Term One ends</td>
</tr>
<tr>
<td>10.04</td>
<td>Monday</td>
<td>Autumn student vacation begins</td>
</tr>
<tr>
<td>23.04</td>
<td>Sunday</td>
<td>Autumn student vacation ends</td>
</tr>
<tr>
<td>24.04</td>
<td>Monday</td>
<td>Semester One, Term Two begins</td>
</tr>
<tr>
<td>18.06</td>
<td>Sunday</td>
<td>Semester One, Term Two ends</td>
</tr>
<tr>
<td>19.06</td>
<td>Monday</td>
<td>Winter student vacation begins</td>
</tr>
<tr>
<td>16.07</td>
<td>Sunday</td>
<td>Winter student vacation ends</td>
</tr>
<tr>
<td>17.07</td>
<td>Monday</td>
<td>Semester Two, Term Three begins</td>
</tr>
<tr>
<td>24.04</td>
<td>Sunday</td>
<td>Semester Two, Term Three ends</td>
</tr>
<tr>
<td>25.04</td>
<td>Monday</td>
<td>Spring student vacation begins</td>
</tr>
<tr>
<td>08.10</td>
<td>Sunday</td>
<td>Spring student vacation ends</td>
</tr>
<tr>
<td>09.10</td>
<td>Monday</td>
<td>Semester Two, Term Four begins</td>
</tr>
<tr>
<td>03.12</td>
<td>Sunday</td>
<td>Semester Two, Term Four ends</td>
</tr>
</tbody>
</table>
BEFORE ENROLMENT

Unique Student Identifier

All students participating in nationally recognised training in Australia will need to have a Unique Student Identifier, or USI. You must have a USI before you enrol in your course.

This includes students completing an apprenticeship or skill set, certificate or diploma course.

Your USI links to an online account that contains all your training records and results (transcript) that you have completed.

It is free and easy for you to create your own USI online by visiting www.usi.gov.au

AFTER ENROLMENT

STUDENT PORTAL

Student Portal is an online website designed for student self-service.

When you enrol at TAFE NSW you’ll receive a Department of Education (DoE) username and password. Use this to log on to your personal Student Portal through the Department of Education (DoE) Portal.

Through the Student Portal you can:

✓ view your personal, enrolment and if applicable, employer details
✓ view your current and past study records and results
✓ request an official TAFE NSW transcript of your results
✓ update your contact details
✓ view your paid and outstanding fees
✓ view your class timetable
✓ view notifications and calendar information, such as schedules for TAFE NSW final examinations.

You can also keep in touch with your teachers via Student Portal.

To access your Student Portal visit https://sso.det.nsw.edu.au/sso/UI/Login

You can also log onto Student Portal via our website www.swsi.edu.au. On the homepage, click on ‘Student Portal’ tab located at the top right.

Or visit swsi.tafensw.edu.au/Students/Current-Students/Online-Services
TAFECARD
Enrolled students who attend a TAFE NSW college will be issued a photo ID TAFECard.
This contains your name, student number and photograph and is used for identification.
You can use your TAFECard for a variety of services such as photocopying, parking and borrowing from the library.

ATTENDANCE
To make the most of your studies you should attend all classes. If there is a valid reason you cannot attend class, please notify your teacher.
If you stop attending classes or transfer to another college, you must report this to your teacher. If you are sick, unable to attend class, complete an assessment or have missed an assessment due to uncontrollable circumstances, please advise your teacher as soon as possible.

TRAVEL CONCESSIONS
A concession Opal card is now available for eligible TAFE NSW Students* including apprentices and trainees.
To find out details on full eligibility and how to apply for the concession Opal card, visit the Transport for NSW website www.transport.nsw.gov.au or call our friendly customer service team on 13 79 74 or visit your local college Customer Service Centre.
If you live outside the Opal footprint you may need to apply for a travel concession outside of the Opal system. From 31 March 2017, all eligible TAFE NSW students wishing to access student travel concession outside the Opal footprint must apply for a Transport Concession Entitlement Card (TCEC).
*conditions apply

FIRST AID
First aid officers are located at all colleges. If you are injured or ill, please ask your teacher or nearest staff member to contact security and a first aid officer will assist you.

ALCOHOL AND OTHER DRUGS
TAFE NSW policy prohibits smoking, except in designated areas, as well as the use of alcohol and illegal drugs on college grounds.
Use of alcohol and other drugs by students at TAFE NSW will be the subject of disciplinary action.
If you are concerned about your own or another person’s safety at TAFE NSW, Work Health and Safety legislation requires you to inform your teacher immediately.

SMOKE-FREE ENVIRONMENT POLICY
TAFE NSW has a Smoke-free Environment Policy.
Smoking is banned at all colleges except for within designated smoking areas*.
Smoking in these areas is only allowed in the immediate vicinity of the “Smoking Area” sign and ash trays are provided for cigarette butts.
* TAFE NSW Miller College does not have any designated smoking areas.

MANAGEMENT OF RISK OR HARM TO STUDENTS AND STAFF
TAFE NSW is required by law to ensure the health and safety of all students, staff and visitors on our premises.
In order to meet these legal obligations it is necessary for us to assess and manage any known risk of violent behaviour.
If you have a history of violence that may suggest you could pose a potential risk to other students, staff and/or visitors, please advise TAFE NSW prior to enrolling in your course of choice.
We will provide appropriate support and a management plan.
FEE, EXEMPTIONS AND FINANCIAL ASSISTANCE

PAYING YOUR FEES

A fee applies for most TAFE NSW courses and must be paid at enrolment before you attend your first class. The amount you pay depends on the type of course you study and on your personal circumstances.

Please ensure you have paid your fees or you won’t be allowed to start or continue your course.

You will need to pay your fees before attending classes and they must be paid in full in order for you to receive your qualification.

Payments may be made by cheque, EFTPOS, money order, BPAY (using TAFE Fee Statement) or credit card (MasterCard or Visa) through the Learner Portal or by phoning the Customer Service Centre on 13 7974. We do not accept cash.

If paying by cheque or money order, please make it payable to ‘TAFE NSW – South Western Sydney Institute’ then write your name, address and course number on the reverse side.

GOVERNMENT SUBSIDISED COURSES

Under ‘Smart and Skilled’, the NSW Government is targeting funding towards the skills that are needed for jobs and economic growth.

As part of Smart and Skilled, the NSW Government has released the 2017 NSW Skills List, which sets out priority areas for training. The qualifications on this list will receive government subsidies to make sure training priorities match the needs of the economy. The 2017 NSW Skills List includes qualifications that attract a government subsidy, plus their prices and fees.

If you enrol in a course on the 2017 NSW Skills List and you are eligible, you will pay a fee set by the NSW Government. The 2017 NSW Skills List covers:

- certificate II to advanced diploma qualifications
- select certificate I foundation skills courses
- all apprenticeships and selected traineeships
- part-qualifications for key groups and sectors.

To view the 2017 NSW Skills List and fees visit www.training.nsw.gov.au/smartandskilled

FEE-FREE SCHOLARSHIPS

Fee-Free Scholarships mean that you can get the skills you need to get the job you want and your course fees are covered. Students are eligible for one scholarship per financial year and up to two scholarships before 2019.

Fee-Free Scholarships are designed for:

- young people (15-30) who are eligible for concession fees
- young people who are or have been in out-of-home care
- asylum seekers and refugees
- home schooled students
- people of any age who are experiencing or have experienced domestic violence.

Qualifications from certificate I to certificate IV levels are covered, including apprenticeships and traineeships.

You do not need to lodge a formal application for a Fee-Free Scholarship. If you meet the Fee-Free Scholarship eligibility criteria above, a Customer Service Officer will inform you at enrolment.

You may still be charged fees for incidental expenses, essential tools or field trips. You will be notified of any additional fees for incidental expenses at enrolment.

For more information contact 13 7974, visit one of our Customer Service Centres or visit www.smartandskilled.gov.nsw.au
FEES FOR APPRENTICES AND TRAINEES

Apprentice fees are capped at $2,000 for students commencing in 2017.

Traineeship fees are capped at $1,000 for students commencing in 2017.

Any student registered as a NSW apprentice or new entrant trainee will be eligible for subsidised Smart and Skilled training, regardless of other qualifications held or previous qualifications completed.

CONCESSION FEES

In 2017, concession fees per TAFE NSW qualification will be set as a flat fee for the qualification level. Students who are eligible for a concession fee include:

- Commonwealth welfare recipients
- Dependent child, spouse or partner of a Commonwealth welfare recipient.

2017 CONCESSION FEES PER QUALIFICATION LEVEL

<table>
<thead>
<tr>
<th>QUALIFICATION LEVEL</th>
<th>CONCESSION FEE ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation course</td>
<td>$80</td>
</tr>
<tr>
<td>Certificate I</td>
<td>$120</td>
</tr>
<tr>
<td>Certificate II</td>
<td>$160</td>
</tr>
<tr>
<td>Certificate III &amp; IV</td>
<td>$240</td>
</tr>
<tr>
<td>Diploma &amp; Advanced Diploma</td>
<td>No concession available</td>
</tr>
</tbody>
</table>

EXEMPTIONS

If you are eligible for an exemption, you will not need to pay any fee for your qualification. Students who are eligible for a fee exemption include:

- Aboriginal and Torres Strait Islander students studying at any level
- Students with disability
- Dependent child, spouse or partner of a recipient of a Disability Support Pension.

Even if you are entitled to an exemption you may be required to pay additional course related charges for purchase of materials and/or equipment.

For specific conditions and more information on exemptions please visit www.training.nsw.gov.au/smartandskilled/prices_fees.html
This Commonwealth Government program allows you to access loans for courses that:
- have a high national priority
- meet industry needs
- contribute to addressing skills shortages
- lead to employment outcomes.

The program also features loan caps for course loans. This means if your fees are above the loan cap, you will need to pay the difference. Most TAFE NSW students will not be affected by loan caps, but if you are, you will be advised of this during your enrolment.

VET Student Loans are available for full-time, part-time and online study.

To be eligible for a VET Student Loan you must:
- be an Australian citizen, or
- hold an eligible permanent humanitarian visa and usually reside in Australia, or
- be a New Zealand citizen on Special Category Visa (SCV subclass 444) who meets the long term residency requirements.*
- Holders of other permanent visas and temporary visas are not eligible for a vet student loan.

You must also:
- have a tax file number or be applying for one
- have a Unique Student Identifier (USI)
- meet the academic suitability requirements of the VET Student Loans Student Entry procedure (that is, assessed as academically suitable to undertake a high level vocational qualification)
- have a Commonwealth Higher Education Support Number (CHESSN)
- not have exceeded your lifetime Commonwealth student loan limit.

For more information on VET Student Loans visit www.tafensw.edu.au/vet-student-loans.
TEMPORARY RESIDENT TUITION FEE
Asylum seekers and refugees are eligible to undertake smart and skilled courses. All other temporary residents are ineligible for government subsidised training and are required to pay the full qualification fee or commercial price as applicable.

GOVERNMENT HELP FOR STUDY EXPENSES
When you study at TAFE NSW, you may be eligible for Centrelink benefits such as Austudy, Abstudy or Youth Allowance. Check with Centrelink to find out what you can claim. You may also be able to claim student travel concessions on public transport.

BENEFITS AND SUPPORT FOR APPRENTICES
Financial incentives are available to help support you to successfully complete your apprenticeship including the following:

- ✓ Trade support loans
- ✓ Travel concessions
- ✓ Travel & accommodation assistance
- ✓ $100 rebate on car registration for apprentices
- ✓ Continuing Apprentice Placement Service (CAPS)

To find out what you may be eligible for, visit the Training Services NSW website.

OTHER FEES AND CHARGES
Other course and enrolment-related charges may apply in addition to your initial course fee. For example, some courses may need you to purchase materials and/or equipment. If you want to park on campus at Bankstown, Granville, Lidcombe, Chullora, Liverpool or Miller College, there is a parking fee. Please check with your local college.

ASSESSMENTS AND EXAMINATIONS

Every Student’s Guide to Assessment in TAFE NSW

Your teacher will provide you with access to a copy of ‘Every Student’s Guide to Assessment in TAFE NSW’

This document provides important information about assessment in TAFE NSW.

You may need to refer to this guide with other important documents relating to your qualification.

To download or view the document online, go to www.swsi.edu.au/assessments
As a student at TAFE NSW, you have the right to:
- be treated fairly and with respect by TAFE NSW staff and fellow students
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating atmosphere
- privacy concerning TAFE NSW Commission records
- access assessment procedures and results.

By enrolling with TAFE NSW you have a responsibility to:
- treat other students and TAFE NSW staff with respect and fairness
- not engage in plagiarism or cheating in any assessment event or exam
- be punctual and regular in attendance
- submit assessment events by the due date or seek approval to extend the due date
- return or renew library books on time
- not: entering trade workshops without permission or supervision
- entering trade workshops without the necessary PPE
- harassing or bullying fellow students or staff
- damaging, stealing, modifying or misusing property
- being under the influence of alcohol or drugs
- spitting or littering
- bringing weapons onto TAFE NSW premises
- illegally copying software licenced to TAFE NSW, or installing any software including games and shareware, onto Institute computers.

If you fail to comply with your responsibilities as a TAFE NSW student, penalties may apply. The NSW TAFE Commission Student Discipline Policy (2000) outlines all behaviours listed as a breach of discipline and applies to all TAFE NSW students.

You can obtain a copy of the policy from your teacher, read it in a college library or access online via www.det.nsw.edu.au/policies, under the ‘TAFE’ tab.
ANTI-DISCRIMINATION POLICY

Under NSW legislation, no one working or studying at TAFE NSW is to discriminate, treat unfairly or harass people because of who they are, who they are related to, or who they associate with on the following grounds: gender, including pregnancy, age, marital status, sexuality, race, colour, ethnic or ethno-religious background, descent or nationality disability, including intellectual, physical, psychiatric and HIV/AIDS.

If there is a complaint that a student or staff member has acted in a discriminatory way, see your teacher or a counsellor at your college immediately to report the incident.

HARASSMENT AND BULLYING

Harassment is any conduct (verbal, written or physical) that is unwanted, unwelcome or which may be offensive. It is against the law in NSW to harass or discriminate on the grounds of age, gender, marital status, physical or intellectual disability, race or sexual preference. If you believe you are being harassed, bullied, discriminated against or unfairly treated in any way, it is important that you contact your teacher or a counsellor at your college.

HOW TO SUGGEST AN IMPROVEMENT OR MAKE A COMPLAINT

Your suggestions and complaints are valued as they enable staff to address your concerns and improve the quality of service.

You can make a complaint in writing by completing a complaint form at www.swsi.edu.au/contact-swsi

You can also make a complaint in person at a college Customer Service Centre.

SUPPORT SERVICES AND FACILITIES

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment of the skills and knowledge you have gained outside the formal education and training system.

TAFE NSW recognises these and offers an online recognition tool that allows you to gather and upload your evidence and have it assessed online.

You may have gained these skills and knowledge through:

- work experience
- voluntary work
- school experience
- life experience
- sporting achievements

To find out more, visit: http://erecognition.swsi.tafensw.edu.au

Where you are granted RPL for one or more units of competency, the qualification price is adjusted and a new student fee is determined. You can talk to your teacher who will guide you through the RPL process or email the Smart and Skilled customer support team at smartandskilled.enquiries@industry.nsw.gov.au.

CAREER DEVELOPMENT AND COUNSELLING

We offer free and confidential assistance to help guide you through the challenges of studying.

We have qualified counsellors located at each college who can assist you with:

- educational counselling: such as course choice and planning, skills and ability assessment and study strategies.
- vocational (career) counselling: such as career choice, retraining, career development and employment advice.
- personal Counselling: in matters affecting educational progress.

Whether you are beginning a new career or considering a career change, our qualified counsellors located at each college can help you choose the pathway that's right for you.

Our Career Development and Counselling Service is available Monday – Friday and can help you manage your time efficiently, study more effectively and maximise your education and employment opportunities.

TAFE NSW Counsellors can assist you with:

- educational counselling such as course choice and planning, skills and ability assessment and study strategies.
- vocational (career) counselling such as career choice, retraining, career development and employment advice.
- personal counselling in matters affecting educational progress.

Call 13 7974 or visit your local college to make an appointment with the Career Development and Counselling Service.
Our Foundations Skills teachers work alongside you to ensure that you’re performing at your best. They can help you with:

- course work, notetaking, calculations
- preparing for assessments
- assignments, essays
- research skills
- calculations
- reading and understanding course texts and notes
- using computers for study
- writing reports/procedures.

If you are a person with disability, our teacher consultants can provide specialist support to assist you while you’re studying.

This includes preparing an Individual Education Plan (IEP) to identify your support needs.

Our disability services include:

- sign language interpreters
- note takers
- readers and/or writers for assessments
- tutorial support
- adaptive technology
- reduced or modified programs
- assessment modifications, and
- mentoring for those who are deaf, hearing impaired, sight impaired or those who experience physical access difficulties.

We have a free and live after hours tutoring service called YourTutor - you can jump online between 3.00pm and midnight, Sunday to Friday while you are doing an assignment or studying and a tutor will be waiting online to assist you.


The live tutors can assist you with writing, research and referencing, as well as support on a wide range of topics including:

- maths
- chemistry
- electrical engineering
- mechanical engineering
- biology
- physics
- statistics
- microeconomics
- macroeconomics
- marketing
- accounting

Visit www.swsi.edu.au/support to access YourTutor.

Language, literacy and numeracy (LLN) are essential skills that allow you to engage in training and be productive and successful in your work and study.

At TAFE NSW we provide a service through the RUReady program to assess your literacy and numeracy skills.

An online tool is used to provide a ‘snapshot’ of your skills level at a point in time. The information from this tool can assist you to choose an appropriate course and help identify if you may require some support while you study.

The program also includes activities to help improve your skills. Visit www.swsi.edu.au/ruready to find out more and register for the RUReady program.
SUPPORT FOR INTERNATIONAL STUDENTS

Support is available for international students studying courses other than English.

Within the first week of your studies, you will meet an International Student Coordinator who will help you to enrol in your course and explain your rights and responsibilities as an international student.

Your International Student Coordinator will provide ongoing support throughout your study experience and will conduct an orientation workshop at your college that will provide you with detailed information about studying as an international student and the support services available to you.

SUPPORT FOR INTERNATIONAL STUDENTS STUDYING ENGLISH COURSES AT OUR INTERNATIONAL EDUCATION CENTRE (TIEC)

The TAFE International Education Centre (TIEC) is located at Liverpool College.

On your first day you will meet a TIEC representative who will help you enrol, give you a tour of your new college and explain your rights and responsibilities while studying as an international student.

Your TIEC representative will also support you throughout your study experience by offering academic counselling and guidance.

For more information contact 13 7974.

SUPPORT FOR ABORIGINAL STUDENTS

Our Aboriginal services provide community engagement, learning design and student support through an extensive network of Aboriginal, Torres Strait Islander students and non-Aboriginal teaching, support and administrative staff.

This includes:
- engagement and communication for families
- tailored and culturally sensitive learning environment that helps you with choosing the right course and career pathway
- assistance with enrolment, fee exemption and scholarship applications
- mentoring and support throughout your course.

TAFE NSW also provides you with a wide reaching and more connected training and employment service known as the Aboriginal Learning Circle.

The Aboriginal Learning Circle is dedicated to providing you with a tailored, culturally sensitive learning environment.

Visit aboriginallearningcircle.com for more information.

For more information contact 13 7974.
CUSTOMER SERVICE CENTRES
TAFE NSW Customer Services Centres are located at each of our colleges.
You can visit a Customer Service Centre if you have questions about enrolment, course information or administration matters.
Ask one of our Customer Service Officers about the range of facilities, services and support available to all students.
You can view and download college maps with Customer Service Centre locations at www.swsi.edu.au/colleges

LIBRARIES
Our libraries provide a range of services to meet your needs. These include:
- referencing help and research assistance
- providing access to group study rooms, individual study desks and computers
- assisting you to connect to your Learner Portal username and password
- helping you set up RUReady screening VET Student Loans applications to comply with the new legislation or to access your literacy and numeracy needs
Ask a Librarian Service allows you to email a question to a librarian, or access the ‘lib chat’ where you can chat online with library staff, during library opening hours.
Our libraries online resources include:
- Information for assessment tasks
- eBooks and eMagazines
- online videos
http://swsi.tafensw.edu.au/library
CHILDCARE CENTRES

Our child care centres offer education and care for children 0 to 5 years with a focus on literacy, numeracy and school transition. These centres are open from Monday to Friday and offer day care for children of TAFE NSW students and well as the wider community - everyone is welcome.

Our centres are located at:

Bankstown  9780 5673
Granville    9682 0389
Wetherill Park  9609 9201

PARKING

Student parking is available at each college, subject to availability. If you want to park on campus at Bankstown, Granville, Lidcombe, Chullora, Liverpool or Miller College, there is a parking fee.

Please enquire about parking fees with your college Customer Service Centre.

WI-FI ACCESS

TAFE NSW provides internet access for staff and learners via the wireless service.

This service provides internet access only (access to file shares and printers is not available through this service) and devices using this service must be compatible with proxy services (including smartphones and tablets).

COMPUTERS

Computers are available for you to use in our libraries to complete your assignments, practice computer skills learnt in the classroom and for researching information. Microsoft Word, Excel, Access and other software packages are available, as well as internet and CD-ROM databases.

The internet is to be used for educational purposes only and you will be required to use your DoE username and password to access the internet.

CANTEENS

Canteen services are available at Granville, Miller, Bankstown, Lidcombe, Wetherill Park and Campbelltown Colleges. All other colleges have access to mobile food and coffee trucks.

Canteen operating hours during semester vary depending on the college. Please check with your local college for opening hours.
5 REASONS TO CHOOSE TAFE NSW

1. Be job ready: with practical skills and work experience
2. Be connected: with our strong employer connections
3. Be smart with your money: affordable courses with government funding
4. Be flexible: study when it suits you – online, at one of our 130 NSW campuses, or in the workplace
5. Be whatever you want to be: over 1200 courses from Certificates to Degrees

READY TO BE AMBITIOUS?

Take the next step and enrol at TAFE NSW today.

Phone 131 601
Email courses@tafensw.edu.au
Visit courses.tafensw.edu.au

DIDN’T FIND WHAT YOU WERE LOOKING FOR?

TAFE NSW offers over 1200 different courses you can study right across the state or in the comfort of your own home. Call us on 131 601 to discuss what course might be right for you.

Information correct at time of printing November 2016. For the latest information contact 131 601 or visit tafensw.edu.au