



SEMESTER 1
2012

Sunshine Coast TAFE **Orientation Handbook**



Welcome to Sunshine Coast TAFE

May I extend a warm welcome to you as you embark on your new course of study at Sunshine Coast TAFE.

Thank you for choosing us as your preferred location for training. We are proud of our motivated and committed educational and administrative staff who are here to assist you to achieve your study goals and to support you through this journey.

We know that it can sometimes be a challenge to communicate effectively in a large organisation such as ours, so we have to put in place a large network of support staff who are here to work with you at every opportunity. To make your start at Sunshine Coast TAFE somewhat easier we have provided this Orientation Handbook. Please take a moment to discover how we can support you by reading the enclosed student information.

We appreciate that you take the time to familiarise yourself with this important information. On behalf of the whole Sunshine Coast TAFE community, we wish you well during your time with us.

Sincerely,



Ross Hepworth
Institute Director
Sunshine Coast TAFE



2011 Winner
Large Training Provider



Information at your fingertips

The Sunshine Coast TAFE website has a dedicated section for you – our current students! You can access this by logging on to www.sunshinecoast.tafe.qld.gov.au and clicking the 'Current Students' tab on the top menu.

The Current Students page is updated regularly with announcements to support you during your study, including things like improvements we may have made such as wireless connectivity, or special offers or awards provided from partners. You are encouraged to visit this page regularly to find out what is happening and new things available for students.

From this page, you can also access helpful information about being a student at Sunshine Coast TAFE.

From the menu on the left hand side, you will find information on support services, online and wireless services, library information, policies and student obligations, forms and feedback.

This handbook summarises some major aspects of being a student with Sunshine Coast TAFE and further information can be found at your dedicated Current Students page or by visiting our Client Services Centre at any campus.



Don't forget to become a fan of Sunshine Coast TAFE on Facebook. Not only will you stay up to date on news and events, you can also connect with other students and share stories and information or just ask a quick question. Find us on Facebook today.

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Student Self Service

You can use Student Self Service to update your personal details, view and print your academic transcript, make a payment on your student account, view enrolment details or enrol online.

To get started, you will need

- Your student number
- Full name and date of birth
- Current email address – this must match your email address registered with us. You can only access Student Self Service if you have provided your email. To provide or confirm your email address, contact Customer Services on 5457 1000.

To register for Student Self Service go to <http://enrol.tafe.qld.gov.au> in the address field and follow the prompts. Once complete, a password will automatically be sent to your email.

When you log in for the first time, you will be prompted to change this temporary password.

If you enrolled online, you will already be registered for Student Self Service. If you have forgotten your password, please contact Customer Services on 5457 1000.

Student Centre

Log on to Student Self Service and you will be directed to your Student Centre. The Student Centre displays classes you are currently enrolled in, outstanding fees on your account and a summary of your personal details.

The links under the 'Menu' provide easy access to various functions within Student Self Service. For a brief description on each function, click on 'Self Service' in the Menu navigation box.



Student support services

Student support

Student Support Officers are available to assist students who need some extra support during their study. If you are having problems or concerns that might disrupt your academic progress, you are encouraged to visit Student Support for help. Some areas in which the Student Support Officers may be able to assist include:

- Career and course counselling
- Support and information

Support services are available at each campus. To organise an appointment, please contact Customer Services on 5457 1000.

Disability support

Students who are experiencing difficulties in their course due to a disability or an illness should contact the Disability Services Coordinator. Every effort will be made to arrange for suitable support as soon as possible.

Disability Services can provide students with access to a range of personal support services including sign language interpreters, note takers, readers, scribes, tutors to support course work or professional assessment services.

Students may also access a range of adaptive equipment to support their learning.

The Disability Services Coordinator can be contacted on 5457 1081 or 0408 709 432 and is available for consultation at any campus.

Indigenous student support

Murri, Koori, Nunga, Nyoongah, Anangu, Yolgnu and Torres Strait Islanders, and all you other mob who identify as Indigenous!

Did you know?... at Sunshine Coast TAFE you have access to Indigenous tutors, mentors and an Indigenous Student Support Officer who can provide culturally appropriate information and assistance on the following:

- Indigenous employment
- Job search training - interview skills and resume writing
- Information on tertiary courses
- Help with tutoring, study skills and assignments
- Accommodation and transport
- Domestic and cultural personal issues and legal matters
- General course problems and issues
- Information for prospective students
- Abstudy and other finances
- Contact the Indigenous Student Support Officer through Customer Services on 5457 1000.

Study and industry support

Library services

Libraries are provided to support you in your learning. They offer a range of services including:

- Access to information – books, magazines, newspapers and video material, databases and other online services
- Access to technology – PCs, video and still camera, scanning, photocopying and printing
- Access to facilities – computers, group study areas and quiet study areas
- Helpful and responsive staff to help you get the most out of your research tasks and equip you with lifelong skills for learning

Find out more about library services at the library website or search our library catalogue.

There are campus libraries located at:

Mooloolaba campus	5457 1101
Nambour campus	5457 1412
Noosa campus	5457 1515

Sunshine Coast TAFE Library Catalogue
<https://sunshinecoast.qld.tafe.spydus.com/>



Essential Skills Training Centre

The Essential Skills Training Centre will help you to develop the essential skills you need for the course you are studying as well as prepare you for life after TAFE.

The Essential Skills Training Centre will help you to develop the essential skills you need for the course you are studying as well as prepare you for life after TAFE. The Centre provides a work and study area where you can:

- work individually or in small groups
- have access to computers/internet
- receive assistance when required

In addition, the Essential Skills Training Centre is a service that provides assistance with:

- writing assignments
- learning, research and study skills
- using computers
- exam preparation
- reading, writing and maths skills
- proofreading and editing
- interpreting assignments and work modules
- time management skills

An Essential Skills Training Centre is located at Mooloolaba, Nambour and Maroochydore campuses. You can come in your own time and the teachers will develop an individual training plan tailored to your needs.

For more information contact the Essential Skills Training Centre on 07 5457 1684.

Industry Support Portals

The Industry Support Portals are your gateway to an online network of news, forums, careers, information and more in your industry or area of study. They provide you with access to a range of online resources and networking opportunities, at your fingertips 24 hours a day, seven days a week - and are absolutely free to use. They are a great resource for current students to connect with industry or find information for assessments.

The nine Portals include Business, Childcare, Creative, Health, Retail, Sport, Sustainability, Tourism and Trade.

Visit www.industrysupportportals.org.au to join one, or join them all!



Study skills and tips

Tips for studying effectively:

- Make a weekly timetable that includes time for study and mark in deadline dates for any work that needs to be handed in for assessment e.g. projects, exams due
- Keep up-to-date with class work by taking notes in class and reviewing work at home
- Be well prepared for exams by doing revision early
- If you don't have a quiet area at home, free of distractions, use your campus library to study
- If you require study techniques or information on how to approach assessments contact your campus library
- Do take regular breaks during study sessions
- Study at the time of day that best suits you
- Aim to understand what you are studying
- Give yourself a reward (snack, cup of coffee) when you complete the study task for the session
- Study in short bursts varying from 20 minutes to one (1) hour depending on how tired you are
- Visualise what you are reading about
- Relate what you are reading about to what you already know or to your workplace
- Carefully examine illustrations, charts and graphs in the material
- Develop notes as you read, note new terms

Recognition of Prior Learning (RPL)

What is RPL?

RPL is the process of formally recognising the skills and knowledge you have acquired, regardless of how, when or where the learning occurred.

Through the RPL process your existing skills and knowledge will be assessed against current industry standards / qualifications. Your current skills and knowledge may have been obtained through the following:

- Work experience – paid or unpaid
- Previous training that has not formally been recognised – employer based
- Community and volunteer work
- Other skills and knowledge obtained through life experience

Examples of evidence to support your RPL application

- Resume/ Curriculum Vitae
- Contactable referees
- Written references
- Certified copies of licences and qualifications
- Evidence of previous training
- Photos or video evidence
- Work samples

Your experience gained over the previous 2 years are most important however your assessor will consider all evidence when making a professional judgement about your competency.

How much will an RPL cost?

There are fees associated with RPL enrolments. The cost however is generally less than completing the course via other means. The cost will vary depending on units of competencies, the fee structure and assessment pathway required.

For more information or an RPL application kit, visit www.sunshinecoast.tafe.qld.gov.au

Your feedback is important to us

Online commencement survey for students

We strive to deliver an exceptional level of service to our students and we would love to know what you think so far. All new students are encouraged to complete our Commencement Survey. This survey can be accessed at via the Current Student tab on the Sunshine Coast TAFE website.



Have your say

At any time during your time at Sunshine Coast TAFE, you can provide feedback, complaints and offer suggestions – you can let us know what you think we do well and what you think we can do better. You can ‘have your say’ on anything, including:

- Our service
- Your learning experience
- ‘Greening’ our campuses
- Your learning environment
- Our staff
- Our relationship with you
- How we could be more innovative or improve

To access have your say, visit the Current Student tab or the About Us tab on the Sunshine Coast TAFE website or drop a note in any of the ‘Have Your Say’ feedback boxes located at all campuses.



Key contacts

Customer Service Centre

Tel: +61 7 5457 1000
Fax: +61 7 5457 1029
Email: sct.information@deta.qld.gov.au

Website

www.sunshinecoast.tafe.qld.gov.au

Campus locations

Maroochydore
Mooloolaba
Nambour
Noosa

CRICOS Provider: 02004B



Find us on:
facebook.

07 5457 1000

www.sunshinecoast.tafe.qld.gov.au

