

Student Guide



Congratulations on your recent enrolment and welcome to South West TAFE.

SWTAFE is one of Victoria's largest regional TAFEs. With more than 150 courses on offer, we're proud to provide the very best in tertiary education and training across an array of industry sectors.

Our staff's commitment to delivering positive outcomes for students is outstanding. *Currently 88.6 per cent of our graduates are employed after training.* We will always be in the business of changing lives and helping our students reach their individual goals.

This Student Guide is designed to provide you with useful information and to assist you in finding your way around and understanding where to seek any help you may need.

I encourage you to immerse yourself in your course and wish you all the best on your study journey.

Best regards,



Mark Fidge
CEO



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USEFUL INFO

STUDENT ID CARD

Students are issued a SWTAFE student ID card upon completion of the enrolment process. Your student ID card is required for borrowing resources such as books or computers and as a means of identification. You must show your ID if requested by a staff member.

For a replacement SWTAFE student ID card visit any customer service centre.

BOOKLISTS

Your booklist is available from your teaching department or from the SWTAFE Bookshop. The booklists outline all materials you will need to be successful in your studies.

TRAINING PLAN

Once you are enrolled, you will be asked to sign off on your agreed training plan.

It will outline:

- The units you are enrolled in
- Your training and assessment methods
- Approximate timelines for each

Within the first week you will be asked to sign it and you'll receive a copy for your records. If this does not occur please speak with your course coordinator.

STAY CONNECTED

Facebook – like our page to stay up to date with what's going on at SWTAFE, tips and events. Send through anything going on around campus and we will share it on our page.

Instagram – follow us @swtafe to check out life at SWTAFE. Tag us in any posts so that we can regram.

YouTube – See our latest videos by visiting <https://www.youtube.com/user/SWTAFEVIC>

Twitter – Follow us by visiting @swtafe

SOUTH WEST TAFE ONLINE

If any component of your course is offered online, you will be required to use “Moodle” for teaching resources, assessments and teaching communications. It allows your teachers to publish and upload course resources and assessments ready for you to access. Your teacher will advise if or when SWTAFE Online will be used during your course.

COMPUTERS AND INTERNET ACCESS

Once you are enrolled you will either receive a text, email or letter advising you of your login (which is also your student ID number) and initial password. This password needs to be changed the first time you log on.

You will use these login details to access the wi-fi, to log on to a computer on campus and onto SWTAFE Online.



GENERAL INFORMATION

ABSENCES

If you miss any classes or assessments due to illness or other personal reasons, you must inform the teacher concerned. Messages may be left on your teacher's voicemail or via email. Your teacher will inform you of their preferred method of communication. If you miss an assessment, you may be required to provide a medical certificate.

You are expected to obtain copies of handouts or any other documentation received in the class from other classmates. Teaching staff are not responsible for ensuring that documentation is available in subsequent classes.

ACCIDENTS AND INJURIES

If you are injured, have an accident, incident or near miss while on campus, report it immediately to your teacher or other SWTAFE staff member so that first aid can be arranged without delay, any hazards controlled and an incident report completed. A staff member will also assist you in completing and filling forms as required.

ALCOHOL AND OTHER DRUGS

As a member of the SWTAFE community, you are required to behave sensibly and appropriately. You must not come onto campus, attend class or any SWTAFE organised activity under the influence of alcohol or illegal drugs. Intoxicating liquor is also strictly forbidden on our premises with the exception of liquor in licensed areas.

If any of the above are breached, the process under the Student Code of Conduct will be followed.

AMBULANCE COVER

If you have an accident or are injured at SWTAFE, it may be necessary to call an ambulance. If this occurs, you will incur the cost. Avoid this by ensuring that your ambulance cover is up to date.

ATTENDANCE

Only currently enrolled students are to attend class and it is expected that you will attend 100 per cent of scheduled classes. If you do not attend at least 80 per cent of the scheduled classes for a subject, you may be ineligible to complete the subject. Notify your teacher in a timely manner if you cannot attend a class.

BICYCLES

You are encouraged to ride your bike to class when possible. You must walk, not ride your bike while on campus. Ensure you lock your bike when you leave it on SWTAFE grounds as we are not responsible for stolen or damaged bikes.

BOOKSHOPS

The bookshop sells textbooks, course equipment and a great range of stationery items. The bookshop is situated in the library at the Warrnambool campus and via customer service in Portland, Hamilton and Colac.

BRANDING GUIDELINES

You must not utilise the SWTAFE logo without permission for personal use or as part of your assessments through social media, digital or written documentations. This is to ensure the organisation's brand is protected by standardising all visual expressions of the brand in all forms of communications.

It is your responsibility to:

- Ensure imagery chosen to promote events aligns with the overall brand. However, the design does not need to be the same as the corporate brand.
- Student-run events at SWTAFE should only use the logo specifically designed for students.

The use of our name (SWTAFE in any form, including SWTAFE) must not be used on any social media platforms, especially when organising student-run events. This avoids such pages to be available for viewing by the general public when they conduct a search on a web search engine, as the content may not correctly represent SWTAFE according to the branding guidelines.

Please contact your teacher for clarification or email the marketing department marketing@swtafe.edu.au for assistance.

BRING YOUR OWN DEVICE

You are able to bring your own device to any of our campuses and access our wireless network free of charge. For assistance in accessing the network, please speak with our library staff.

SWTAFE provides a wireless network which is available at each campus for you to use. You can configure your own personal device to access the network.

If you choose to bring your own laptop and device you do so at your own risk and are responsible for the security of these items.

CAFETERIA (WARRNAMBOOL CAMPUS)

Wytons Kitchen is located at the Warrnambool campus and is open all day (subject to change on school holidays) to cater to your every need. Hot and cold breakfasts, lunch and snacks are sold.

CAMPUSES

SWTAFE has five main campuses: Warrnambool, Sherwood Park (Warrnambool), Portland, Hamilton and Colac.

We also deliver training and assessments at Glenormiston, in the workplace, and other sites as required.

CAR PARKING

Free public parking is available around each of our campuses and training facilities – please refer to the campus map or contact the campus for more information.

GENERAL INFORMATION

CHANGING YOUR DETAILS

You must notify SWTAFE of a change of address or personal details to ensure that results, certificates and course notifications are mailed to the correct address, in your correct name. This can be completed by contacting any customer service centre or online.

This is also the way the State and Federal Government will contact you, particularly in relation to any surveys and VET Student Loan information that may be relevant to you.

CLOTHING

A reasonable standard of dress is expected for safety, hygiene and health reasons. Each course has dress code standards for example: wear protective clothing and tie hair back, bare feet, thongs or strapless shoes, shorts and singlets are not permitted in trade and cookery areas.

If you are unsure of clothing requirements for your course, please ask your teacher for clarification.

CODE OF CONDUCT

We are committed to the provision of high quality and rewarding education and training for all students in an environment which actively encourages and supports learning for everyone.

To foster these goals we have established this code of conduct to communicate your responsibilities. We believe that by establishing and communicating these standards we will provide a supportive and equitable learning environment for all students.

Please refer to the website for full details and processes.

COMPLAINTS AND FEEDBACK

If you have a suggestion, compliment, complaint or identified solution to an issue, we want to know about it. In some cases, it may not be possible for us to take any action on the feedback unless content of the feedback can be verified.

Our Audit, Risk and Compliance Manager is our nominated contact for all complaints or feedback issues. You can contact them via the feedback link provided on our website, via forms located in our reception areas or phone 1300 648 911.

We will use this feedback to help improve the quality of our training programs and associated services.

CO-OP BOOKSHOP

All SWTAFE text and EBooks are sold directly to students via CO-OP online.

To purchase:

1. Visit coop.com.au and click on Find your textbooks
2. Search swtafe and click on the link
3. Click full year and select your course
4. Add items to your cart and complete the checkout

EMERGENCIES

If you require any emergency assistance dial 000 or 0-000 (on a SWTAFE phone).

After calling 000, please dial our Internal Emergency Notification number 777 from a SWTAFE phone or 5564 8777 from other phones to advise SWTAFE staff of the emergency.

If the 777 phone is not answered, leave a message with your name, location, brief description of emergency and return phone number.

If you need emergency services (ambulance, fire and police) phone 000.

Note: If calling from an internal phone you must dial 0 for an outside line first.

EQUALITY

You have the right to equal opportunity while studying with us at SWTAFE. We are committed to providing you with an environment to learn within that's free from discrimination of any kind. We recognise your individual background and circumstances and will work to ensure that our SWTAFE community respects that.

EVACUATION PROCEDURE

When the fire alarm sounds, or there is an order to evacuate, all those on the premises must evacuate the buildings by the nearest and safest exit, move to, and remain at, the emergency assembly area until given the all clear to re-enter the buildings.

View your relevant campus map with all emergency exits marked.

DO NOT USE LIFTS DURING ANY EVACUATION EMERGENCY OR DRILL.

FEES AND CHARGES

Fees and charges information is available on our website. The website outlines the enrolment fees and charges including eligibility, concessions and refunds as well as payment options available. For further details please contact our friendly team on 1300 648 911.

Please note: To ensure full access to all available services, all course payments must be up to date. Please be sure to pay your fees or arrange a payment plan by your fee due dates.

Failing to do so may result in SWTAFE taking action to recover the outstanding amount. Where this occurs, we reserve the right to also recover associated debt collection costs. Be aware that debt collection processes have the potential to affect your future credit rating.

If you are likely to have difficulties in meeting your fee payments - talk to us.

FIRST AID AND INJURIES

If you are injured while on campus, report it immediately to your teacher or other SWTAFE staff member so that first aid can be arranged without delay, any hazards controlled and an incident report completed.

If your injury is serious and you are unable to obtain assistance or follow this procedure for any reason, you can call an ambulance yourself by dialling 000 from your mobile or from an internal telephone, dial 0, listen for the dial tone, then dial 000. Then call 5564 8777 to notify us and to obtain further assistance.

GENERAL INFORMATION

FOOD LAB

Food Lab is a training facility for hospitality students to learn the skills required for the hospitality industry at our Warrnambool campus. It is open to students, staff and the public on selected dates.

GENERAL PRACTITIONER SERVICES

SWTAFE, in conjunction with headspace Warrnambool provides an excellent outreach GP service at SWTAFE's Warrnambool campus (including Sherwood Park) for all students. We welcome all students to take advantage of this free service.

Please contact our student services team to book an appointment.

GRADUATION

SWTAFE holds a graduation ceremony each year for those students who successfully complete a diploma or advanced diploma qualification. This ceremony celebrates the personal successes of our students and provides formal recognition of their academic achievements.

A formal invitation will be extended to eligible students and their families to attend the ceremony, where they will have the opportunity to be presented in an appropriate graduation gown.

Award Ceremonies

Individual teaching centres also hold annual award ceremonies to recognise the achievements of their students who study at certificate levels.

INTERNET USAGE

We encourage you to make use of our computer network and internet for educational purposes. Please ensure you use these sensibly and responsibly.

LIBRARIES

Our libraries support teaching and learning at SWTAFE by providing:

- access to relevant, reliable and up to date resources which support the curriculum (both printed and online).
- facilities which support teaching, individual study and research, the completion of assignments, and group work (computers, software, printers, photocopiers etc.).
- information skills training and support.

Library opening hours:

9am to 5pm Monday to Friday.

LOCKERS

There are lockers available to students at various locations across each campus and generally linked to relevant teaching areas.

Please note: all personal items on SWTAFE grounds, including in student lockers, are left at the risk of the owner. We take no responsibility for their care and will not replace any items that become lost, damaged or stolen.

LOSS, DAMAGE OR THEFT

We are not responsible for the loss or damage of your belongings so you are encouraged to label and keep them secure at all times. This includes not leaving valuables and belongings unattended, including in locked classrooms.

If you believe any of your belongings have been stolen it should be reported to a customer service centre and the incident will be followed up by the facilities department.

MOBILE PHONES

You are expected to put your mobile phone on silent and not use it during classes or assessment (unless allowed). We understand that you may need it for special circumstances. Talk to your teacher before class if this is necessary.

NDIS SUPPORT

We are here to support you, of any ability and background, to create life enhancing opportunities. As a registered NDIS service provider we can provide supports with:

- assistance with social and community participation
- assist with daily living
- increase social and community participation
- improved learning and daily living skills.

Call our NDIS team on 5564 8964 for more information on how we can help you.

NEWSPAPERS

Local and metropolitan newspapers are available daily in the student lounge, library and cafeteria for you to read.

PARENTING FACILITIES

We provide infant change and feeding rooms for your use at Portland, Hamilton and Warrnambool campuses.

PATHWAYS TO UNIVERSITY

We can provide you with a great stepping stone to study at university. You can start your studies with us via a diploma course, and then transfer to university to complete your degree. SWTAFE pathways are available in a range of subject areas, meeting the needs of many courses and career directions. Benefit from having not one, but two qualifications plus you'll reduce the number of units you need to complete to obtain your university degree.

Please visit our website for further information.

PHOTOCOPYING AND PRINTING

Printing: High quality A4 black and white (also colour printing at Warrnambool) is available from the work stations in the library. Each student has their own printing account, and credit may be added via the Library Service Point.

Photocopying: A photocopier which produces high quality A4 and A3 copies is available for use in the library. A colour photocopier is also available at our Warrnambool campus.

GENERAL INFORMATION

PROVIDING THIRD PARTY INFORMATION

Unless you provide us with written permission, we are unable to provide your employer, school or any other third party with a copy of your Statement of Attainment and/or Certification, even if they have paid for your enrolment. If you require us to provide a copy of your qualification documents to your employer, school or another third party please complete the authority to issue documentation to a third party form available on the student portal.

PURE HAIR, BEAUTY & WELLNESS ACADEMY

Pure Academy, located at the Warrnambool campus, is SWTAFE's very own working hair, beauty and wellness academy offering discount treatments to students. Please phone 5564 8848 for a hair, beauty or massage appointment.

SCHOLARSHIPS

Our scholarships and awards aim to create opportunities for those who might not otherwise have access to study, and to recognise those who have the drive and commitment to achieve their goals. We also offer scholarships that target students in a particular course, or from a particular region or background.

Each scholarship has its own criteria, and the application process can vary from one scholarship to the next. For more information visit our website.

SECURITY SERVICES

We offer security services after 5pm Monday to Friday and weekends.

Call 999 from a SWTAFE phone or 5564 8999 to speak directly with security services.

Any concerning or suspicious behaviour should be reported to a staff member immediately.

If you need emergency services (ambulance, fire and police) phone 000.

Note: If calling from an internal phone you must dial 0 for an outside line first.

SHOP & SAVE

Now you are a SWTAFE student, you can access great discounts and deals at participating businesses across the region. Simply show your student ID card to access these range of specials.

Please view our website for a full list of businesses and their offers.

SHORT COURSES

We offer a range of short courses in the region to assist you to further your skills. To view the full list of offerings and to book online visit our website swtafe.edu.au

Our customer service team is also happy to assist you in this process.

SKATEBOARDS AND SKATES

Skateboards and roller skates are not to be ridden in or around any campus of SWTAFE.

SKILLS AND JOBS CENTRE

The Skills and Jobs Centre is our central point for all job seekers, career explorers and students wanting advice on their education pathways or job direction.

If you are looking for a job, course advice or how to reskill, the Skills and Jobs Centre should be your first port-of-call. This one-stop-shop offers a range of support services for individuals and businesses.

Come and visit us at Timor Street, Warrnambool or speak to the Customer Service Team at any campus.

SMOKING

SWTAFE is a smoke free environment. Smoking and the use of tobacco products is prohibited on all campuses, property, land and vehicles under the control of SWTAFE. This policy has been implemented to create a healthy and safe environment for all staff, students and associates.

SOCIAL MEDIA

See our branding guidelines.

STUDENT HUB

This is an area for you to relax and catch up with friends. It is also a place available for food preparation with facilities including microwaves, sandwich presses, tea, coffee, milk plus hot water for beverages provided free of charge. Please keep these areas tidy. There is also a range of information available at the Student Hub.

SURVEYS

Each year we are required to participate in a national benchmarking survey of our students. As part of enrolling with us, your nominated contact details may be forwarded to the National Centre for Vocational Education Research (NCVER). They may either send you a survey or make phone contact with you during and/or following your year of study with us.

If you wish to opt out of receiving survey requests, let us know by ticking the opt out box on your enrolment form or emailing us at learn@swtafe.edu.au

SUSTAINABILITY COMMITMENT

SWTAFE is committed to implementing practices that enhance its social, environmental and economic sustainability. We are guided by the following sustainability principles:

- Reuse unnecessary products.
- Reduce consumption of natural resources.
- Reuse all materials where possible.
- Recycle all items where possible.

We encourage you to support our endeavours by adhering to these principles.

For our full sustainability policy please visit our website swtafe.edu.au

GENERAL INFORMATION

USE OF IMAGE AGREEMENT

As a SWTAFE student, you may be asked for imagery to be taken for promotional purposes or as part of activities with us. Unless you let us know when we take the photo, video or upon enrolment in writing, you agree to us using your image and quotes obtained from you.

This information will be used for purposes only in accordance with the privacy policy available on our website. It can include responses to questions, video footage, imagery, voice recording and place of study that could be used for promotion of SWTAFE in publications, radio, social media, etc.

If you wish to withdraw this authorisation, please let us know in writing by emailing us at learn@swtafe.edu.au.

USI (UNIQUE STUDENT IDENTIFIER)

If you are undertaking nationally-recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at SWTAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of 10 numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally-recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

Your USI will be collected from you at the time of application. If we miss getting it from you then we will collect it at enrolment.

Visit the USI website at usi.gov.au to see your account or contact our customer service centres for more information.



VET STUDENT LOANS

If you are studying certain diplomas and advanced diplomas you may be eligible to apply for a VET Student Loan to defer the cost of your tuition contribution. Courses will be subject to maximum loan caps and you will be required to pay any fee over and above that cap upon enrolment.

WIFI

SWTAFE provides free wireless access via the logon protocol outlined under Computers and Internet Access on page 4. This wireless access is intended to be available across all campuses. It is not possible for you to connect to SWTAFE's information systems via a cable connection.

WITHDRAWAL AND REFUND PROCESS

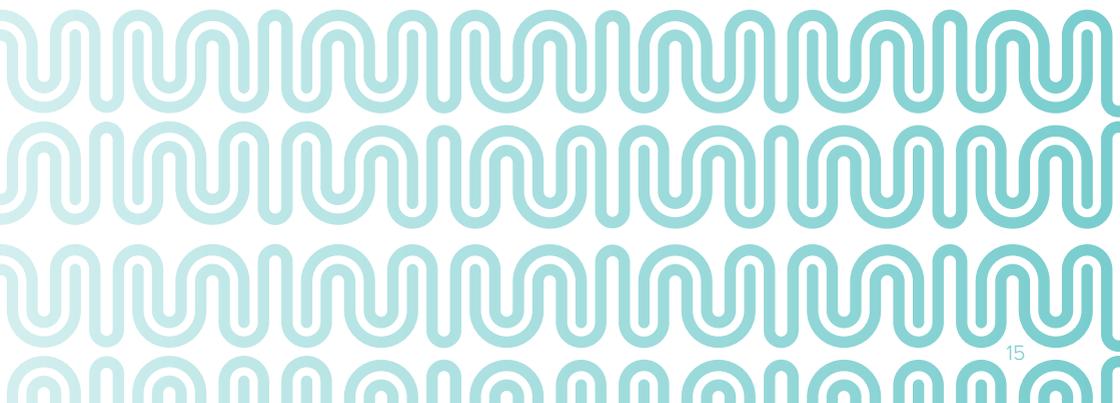
It is your responsibility to make an application for a refund. To do this you must contact your teacher or departmental representative to complete a course withdrawal or enrolment amendment form. Once completed and signed, the form will be forwarded to customer service for processing. The date this advice is received is your official withdrawal effective date and determines whether tuition and amenities fees are refunded or credited. For full withdrawal and refund rules please visit our website or a customer service centre.

ZERO BULLYING POLICY

Bullying is repeated, unreasonable behaviour directed towards another person who creates a risk to their mental or physical health and safety.

We have a policy and procedure for dealing with bullying, and will ensure that any complaints/grievances are dealt with promptly and effectively. Please contact our customer service team to be directed to our student wellbeing team or the audits and compliance officer.

See also complaints and feedback.



STUDENT SUPPORT SERVICES

SWTAFE provides a range of advisory and support services to enhance your journey as a student.

Services include study options, career pathways, enrolment information, referrals to community organisations for welfare and disability support, study assistance and information provision.

CUSTOMER SERVICE CENTRES

Any enrolment enquiry or question can generally be answered by a customer service officer (CSO) based at reception at each campus. Our CSOs can also assist with replacement student cards, fees and charges information, and resetting computer passwords.

CAREER/COURSE GUIDANCE

Education Pathways Officers (EPOs)

EPOs are at each of our campuses and are available to help any current and prospective students. They can also provide assistance with study related problems, local information on accommodation and childcare options.

The EPOs are available to assist you with:

- Support in the enrolment process
- Scholarship applications
- Course options
- Fee payment options
- Information on workers in transition (retrenchment)
- Campus tours

Careers Coaching

Our Careers Coach, who is located at our Skills and Jobs Centre, is here to provide career counselling for prospective and current students. They help match your skills and interests with a suitable career plus

- Application letters
- Job Interview guidance
- Resume writing
- Overall career/job readiness advice
- Careers pathways advice

To book an appointment please call our team on 1300 648 911.

COUNSELLING

Our student wellbeing officers work to ease factors that affect the personal/social, educational and employment achievements of students enrolled with SWTAFE. Wellbeing staff can provide support with a variety of issues.

Please call 5564 8720 to book an appointment.

For an after-hours crisis service, phone Lifeline on 131 114 (24hrs).

STUDY SUPPORT

To give you the best possible chance to succeed in your chosen course of study, we require you to complete an initial assessment of your literacy and numeracy competencies online. This allows the learning support unit to ascertain if you are likely to require any support.

STUDIOSITY

Studiosity provides free online advice from expert tutors to assist you with any assignment and study questions you may have outside of class. The tutors are available from 3pm to midnight, Sunday to Friday. There is also a 24/7 essay review service that is available all year round.

DISABILITY SERVICES

The disability support team provides specialist information on support services and facilities, both at TAFE and in the wider community for all SWTAFE students. Support services are available to students who identify as having a temporary or permanent disability.

For more information or to make an appointment, please contact Disability Services on 5564 8720 and ask to speak with a disability liaison officer.

INDIGENOUS SUPPORT

Our Koorie liaison officers work closely with the indigenous communities of Western Victoria. We support the educational and training aspirations of all Koorie people and are available to support you by developing specific education and training programs to suit your individual needs.

STUDENT WELLBEING

Our student wellbeing officers work to ease factors that affect the personal/social, educational and employment achievements of students enrolled with SWTAFE.

Support for students includes:

- assisting students who are experiencing difficulties to complete their studies
- providing students with advice on and assistance with mental health, legal issues, housing, finances, bullying or any other issue relevant to their time at SWTAFE.
- supporting student engagement in in classroom activities, assisting when required to identify any issues impeding their academic progress
- acting as mediator, or advocate on behalf of students to ensure appropriate measures are implemented for students facing disciplinary actions by SWTAFE
- providing feedback on youth support services offered by SWTAFE
- offering referral support to external support agencies.

APPRENTICESHIP SUPPORT OFFICER

Our Apprenticeship Support Officer gives free and confidential support and guidance to all apprentices in the first year of their apprenticeship. They also offer advice and assistance on personal and workplace issues by assisting you in making contact with other support services including Fair Work Ombudsman, WorkSafe and student wellbeing officers.

Please call our Apprenticeship Support Officer on 5564 8819.

WARRNAMBOOL CAMPUS

197-205 Timor Street
WARRNAMBOOL VIC 3280

SHERWOOD PARK, WARRNAMBOOL

Princes Highway (Deakin University)
WARRNAMBOOL VIC 3280

HAMILTON CAMPUS

200 Ballarat Road
HAMILTON VIC 3300

PORTLAND CAMPUS

154 Hurd Street
PORTLAND VIC 3305

COLAC CAMPUS

54A Bromfield Street
COLAC VIC 3250



Contact Us

Ph: 1300 648 911

Email: learn@swtafe.edu.au

Mail: PO Box 674, Warrnambool, VIC, 3280

swtafe.edu.au

