

2022

STUDENT HANDBOOK



CONTENTS

06

STUDENT SERVICES AND SUPPORT

Aboriginal Student Support	7
Support for Students with a Disability	7
Scholarships	8
On Campus Accommodation	8

10

FEES AND PAYMENT OPTIONS

How much will my course cost?	10
Secondary School Age Concession	10
Withdrawals and Refunds	10
Fee Protection Arrangements	11
Payment Plans	11
VET Student Loans	11
Unique Student Identifier	11
Third Party Providers	11

12

RIGHTS AND RESPONSIBILITIES

Your Rights	12
Consumer Rights	12
Compliments and Concerns	12
Safety and Health	12
First Aid and Medical Conditions	13
Emergency Evacuation Procedures	13
Your Responsibilities	14
Attending Class	14
Dress Code	14
Are you under 18?	14
Code of Conduct	15
Personal Protective Clothing and Equipment	15

16

ASSESSMENT AND APPEALS

Assessment @CRTAFE	16
Understanding Your Results	17
Feedback Response Times	17
Reasonable Adjustment	17
Resitting or Resubmitting an Assessment Task	17
Repeating a Unit of Competency	18
Complaints and Appeals Procedure	18

Appeal based upon academic judgement	18
Appeal based upon misconduct	19
How to Lodge an Appeal	19
Referencing and Plagiarism	19
Recognition of Prior Learning	19

20

LEARNING RESOURCES

Library Services	20
Technology @TAFE	21
Cibatek Centre - Geraldton Campus ...	21
Network Access	21
Accessing your timetable	21
Wireless internet access	21
Resetting your password	21
Office 365	22
Blackboard Learn	22
Our focus on flexible learning options	22
Our locations	22

A message from our Managing Director

On 11th April 2016 Central Regional TAFE was established, creating more training opportunities for the people of the Mid West, Gascoyne, Goldfields and Wheatbelt regions.

Our diverse range of flexible training options are designed to suit your lifestyle and learning requirements; whether you're a school-leaver, stay at home parent, mature-aged apprentice or are looking to upskill or to advance your skills in your current job, we have what you need.

Our solid links and partnerships with industry, the community and employers provide job-ready training, facilitating a smoother transition to work. A diverse range of pathways are also available, offering opportunities for you to progress to higher level training or tertiary qualifications.

There really is something for everyone and no better time to join us on this exciting journey at Central Regional TAFE.

Joanne Payne

Acting Managing Director



Welcome!

We want your time at Central Regional TAFE to be fun as well as rewarding. If you find yourself in need of a little extra assistance, help is at hand. Student Services is located at each campus to offer a variety of student support.



Student Services & Support

Support services provided include:

- Course planning and study pathways
- Career advice and direction
- Job ready service
- Youth support
- Fee and debt payment options advice
- Referrals to external support agencies for counselling and/or psychological support services
- Scholarship programs
- Learning difficulties support
- Induction for new students
- Tutoring support
- Mentor support
- Case management
- Resume building
- Student accommodation which includes Pepperell Village at our Geraldton Campus and Agricola at our Kalgoorlie Campus

Aboriginal Student Support

We want to support and engage Aboriginal people in our local communities to achieve their full potential in participating equally in the social, cultural and economic life of their country. Talk to our Aboriginal Support staff about:

- Enrolment fees
- Tutoring support
- Child care information
- Cultural matters or personal issues
- Timetables and course content
- ABSTUDY and Centrelink matters
- Employment opportunities
- Study assistance
- Aboriginal Specific Scholarships

Central Regional TAFE has an Aboriginal Designated Placement Program. This means we have a range of courses with designated places for Aboriginal students who meet course entry requirements but have not applied through the official TAFE Admissions application process.



Support for Students with a Disability

Central Regional TAFE is committed to providing the best possible opportunities for students to access the full range of training delivery and assessment services we offer. We incorporate the principles of access and equity into the way we provide all our programs and services. This means ensuring an inclusive approach to the way we provide services and also recognising that specific strategies may be required to assist clients using a range of support services.

Our Disability Access and Inclusion Plan (DAIP) also highlights key strategies to ensure that people with a disability have the opportunity to be actively involved in all aspects of campus life.

You can find the DAIP on our College website at
[http://www.centralregionaltafe.wa.edu.au/
currentstudents/studentsservices](http://www.centralregionaltafe.wa.edu.au/currentstudents/studentsservices)



Scholarships

Recognising students' endeavours and aspirations.

A range of student scholarships are available at Central Regional TAFE. These scholarships are available as a result of building strong links with business, industry and service organisations. The scholarship program has grown since its inception to include sponsors from a variety of industries such as health, community services, business and management, information technology, the environment and resources sectors.

The scholarship application process provides real world experience for students; it is a competitive process that requires students to complete an application form and, if shortlisted, attend an interview. This process replicates, in many instances, the necessary steps students will undertake in order to obtain employment.

Scholarship funds administered by Central Regional TAFE may be applied to the successful student's fees, including for instance, a VET Student Loan, or deposited into the student's nominated bank account where fees are paid in full or the scholarship funds are greater than their outstanding balance.



Students are able to check available scholarships as well as the eligibility criteria and download application forms from the Central Regional TAFE website.

For further information, students can telephone 1800 672 700 and ask to speak to the staff member responsible for scholarships at your local campus.

Find out more about what scholarships are available now on our College website at <http://www.centralregionaltafe.wa.edu.au/scholarship-program>



Student ID Cards

Student ID cards are a voluntary item. It is recommended that students wanting to use Library services and after hours Cibatek Centres purchase a card.

Student ID cards can be purchased at enrolment and payment is required then. It is valid for the current year only. Once you have enrolled you can visit either the Library at Geraldton and Northam or Student Administration in Kalgoorlie to have your photo taken and your card issued.

Your Student ID can be used for identification purposes, photocopying and borrowing library resources. In addition at Geraldton Campus it is used for afterhours access to the Cibatek Centre.



On Campus Accommodation

Pepperell Student Accommodation Village - Geraldton

The Village is our purpose-built on-campus accommodation for students studying at Central Regional TAFE, located at the Geraldton Campus.



Our responsibility extends beyond just providing beds for students. We support the transition to independence with a dedicated Student Support team. Living amongst fellow students with different backgrounds and interests can be an exciting and important part of the education experience. Offering the best of both worlds, Pepperell Village can offer an independent lifestyle for students complemented by a secure and supportive environment.

All apartments are furnished to make moving simple. Individual bedrooms provide ample work space and the Village facilities have been designed specifically for the student lifestyle. Students have the option of receiving lunch and evening meals (Monday – Friday) from the Me-N-U Café.

For more information about our on campus accommodation contact (08) 9956 2760 or email residential@crtafe.wa.edu.au

Agricola Residential College – Kalgoorlie

Central Regional TAFE in partnership with Curtin University provide access to quality residential units in close proximity to Kalgoorlie Campus.

A residential supervisor is available 24/7 to assist and support students using the facility. The Units are furnished and self-contained allowing students the option of doing their own cooking. The Residential College has a fully functional gymnasium and other recreational activities available to residents only.

Central Regional TAFE students wishing to stay in the Village, can contact Agricola Residential College staff on 9088 6600 or via email agricola@curtin.edu.au.

Fees & Payment Options



In order to enrol you must pay your fees in full or enter into a fee payment arrangement. We offer a range of fee payment options to make it easy for you to pay your fees. Help is available for all of our students. Depending on your course, you may be eligible for a VET Student Loan (a loan that lets you “study now, pay later”), or an easy payment plan that spreads your course fees over the duration of your study.

If you have any questions regarding fees and charges, please contact our student support team at your preferred campus or email us at info@crtafe.wa.edu.au

How much will my course cost?

We have a wide range of courses offered at each of our campuses. Check our College website at the link below for information on your course, including fees (approximate) associated with that course.

<https://www.centralregionaltafe.wa.edu.au/fees-and-payment-options>

Secondary School Age Concession

For secondary school-aged persons not enrolled at school, the maximum tuition fee chargeable is \$420. To qualify for this concession you must be born between 1 July 2001 and 31 December 2004.

Withdrawals and Refunds

You must advise in writing of your intention to withdraw from a unit or course in order to be assessed for eligibility of a refund. If you lodge a withdrawal form before the census date, set at 20% of the time between the commencement and completion dates of a unit, you will be eligible for a full refund of the tuition fee for the unit, and 50% of the resource fee, if the course is below Diploma level.

If you can provide written evidence to withdraw for reasons of personal circumstances beyond your control a pro-rata refund may be approved.

You are entitled to a full refund of fees and charges where:

- a course is cancelled or re-scheduled to a time unsuitable to the student; or
- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

Fee Protection Arrangements

As required under the Standards for Registered Training Organisations 2015 (RTO Standards) the College will protect learners' prepaid fees and refund monies where required. The College has relevant protections in place for student fees that are collected in advance.

Payment Options

Are you keen to study or undertake training but unsure about your ability to finance it? A payment plan may be the option for you.

You will need to discuss this option with a student support team member at your campus in the first instance. If approved, a deposit is required and a direct debit set up to your nominated bank account. The amount to be deducted will be determined during your discussion with student services team. If you are on a Centrelink payment, you can complete a CentrePay form to have payments deducted automatically from your Centrelink payment. This can be completed during your discussion with our student support services team member.

Application for a Fee Waiver

You can make an application on the grounds of financial hardship for fees and charges to be waived for courses below Diploma level – please see Student Support staff to discuss this option.

VET Student Loans

If you enrol in a Diploma or Advanced Diploma course you may be eligible for a VET Student Loan.

To find out more about the VET Student Loan scheme visit <https://www.centralregionaltafe.wa.edu.au/fees-and-payment-options/vet-student-loans>

Unique Student Identifier

Since 1st January 2015 students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). The number allows you to access details of all training you have completed since January 2015. Further information available at: www.usi.gov.au

Third Party Providers

On occasion Central Regional TAFE may engage the services of another organisation in the delivery and/or assessment of your course. When this happens we will let you know up-front and ensure that you receive the quality training delivery and/or assessment services that you expect. Central Regional TAFE will ensure it has contingency arrangements should either it or the third party provider be unable to continue to deliver and assess any part of the training product in which students are enrolled. Central Regional TAFE will make every attempt to provide relevant information to the students to guide them with continuing their studies elsewhere.”



**Rights &
Responsibilities**

Your Rights

Consumer Rights

As a student of Central Regional TAFE you have rights as a consumer, in accordance with Western Australian laws. Further information is available at <https://www.commerce.wa.gov.au/consumer-protection/consumer-rights>

Compliments and Concerns

Good Service is part of our Business. Our goal is to provide an outstanding service and sound processes to enhance your learning experience. We value your compliments, concerns and suggestions.

You can provide feedback by contacting us via email at feedback@crtafe.wa.edu.au or in writing to: Planning and Quality at Central Regional TAFE, Locked Mail Bag 103, Geraldton WA 6531. Anyone needing assistance to provide

Feedback can contact Student Services for assistance.

For more information check out our Customer Service Charter on our website <https://www.centralregionaltafe.wa.edu.au/everyone/we-want-hear-you>



Safety and Health

We are committed to ensuring that staff, students and visitors are not exposed to anything in the work environment which may result in injury or harm to their health. Safety and health at work is both an individual and a shared responsibility of all and requires the co-operation and commitment of all staff and students.

First Aid and Medical Conditions

In case of injury you must report the nature of your injury to your lecturer or nearest staff member. A number are trained Senior First Aiders, and

there are trained staff to deal with emergencies. Please note, First Aid Officers offer first aid only and do not provide any medications. 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 appropriate and timely assistance and enable us to fulfil our duty of care responsibilities. All information provided will be treated confidentially.

Emergency Evacuation Procedures

Staff will advise their students of the closest assembly point should an evacuation be required. The evacuation signal sounds a series of intermittent beeps followed by verbal instructions or a whooping tone. During an evacuation do not leave the campus grounds or move vehicles until the all-clear is given. After evacuation you will be formed into a group, the attendance roll checked and medical assistance given if necessary. You must stay with your group until notified otherwise.



Your Responsibilities

Attending Class

If you cannot attend class, we expect you to notify your lecturer. 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.

Dress Code

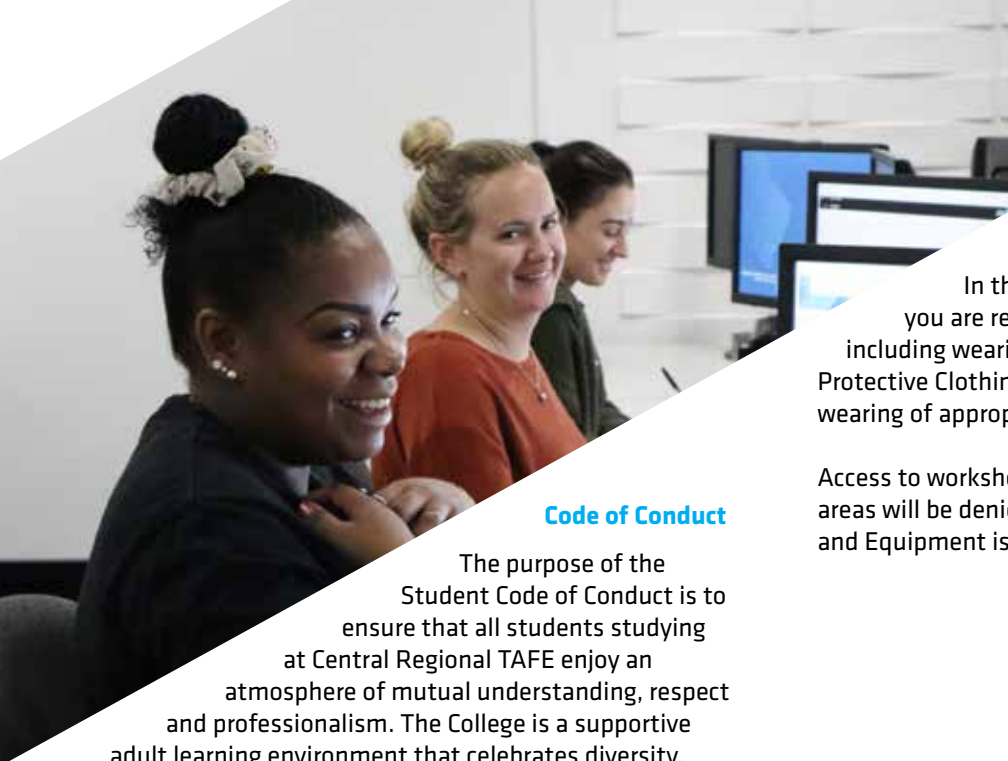
As you are studying for employment your clothing and footwear should be appropriate to the relevant workplace. Lecturers will inform you of specific requirements, including uniforms, personal protective clothing, footwear, securing of hair and name badges, as required.

Are you under 18?

For students under the age of eighteen (18) Central Regional TAFE has an extra Duty of Care. Key points to remember if you are under



the age of 18 are:
your absence will be reported to your parent or guardian a parent or guardian (over the age of 18) must sign your Enrolment Form and Health Care Information and Consent Form. If you are paying off your fees under an instalment arrangement plan, they must also sign the plan if you are an apprentice, your absence will 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 you get sick during the day, or you have to leave class (to go home) before the scheduled class finishes, Central Regional TAFE staff will contact your parent or guardian.



Personal Protective Clothing and Equipment

In the interests of health and safety, and by law, you are required to observe standard safety practices, including wearing appropriate clothing and using Personal Protective Clothing and Equipment when required. This includes wearing of appropriate protective footwear as necessary.

Access to workshops, commercial kitchens and other high risk areas will be denied if appropriate Personal Protective Clothing and Equipment is not worn.

Code of Conduct

The purpose of the Student Code of Conduct is to ensure that all students studying at Central Regional TAFE enjoy an atmosphere of mutual understanding, respect and professionalism. The College is a supportive adult learning environment that celebrates diversity, embraces equal opportunity and is free from discrimination and harassment.

As a student it is your responsibility to know what is in the Student Code of Conduct.

The Code of Conduct can be found on our website at

<https://www.centralregionaltafe.wa.edu.au/current-students/other-things-you-need-know>

Assessments & Appeals

Assessment Practice at Central Regional TAFE

Assessments at Central Regional TAFE are designed to reflect real work place conditions to ensure that our students are job ready upon graduation. In many qualifications assessments are actually undertaken in real workplaces.

If you are already working you may be able to be assessed at your workplace. Our assessments are regularly reviewed by lecturers, students and industry to ensure they are relevant and are being implemented appropriately via a rigorous validation process.

There is also a process in place for students to appeal an assessment result (see page 18). For more information about this process you can speak to your lecturer or visit

<https://www.centralregionaltafe.wa.edu.au/it-all-starts-here/students-rights-and-responsibilities>



Assessment @CRTAFE

Assessment is a process that will require you to provide evidence that you have achieved the skills, knowledge and attitude required in the units of competency you have enrolled in.

The evidence required will typically be provided when you complete an assignment(s) for the unit(s), or if undertaking Recognition of Prior Learning (RPL) submission of evidence to meet the requirements of the unit.

For more information on Recognition of Prior Learning visit <https://www.centralregionaltafe.wa.edu.au/recognition-prior-learning-and-experience>



Feedback Response Times

Should you require, a lecturer will aim to respond to you within 10 working days from the date the assessment occurred.

Reasonable Adjustment

If you are being assessed and have special requirements, reasonable adjustments may be made in the assessment process. Reasonable adjustment aims to make it possible for students with an additional need to participate fully in education and training.

Understanding Your Results

You will be provided with a number of opportunities to demonstrate competence throughout the enrolment period.

If you have been assessed as competent you will be resultated with a CO (competent).

By the end of the enrolment period, if you have attempted but were not able to demonstrate competence on single or numerous assessments, you will be resultated with an R (re-enrol). If you are unable to show competence due to special circumstances (e.g. illness, bereavement, unforeseen work situations), and can provide documentary evidence to support this claim, you will be resultated with a H (Hold), while waiting for a re-assessment opportunity. Reassessments must be taken within eight weeks of the expiry date of the enrolment period.

Resitting or Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as not achieving competence, you may be entitled to re-sit or resubmit the assessment task. You will need to discuss options to re-sit or resubmit an assessment task with your lecturer within your current enrolment period.

Repeating a Unit of Competency

If you need to repeat a unit(s) of competency as a result of not achieving competency during the first enrolment period, you may have the option to repeat the unit(s) by re-enrolling and paying a fee for each unit you wish to repeat.

Complaints and Appeals Procedure

Central Regional TAFE values client feedback and recognises that opportunities to improve products and services arise from effective response to client complaints. Complaints are actioned to reconcile the interests of clients and the College whilst ensuring expectations of fairness are met.

You have a right to appeal your assessment result. If you have any concerns regarding your assessment results please approach your lecturer to discuss. Check the College website link for Complaints and Appeals or visit <https://www.centralregionaltafe.wa.edu.au/currentstudents>

Students have the right to appeal a decision in relation to: Academic judgement (education and training delivery; curriculum; assessments; student progress; and certification issuance)

Misconduct (academic; disciplinary consequences under bylaw 20 of the Central Regional TAFE bylaws).

Appeal based upon academic judgement

Assessment processes at Central Regional TAFE are regularly reviewed by lecturers, students and industry to ensure they are relevant and are being implemented appropriately via a rigorous validation process. All students have the right to appeal an assessment decision should they feel one or more of the following criteria were not met:

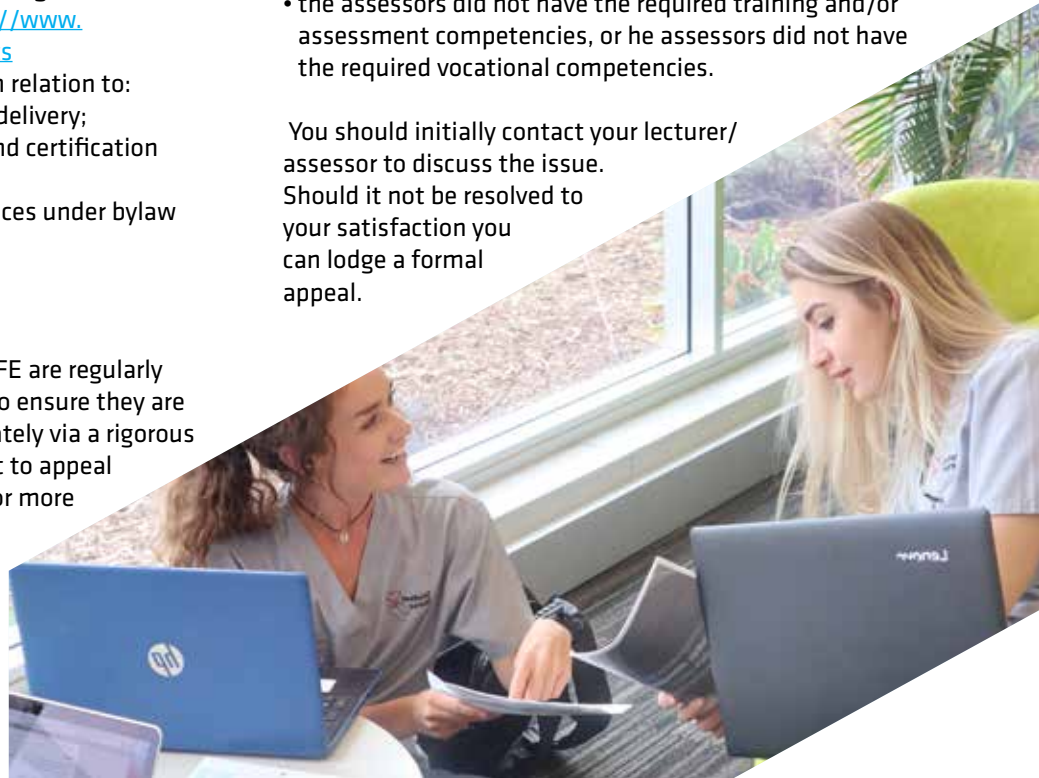
- the assessment was not fair, flexible, valid or reliable (principles of assessment)
- the evidence was not authentic, sufficient,

valid or current (rules of evidence)

- you were not informed about the training, assessment and support services available to you or your rights and obligations in relation to these
- you did not receive reasonable training, assessment or support services to meet your individual needs
- you were not provided with sufficient, timely feedback to adjust your performance to demonstrate your skills and knowledge
- the assessors did not have the required training and/or assessment competencies, or the assessors did not have the required vocational competencies.

You should initially contact your lecturer/ assessor to discuss the issue.

Should it not be resolved to your satisfaction you can lodge a formal appeal.



Appeal based upon misconduct

You may lodge an appeal to a decision relating to misconduct on the following grounds:

- There was a failure to comply with procedural fairness
- There is evidence relating to an allegation of misconduct that was not reasonably ascertainable by the student at or prior to the decision, as the case may be, and that would probably have affected the decision or any penalty imposed
- The decision on/or penalty was manifestly wrong, excessive or unfair.

How to Lodge an Appeal

Please follow the instructions on our website at <https://www.centralregionaltafe.wa.edu.au/it-all-starts-here/students-rights-and-responsibilities>

Referencing and Plagiarism

All students must submit their own work for assessments and it should not be solely composed from secondary sources. All secondary materials and resources must be correctly acknowledged or referenced. The Central Regional TAFE Library page on our website has the APA Referencing guide that can be downloaded. <https://guides.dtwd.wa.gov.au/crt-library>

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges your formal and informal learning gained through:

- Previous training and education.
- Past and current work experience.
- Life experience.

The RPL process will involve validation of your existing skills and knowledge. Through this process you will be able to obtain credits in a course and, in some cases, a full qualification. The assessment can take place by using a range of evidence such as existing academic records, proof of training course/workshop attendance, written support by previous employers and by viewing procedures and processes undertaken in your workplace. For more info about RPL speak to your lecturer or contact us on 1800 672 700 or email info@crtafe.wa.edu.au

Learning Resources

Library Services

TAFE libraries offer specialised training resources, on campus and remote access to authoritative digital information as well as appropriate study spaces for single or collaborative study. Library staff are available to support your study needs, provide study skills advice and assist with navigating our exciting online learning technologies.

Central Regional TAFE has two physical Library facilities. One is located at the Geraldton Campus and the other located at our Northam Campus. Access to online study resources plus advice and assistance from Library staff is available to all our students.

Kalgoorlie students can access Library facilities and have resources delivered to the Kalgoorlie campus or posted to their home address. For more information visit <https://www.centralregionaltafe.wa.edu.au/library-support>



The Library is available to all currently enrolled students and staff of Central Regional TAFE and membership is automatic.

We provide a range of services including:

- binding and laminating
- photocopying and printing
- basic computer support services
- referencing assistance
- information services
- interlibrary loans, and
- student ID cards.

Please note that not all services may be available at each library.

TECHNOLOGY @TAFE

Cibatek Centre – Geraldton Campus

The Cibatek Centre is located within the Library at our Geraldton Campus and provides 24 hour computing and internet access for students.

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.



Please note that this is currently only available for our students based at the Geraldton Campus.

Wireless internet access

Central Regional TAFE offers free Wireless Internet access to all staff and students, please refer to the connection guides on the College website under the Student Portal link.

Resetting your password

Check the Student Portal link on the College website. This section of our site has a link to a tool that will enable you to reset your password if required. You must enter your Student Email Address (eg G012345@tafe.wa.edu.au) and then follow the prompts.

Office 365

Every Central Regional 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 (e.g. G012345@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.

To find out more visit <http://www.centralregionaltafe.wa.edu.au/currentstudents>

Blackboard Learn

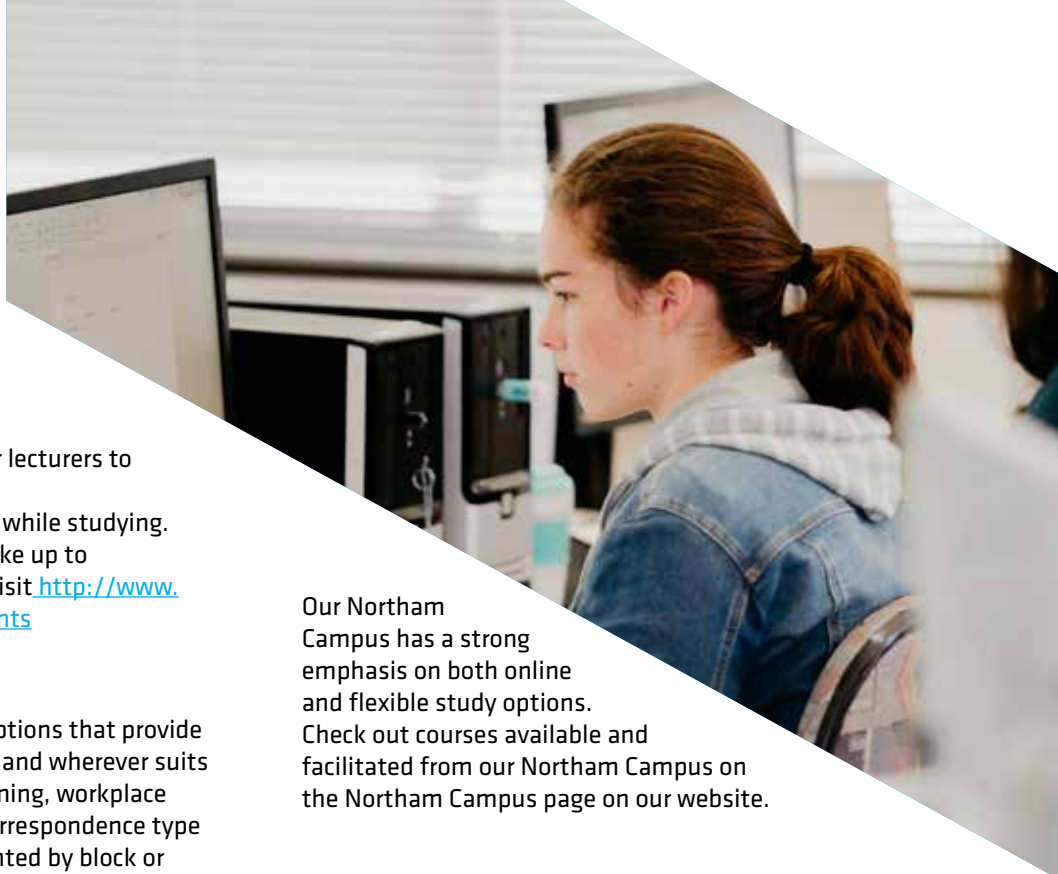
We use Blackboard to help facilitate flexible learning. You can use this platform to access course materials and it's also a great way for lecturers to communicate with their students.

As a student you will be able to use Blackboard while studying. Please keep in mind that your access may take up to 24 hours to become active. To find out more visit <http://www.centralregionaltafe.wa.edu.au/currentstudents>

Our Focus on Flexible Options

Many of our courses offer flexible learning options that provide you with the opportunity to study whenever and wherever suits you. Flexible options can include online learning, workplace assessment, recognition of prior learning, correspondence type programs that can sometimes be supplemented by block or focused delivery.

We strive to offer a mix of flexible options that suits your needs. Typically flexible learning options are open for enrolment all year round, allowing you to start at any time. Our website identifies courses that are available flexibly.



Our Northam Campus has a strong emphasis on both online and flexible study options. Check out courses available and facilitated from our Northam Campus on the Northam Campus page on our website.

CONTACT

1800 672 700 | info@crtafe.wa.edu.au | centralregionaltafe.wa.edu.au

Batavia Coast Maritime Institute

133 Separation Point
Close, Beachlands,
WA 6530

Geraldton

173 – 175 Fitzgerald
Street, Geraldton
WA 6530

Moora

242 Berkshire Valley
Road, Moora
WA 6510

Carnarvon

14 Camel Lane
Carnarvon
WA 6701

Kalgoorlie

34 Cheetham Street
Kalgoorlie
WA, 6430

Northam

LOT 1 Hutt Street
Northam
WA, 6401

Exmouth

Ningaloo Centre
Corner of Murat Rd &
Truscott Cres
Exmouth WA 6707

Merredin

42 Throssell Road,
Merredin
WA 6415

Technology Park

Cnr of Deepdale Road &
Arthur Road, Deepdale
WA 6532

Follow us



RT0: 52789 | Ver.1

