



# 2019

## student essentials guide



## CONTENTS

Standards and customer service	3
Fees, refunds and withdrawals	4
Your time at North Metropolitan TAFE	7
Your studies	10
Commonly used forms	14

## STANDARDS AND CUSTOMER SERVICE

Firstly we'd like to outline what you can expect from us. In essence, the things we are committed to delivering. This concerns the standards you can expect and the quality of the training on offer here.

Principally, our standards are based upon the Australian Quality Training Framework (AQTF) and our college values. AQTF is a national set of training standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational training system.

### Academic programs and services

You can expect:

The delivery of high quality, contemporary programmes supported by appropriately qualified staff and technology.

Timely communication of information about relevant operations of the college including:

- selection, enrolment and induction/ orientation procedures;
- course information, including course delivery plans, content and career outcomes;
- timetables and classroom allocations and any changes to staffing arrangements;
- flexible learning and assessment plans;
- recognition of existing skills and awarding of credits towards qualifications;
- when results can be expected;
- feedback on assessment outcomes and general feedback during course delivery; and
- appeals procedures.

### General programs and services

You can expect:

A safe and healthy training environment, free of harassment that respects the rights of the individual and values diversity.

Timely communication of information about relevant operations of the college including:

- availability of disability services, welfare and guidance services and how to access them;
- grievance and complaints procedures;
- occupational safety and health procedures and requirements;
- fees and charges, including refund and fee waiver policies and how to apply for fee waivers or refunds;
- disciplinary procedures; and
- issuing of awards procedure.

### Expectations of you

In addition to things you can expect from North Metropolitan TAFE, there are also standards of behaviour we require from you as a student.

These include:

- a sense of self responsibility about your study program;
- that you will treat staff and fellow students with courtesy at all times;
- you will undertake reasonable presentation, including appropriate standards of hygiene and clothing; and
- you will take reasonable care of property and equipment.

## FEES, REFUNDS AND WITHDRAWALS

### Payment of fees

In order to be considered as an enrolled student, fees must be paid at time of enrolment to secure your place. Participation in a learning activity may be refused if evidence of enrolment and payment of fees cannot be produced.

Students enrolling in approved Diploma and Advanced Diploma courses will be eligible to apply for VET Student Loans. Please check [education.gov.au/vet-student-loans](http://education.gov.au/vet-student-loans) for the approved course list.

Students can also apply for a payment plan to pay their fees by instalments. This is done via direct debit. Remember, by entering an instalment payment plan, you are entering a contract. Should you fail to pay the agreed instalments, the Governing Council has the right under the Vocational and Training Regulations to cancel your enrolment. Payment may be made in person by cash, cheque, direct debit or credit card (transaction fees apply). Facilities for payment by MasterCard or Visa are available at all campuses. EFTPOS is also available, however no extra cash can be given. No cash payment at Clarkson, M<sup>c</sup>Larty Ave, East Perth, Leederville or M<sup>r</sup> Lawley campuses.

For further information please contact Student Services on 1300 300 822.

Once you have paid all appropriate fees, a receipted copy of the enrolment form will be given to you.

Information on North Metropolitan TAFE fees and charges are available from Student Services.

### Fees

The course fee is calculated on the basis of the course hours for each unit.

These hours include a wide range of delivery and assessment activities and may not always be used for classroom teaching. The course fee is the sum of fees for all the units you are enrolled in.

The resource fee covers the materials and any other services used as a part of a unit. Resource fee costs vary from unit to unit depending on the content of the qualification.

All fees and charges must be paid at the time of enrolling, unless you enter a payment plan arrangement or VET Student Loan Scheme. There may be additional costs that you will pay during the course to cover items such as textbooks or uniforms.

Where enrolments are made on a continuous or flexible basis, a semester is defined as the six month period that follows the enrolment date.

## FEES, REFUNDS AND WITHDRAWALS

### Future Skills

In 2014 tuition fees changed to reflect the relative priority of the qualification. The Department of Training and Workforce Development's Future Skills website: [dtwd.wa.gov.au/future-skills-wa](http://dtwd.wa.gov.au/future-skills-wa) has information about the indicative fee rates and how they are calculated. In terms of your course at North Metropolitan TAFE, please view the fees tab in each individual course (courses offered full time only) to gain an understanding of the fees.

### Fee cap

The government has endorsed the following fee caps for 2017.

An annual fee cap of \$420 will apply for students of secondary school age who undertake training that is not part of a VET in Schools program for Certificate IV or below. This cap applies to the total course fees for 2017 for one or more courses. Students in this category have been born on or after 1 July 1999 and must be at least 15 years old.

An annual fee cap of \$7,860 will apply to all Diploma and Advance Diploma courses. This cap applies to each course enrolled in 2017. The caps only apply to the course fee. Resource fees are payable on top of the course fees. The caps do not apply to fees for Recognition of Prior Learning or Fee for Service courses.

The fee caps apply to both concession and non-concession students. When a student is eligible for concession, this is calculated first and then the cap is applied to the concession rate.

### Re-enrolments

During the last weeks of semester, administration staff will supply you with information on how to re-enrol for the following semester. In some flexible learning environments, re-enrolments can take place any time during the year.

Instructions on how, when and where to re-enrol will be displayed throughout the college during the final weeks of semester. Re-enrolment occurs for both full time and part time students, with dates, locations and times scheduled for your convenience, to coincide with your attendance at the college. Remember to have your student ID number and course number with you to ensure that you will be correctly re-enrolled. If you need assistance in planning your next semester studies, contact your administration team before the re-enrolment period commences.

You are not permitted to re-enrol in a subject that you have failed twice, unless you obtain written approval from your Academic Director. It is your responsibility to ensure that all enrolment and personal details are correct.

If your name does not appear on a class roll, please check your enrolment details at Student Services.

### VET student loans

North Metropolitan TAFE provides access to the Commonwealth Government's VET Student Loan Scheme. This is a student loan scheme which assists eligible students pay their course fees when studying certain courses at North Metropolitan TAFE.

Visit: [northmetrotafe.wa.edu.au/futurestudents/vetstudentloans](http://northmetrotafe.wa.edu.au/futurestudents/vetstudentloans) for more information and application forms.

# FEES, REFUNDS AND WITHDRAWALS

## Refund policy

Please note: This policy does not apply to international students. International students seeking a refund must contact the International Centre Coordinator. Also, it also does not apply to students in a fee for service program.

In order to qualify for a refund, students must complete the **Student Withdrawal and/or Refund form** available on the North Metropolitan TAFE website. It is not sufficient to verbally inform someone at the college of your intention to withdraw.

When calculating a refund of course fees for a student whose fees have been capped at the maximum level, the college will recalculate the fees according to units not affected by the amendment. Should the course fee for remaining units still exceed the fee cap, there will be no refund of course fee payable.

The categories at right identify the circumstances in which a refund will be granted.

### 1. Partial refund of fees on withdrawal within a specified timeframe

Students who formally withdraw from the unit prior to the completion of 20% of the unit (or census date) will be eligible for a full refund of the course fee for the unit, and:

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma OR
- 50% of the resource fee for other Certificate courses.

Please also note that students who have paid a deposit and are on an instalment plan may still owe money to the college after withdrawal.

Students deferring payment of fees via VET Student Loan Scheme will not incur a loan debt for the units withdrawn within the refund period.

North Metropolitan TAFE's policy regarding amounts to be refunded is available on the back of your enrolment form, please read this section carefully before applying for a refund of fees.

### 2. Full refund of fees

A full refund of course and resource fees paid will be granted in the event of the following:

- A qualification or unit is cancelled or re-scheduled to a time unsuitable to the student.
- An error is made at the time of enrolment e.g. If a student is enrolled in a unit previously completed and the student is not enrolled in any other units.

### 3. Exceptional circumstances

The Managing Director may approve a refund or waiver of fees if students withdraw for reasons of personal circumstances that are beyond the control of students. For example, serious illness resulting in extended absence from classes and injury or disability that prevents the student from completing their program of study.

Documentary evidence is required in all cases.

### 4. Students transferring course enrolments within the college

If a student transfers from one course to another course within the college within the first four weeks of semester, fees paid to date will be transferred to the new course. Fees will not be transferred to courses that commence in a different semester.

The student is liable for any additional fee. If the fee in the new course is lower, a refund will be granted in accordance with Category 1.

A full copy of the North Metropolitan TAFE refund policy is available on the back of your enrolment form. Please check this form for any further details.

## Withdrawals

Students who enrol in an assessable or examinable unit and do not complete assessment requirements must formally withdraw in writing by the following dates:

- Assessable units: Two (2) weeks before the completion of the module (unless the unit is of less than two weeks duration).
- Semester units: Two (2) weeks before the end of semester.
- Students who do not formally withdraw in writing by the given deadlines will receive a 'Fail' grade if the subject is non competency based training or an 'R' grade if the unit is competency based training.

## YOUR TIME AT NORTH METROPOLITAN TAFE

As a student at North Metropolitan TAFE you must follow the college by-laws and Student Code of Conduct. You can find these on our website.

### North Metropolitan TAFE By-Laws

The **college by-laws** are available from our website and can be found at: [northmetrotafe.wa.edu.au/publications](http://northmetrotafe.wa.edu.au/publications).

### Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for students. In general it is expected that as a student you will:

- Be responsible for your study program
- Treat staff and fellow students courteously and with consideration at all times
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing
- Take reasonable care of North Metropolitan TAFE property, equipment, and facilities

The conduct expected of a student is outlined in more detail below.

Sanctions, such as revoking computer or library privileges, withholding results, and suspension or expulsion from North Metropolitan TAFE, may be applied where students fail to conduct themselves in an appropriate manner.

North Metropolitan TAFE by-laws provide further information on what is expected of students and the penalties that may be applied. A copy of the by-laws can be obtained from the website.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from our staff.

### Dress standards

Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. You are also expected to wear any PPE (Personal Protection Equipment) as required by your course.

### Alcohol and drugs on college premises

Students are not allowed on North Metropolitan TAFE premises or to use its facilities whilst adversely affected by alcohol or other drugs. The possession, use or sale of illicit substances on college premises is forbidden.

### Smoking on college premises

Smoking is forbidden throughout North Metropolitan TAFE premises and facilities, including all outdoor areas, and taking in the areas immediately outside entrances to North Metropolitan TAFE buildings.

### Eating and drinking on college premises

Eating is restricted to the canteen and communal, uncarpeted areas and is not permitted in classrooms or the libraries.

### Occupational health and safety

We are committed to promoting a safe and healthy work and study environment and recognise our obligation under the *Occupational Safety and Health Act 1984 (OS&H Act)* to, so far as practicable, provide and maintain a working environment where our employees and students are not exposed to hazards. The OS&H Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

### Conduct dangerous to others

Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

### Unacceptable behaviour

Conduct which disrupts staff and hinders them from delivering education and training programs and services or other services in an orderly manner is a breach of our by-laws. This applies not only in classrooms, but in all parts of North Metropolitan TAFE and during field trips or on work placements. Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, offensive or which unreasonably disturbs other groups or individuals is prohibited.

### Misuse of college property

Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorised use of property is a violation of the Student Code of Conduct.

## YOUR TIME AT NORTH METROPOLITAN TAFE

### Compliance with published policy

Policies have been developed to guide students in the use of some of the facilities within North Metropolitan TAFE. You should make yourselves familiar with these policies, as you are required to comply with them if you use those facilities.

### Authorised Use of Computing Facilities

This policy is posted in every room in the college with computing facilities for students' use.

### Conditions of Use of Libraries

Information regarding the use of North Metropolitan TAFE Libraries can be found on the Library website at [guides.dtwd.wa.gov.au/nmtafe-library](http://guides.dtwd.wa.gov.au/nmtafe-library).

Or alternatively you can visit the library and speak to a staff member.

### Academic misconduct

Academic misconduct includes:

- regular lateness in attending classes and lateness in submitting assignments and assessable work;
- failure to attend classes or other contact sessions and failure to submit assessable work according to deadlines;

### Cheating

Cheating means gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.

### Plagiarism

The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source and is not acceptable.

### Copyright

You may only copy materials in accordance with the *Copyright Act 1968* and you must comply with licences for the use of intellectual property, including software.

### Confidentiality

As an enrolled student, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement.

### Sanctions

Behaviour contrary to the student code of conduct often also constitutes a breach of our by-laws. There are a number of sanctions (penalties) that can be imposed on people who breach the college's by-laws including fines, suspension, expulsion or other exclusions, and withholding results.

You should appreciate that serious offences such as assault, theft, wilful damage and unlawful activities are highly likely to attract a suspension or even expulsion.

For a serious offence, suspension may be applied immediately, obviously impacting on your ability to continue or complete your studies.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied, including suspension, for consistent minor breaches of the Code of Conduct.

You should be aware that external authorities, such as the police, may be involved, in addition to any action taken under the by-laws, where a student's conduct breaks the law.

### Further assistance

If you have concerns about any aspect of our service, or suggestions about improving services, we want to know about them. You can bring your concerns or your suggestions to the attention of relevant staff by completing a complaint or suggestion form at Student Services at any campus.

If you have any doubts about the matters covered in the Code of Conduct, you should ask your lecturer or another staff member for assistance.

Security staff are also available at some campuses to protect both property and people. They are available to you for assistance in any matter of access or security. Security staff will contact police and other emergency services if necessary.

For more information and further assistance please visit:

[northmetrotafe.wa.edu.au/currentstudents/studentsservices](http://northmetrotafe.wa.edu.au/currentstudents/studentsservices)

## YOUR TIME AT NORTH METROPOLITAN TAFE

### Safety, health and security

The safety and health of our staff and students is important to North Metropolitan TAFE. We promote best practice in safety and health in all our activities so that staff and students can carry out their work and studies in a safe and healthy environment.

In addition to the policies and procedures that North Metropolitan TAFE staff follow to keep themselves and students safe, students also share a responsibility for the safety and health of themselves and others. Your legal 'duty of care' will also carry through to workplaces and become part of your everyday work practices.

This 'duty of care' requires that you;

- make yourself aware of the relevant North Metropolitan TAFE policies, procedures and instructions;
- comply with these policies, procedures and instructions;
- take reasonable care of yourself and others in the workplace by being aware of the effects of your actions;
- cooperate with North Metropolitan TAFE staff so they are able to carry out their duties under the Occupational Health and Safety Act; and
- report all known or observed hazards, incidents and injuries.

The following information is an introduction to how you can contribute to the safety and health of yourself and others while at North Metropolitan TAFE. For further information, or if in doubt, please speak to your lecturer.

- In a life threatening emergency dial (0) 000.
- In an emergency dial 1111 (using a phone desk, or 9427 1111 using a mobile)
- If requesting on-site security, dial 6000 using a desk phone.
- Please consult your lecturer if you are unsure of any of these numbers.

### Evacuations

All campuses have procedures for responding to emergencies, including evacuation alarm systems. You should learn the evacuation procedure for your campus, including the roles of fire wardens, evacuation plans, assembly areas and instructions on floor plans located near each class. If in doubt ask your lecturer.

Upon hearing the evacuation alarm, all students must stop what they are doing and follow the instructions given by the wardens who will be easily recognisable by their coloured hard hats.

If the alert siren sounds:

- Go to the nearest fire exit as directed by the fire warden. **DO NOT RUN;**
- Only take your personal belongings;
- Do not use lifts or telephones;
- Advise a warden or lecturer of any injured persons as soon as possible;

Any mobility impaired person (e.g. confined to a wheelchair) should remain in a designated stair well with a volunteer helper until emergency services personnel arrive to transport them from the building. Students and staff should not attempt to bring wheelchairs downstairs.

When you get outside, go to the nominated assembly area and remain in class groups so the Lecturer can check the roll and account for all students.

Do not remove vehicles from campus grounds during evacuations.

### What to do in emergency situations after 5:00pm

If you discover a fire or other emergency after 5:00pm:

- Raise the alarm by contacting security, your lecturer or any staff member. If this is not possible call Fire and Emergency Services (0) 000 or
- Break a fire 'break glass' alarm if one is nearby.
- Alert other staff and students in the area.
- Evacuate through the nearest safe exit and proceed to the designated assembly area and remain with class group until given directions by the security guard or your lecturer.
- Advise security, or a lecturer where any impaired person may be waiting for assistance.

## YOUR STUDIES

### First aid

North Metropolitan TAFE maintains a network of staff who are nominated to be registered first aiders (all security guards have been trained in first aid). If you are in need of first aid, please speak to your lecturer, a staff member, or security and a first aider will be contacted. Some campuses have first aid rooms which may be used with staff supervision.

### Ambulance cover

In the event of a student requiring emergency medical treatment, North Metropolitan TAFE has a duty of care to call an ambulance. As the cost of the ambulance or medical expenses are not covered by the college, it is strongly recommended that all students obtain personal insurance and ambulance cover.

### Safety and health while on formal work experience

When on college-organised work experience, the employer holds the duty of care for your safety and health. Please be aware of the following.

### Insurance cover

North Metropolitan TAFE holds an insurance policy with the Insurance Commission of WA (RiskCover) that includes:

- Personal accident cover for eligible students; and
- General and professional liability for North Metropolitan TAFE.

To be eligible the activities must be off site and away from the campus and be part of a curriculum or unpaid work experience. These activities must be authorised by the college and the students must be under a reasonable degree of control and supervision.

If you have any insurance concerns regarding coverage whilst on work experience please contact your lecturer.

### Personal protective equipment

Students must wear personal protective equipment and clothing when required to do so in designated work areas. As a minimum, students must, at all times, wear footwear appropriate and suitable to the area of study or work or industry standard while on campus, or whilst engaged in North Metropolitan TAFE activity off campus.

### Drugs and alcohol on college premises

Students are responsible for working and/or studying in a fit, alert and safe manner to reduce the harm associated with the use of alcohol and other drugs (including medications) in the workplace. Students should inform themselves about the effect of alcohol and other drugs on their ability to work and study safely.

Staff and students must not attend classes or other activities while intoxicated by alcohol or other drugs. Consumption of alcohol on North Metropolitan TAFE premises, other than at an authorised function, is prohibited. No person under the age of 18 may consume alcohol on North Metropolitan TAFE premises under any circumstances.

Staff and students must also ensure that their ability to work safely or carry out college related activities are not affected, as a result of any medication they may be taking (including non-prescription).

Staff or students should inform either their manager or lecturer of the effects of the medication before commencing work or classes. It may be appropriate for the person to provide some means of verification as to the side-effects of the medication, such as a medical certificate, if medication is to be taken over an extended period of time.

### Technology and telecommunications

North Metropolitan TAFE endeavours to provide enrolled students with access to hardware and software to support formal class work and self-directed learning within the resources available and appropriate to their needs. North Metropolitan TAFE encourages students to purchase their own personal computers.

Students have access to the North Metropolitan TAFE network from computer labs to which students have authorised access for the purposes of their studies and from libraries on campus.

Students are required to take appropriate action to protect against unauthorised access to the college networks. Unauthorised access can occur through three main avenues:

- Someone sitting at any computer on the network and logging in under someone else's network account;
- Someone sitting at your computer, which is already logged in or can be logged in automatically; and
- Someone gaining entry to our network through external connections and using someone else's network account.

## YOUR STUDIES

The responsibilities and obligations of users accessing and using the information technology services of North Metropolitan TAFE and the legislation, rules and regulations, guidelines and policies governing such access and use are detailed in the full policy statements. This includes ensuring that all users are aware of North Metropolitan TAFE's conditions concerning:

- the connection to and use of internet services via the college's information resources;
- the use of email services; and
- the use of the college's computer network.

### Internet usage

The use of North Metropolitan TAFE's internet service for illegal, inappropriate, restricted or objectionable material or in support of such activities is forbidden. North Metropolitan TAFE provides students with uncharged, monitored internet access via many of its computer classrooms and libraries as an invaluable teaching, learning, research and communications tool.

All students accessing the internet via the college are required to comply with the guidelines detailed in the **Acceptable Use of Internet (Students) Policy (PCY054)** available via Student Services.

### What North Metropolitan TAFE may do to ensure that this policy is being followed?

- Monitor student accounts for illegal, inappropriate, restricted or objectionable material (but will retain and respect student privacy); and
- Terminate a student's account and/or notify the authorities if North Metropolitan TAFE staff believes that his/her use of the service may break the law or has not complied with this policy.

## Complaints and compliments

Student satisfaction is extremely important to us. If you are unhappy with any aspect of the college's operations, services or facilities, speak to any of our staff. They will listen to you and try to resolve your issues immediately.

At any stage, you are welcome to lodge a complaint by writing a letter or completing a customer complaint form. Complaint forms are available throughout the college or from the website: **[northmetrotafe.wa.edu.au/complaints](http://northmetrotafe.wa.edu.au/complaints)**. Letters and complaint forms may be submitted directly to our staff or mailed, postage paid, to:

**North Metropolitan TAFE, Locked Bag 6, Northbridge WA 6865.**

This process does not deal with academic appeals. An appeal against assessment can be lodged at Student Services. Please refer to the assessments section in this guide.

Your feedback provides the college with valuable information about your needs and expectations, and helps us to target areas for improvement.

You can expect an acknowledgement within seven (7) working days from receipt of your complaint. Our target is to resolve all complaints within ten (10) working days. However, if the matter needs more investigation it may take longer. We will keep you informed of the progress of your complaint during this time.

All complaints will be treated confidentially and equitably.

Similarly, we would like to hear about particularly good experiences you may have at North Metropolitan TAFE. Compliments may be lodged in the same way, in writing or online via the website.

## Equal opportunity act

*The Equal Opportunity Act 1984* promotes equality of opportunity in Western Australia and provides remedies in respect of discrimination on the grounds of gender, marital status, pregnancy, family responsibility or family status, race, religious or political conviction, impairment or age, sexual preference, sexual orientation, or involving sexual or racial harassment.

North Metropolitan TAFE staff and students are entitled to equal opportunity considerations and also have the responsibility for maintaining an environment conducive to learning, free from discrimination and harassment of North Metropolitan TAFE staff, colleagues and each other.

When a complaint of discrimination or harassment is received, it is treated seriously and empathetically and resolved as quickly as possible whilst maintaining the confidentiality of parties involved.

## YOUR STUDIES

### Student information on academic procedures, rules and policies

Please note that the information below is summary advice only and may change throughout the year. Students are encouraged to refer to the full copies of college student policies and procedures, which are available through the current students section of the website:

[northmetrotafe.wa.edu.au](http://northmetrotafe.wa.edu.au)

#### Assessments

Assessments at North Metropolitan TAFE are competency based. Most modules, units or subjects in which you enrol will involve some form of assessment of your performance to determine whether or not you have achieved competence in the required outcomes.

In some cases the assessment will be by formal examinations or assignments, or a combination of exams and/or one or more forms of continuous assessment.

Continuous assessment does not involve formal examinations at the end of a course or module but relies instead on the results of several assessments made throughout the course. Assignments, projects, field work, practical work, and written tests are all examples of types of assessment tasks that may be required.

Student statements of academic record will be posted via the mail. Results are also available via the student portal on the website at: <https://studentportal.nmtafe.wa.edu.au/welcome.aspx>

Students may lodge an appeal against an academic result. Appeals must be lodged within four weeks of the date of your statement of academic record being issued through Student Services on 1300 300 822.

#### Applying for your Certificate/Diploma

Once you've completed your studies at North Metropolitan TAFE, you are entitled to receive your award certificate. In most instances, you will be notified by the Awards Centre that you have completed your course. If you have not received this email notification and believe you have finished then apply online via the [Application for Qualification or Academic Record form](#).

If you have completed any relevant study at another TAFE college you will need to complete the section of the form that asks if you have any other studies to be included. If you are not eligible for your award, you will be notified by email of any outstanding course requirements.

#### Course delivery

In some units/modules there is a minimum attendance requirement. Please check with your lecturer if you are unsure of any course delivery requirements.

North Metropolitan TAFE is committed to ensuring that students develop an understanding of the requirement for fair and ethical assessment so that the result a student receives is indicative of their own effort. Strict standards with regards to cheating and plagiarism, and requirements for appropriate referencing and citations apply.

For more information please see the [North Metropolitan TAFE Referencing Guide](#).

#### Information management

Any legal rights (sometimes called intellectual property or IP) which exist in relation to original work which you created in the course of your study at North Metropolitan TAFE belongs to you unless there is some other agreement to the contrary. If you are involved in any project where the college wishes to make use of the project outcome, if you have not been asked already you may need to sign an agreement to clarify this.

You should also be aware that assessment completed as part of your course of study may be selected for use in North Metropolitan TAFE's moderation and audit process to ensure the validity, reliability, flexibility and fairness in student assessments. Under these circumstances your name will be removed and your assessments copied. They will not be used for any other purpose.

If you create work during the course of work experience, regardless of whether this is a course requirement, the IP belongs to the sponsoring company or organisation, unless you establish an agreement with the work experience organisation prior to your commencement.

#### Student management

Students are encouraged to ensure that they are aware of enrolment and re-enrolment requirements to ensure they are properly enrolled and not at risk of forfeiting their place. Pertinent enrolment information is detailed on the back of enrolment forms for easy access.

## YOUR STUDIES

### Recognition of prior learning

RPL is a process of formally assessing your current skills, knowledge and experience as a pathway to qualifications.

North Metropolitan TAFE's RPL Service is designed to help you to gain formal recognition for the skills, knowledge and experience you may already have. This may mean that you are given credit(s) towards a qualification you wish to achieve.

The key methods of evaluation are:

- Assessing your knowledge, skills and experience against specific criteria
- Challenge testing
- Direct observation at your workplace

If you have relevant work experience, it is suggested that you consider RPL as an option.

International students seeking RPL must first see a student advisor at the International Centre.

Recognition of Prior Learning application information is available through our website at: [northmetrotafe.wa.edu.au/futurestudents/rpl](http://northmetrotafe.wa.edu.au/futurestudents/rpl) or speak to your lecturer for further information.

### Credit transfers

A credit transfer means that you do not have to complete one or more modules or units in your current course of study because you have already completed the same module or unit with another Registered Training Organisation (RTO) or at North Metropolitan TAFE. This is not the same as RPL. If you feel that you are eligible for a credit transfer, application forms are available from Student Services and are then lodged with your academic department.

### Confidentiality of student information

Students are entitled to the protection of their privacy, as are staff members and others who have dealings with North Metropolitan TAFE. Privacy considerations apply to a great deal of information the college may hold about students, including factual data (address, age, enrolment status, etc.), academic progress (examination results, evaluation and assessment, and academic standing) and personal welfare (family matters, medical matters, financial matters, etc.).

Staff members of North Metropolitan TAFE and other TAFE colleges may require access at times to personal information about students in the students' interests. To the extent that the information is private, North Metropolitan TAFE will restrict access to those staff members who may need the information in order to carry out their responsibilities in the personal and/or academic interests of students of this or other TAFE colleges.

North Metropolitan TAFE will not disclose personal information about students to other students, to people outside the college (other than in accordance with any legal, Government reporting or academic obligation), to family members of students over 18 or to staff members who have no need of access to the information without the written consent of the student. For further information on privacy please contact Student Services on 1300 300 822.

## COMMONLY USED FORMS

Form	Fees/available from
<p><b>Application for appeal of academic result</b></p> <p>Appeals may be lodged on the following grounds – for a CBT module/training package:</p> <ul style="list-style-type: none"> <li>• the judgement as to whether competence has been achieved and demonstrated was made incorrectly;</li> <li>• the judgement was not made in accordance with the assessment plan – for a non-CBT module/training package; and</li> <li>• incorrect assessment.</li> </ul>	Student Services 1300 300 822
<p><b>Application for Certificate/Diploma (online)</b></p> <p>All students must complete and sign this online form to receive their Certificate or Diploma.</p>	<p><a href="#">North Metropolitan TAFE website</a></p> <p><a href="#">Student Portal</a></p>
<p><b>Application for replacement of academic record</b></p> <p>Students can obtain a replacement transcript of their Statement of Academic Record if, for example, the original is lost or damaged. To obtain academic records prior to 1996, students must contact the TAFE Examinations Archive on (08) 6212 9797.</p>	<p>Student Services 1300 300 822</p> <p><a href="#">Student Portal</a></p>
<p><b>Declaration – lost award</b></p> <p>Students can obtain a replacement award if, for example, the original is lost or damaged.</p>	<p>\$50.00</p> <p>Student Services 1300 300 822</p> <p><a href="#">Student Portal</a></p>
<p><b>Application for recognition of prior learning</b></p> <p>RPL is a process of formally assessing current skills, knowledge and experience as a pathway to qualifications.</p>	<p>Fees will apply</p> <p>Student Services</p> <p><a href="#">North Metropolitan TAFE website</a></p> <p><a href="#">Student Portal</a></p>
<p><b>Combining academic records</b></p> <p>To combine academic records for the same course where some units were undertaken at another TAFE College (Note that exemptions from other colleges can not be included).</p>	Student Services 1300 300 822
<p><b>Customer complaints form</b></p> <p>If you have a complaint about any aspect of the college's operations, services or facilities, speak to any of our staff. They will try to resolve your complaint immediately. At any stage you are welcome to complete a <i>Customer Complaint Form</i>.</p>	<a href="#">North Metropolitan TAFE website</a>
<p><b>Enrolment form</b></p> <p>Enrols student in desired course / module(s) / unit(s) of competency. It is the responsibility of the student to ensure all enrolment details are correct, including personal details.</p>	<p>At enrolment</p> <p>Student Services 1300 300 822</p>
<p><b>Statistical information form</b></p> <p>Collects demographic data that contributes to North Metropolitan TAFE funding and provides information for future training needs.</p>	<p>At enrolment</p> <p>Student Services 1300 300 822</p>