HIGHER EDUCATION HANDBOOK

Reimagine your future
Welcome

Firstly we’d like to welcome you to North Metropolitan TAFE.
This handbook is designed to help you settle into higher education study and outlines 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 education on offer here.

Principally, our higher education standards are regulated by the Tertiary Education Standards Agency (TEQSA) - Australia’s independent national quality assurance and regulatory agency for higher education.

Higher education graduate attributes

Your higher education course has been designed with appropriate learning, teaching, and assessment experiences to enable you to develop the following higher education graduate attributes.

Communication, literacy and numeracy skills
Demonstrate oral, aural and written skills appropriate to the discipline, including the ability to effectively use information communication technologies. And demonstrate numeracy skills appropriate to the discipline.

Critical thinking and problem solving
Analyse, apply logic and evaluate evidence and arguments to define and solve problems in their discipline area. Adapt knowledge to new situations.

Information literacy skills
 Demonstrate competencies to access, evaluate and synthesise information from a range of sources. Demonstrate an ability to effectively acquire, organise and present information.

Lifelong learning
Use a range of learning strategies to enhance own learning. Demonstrate an ability to learn independently and in a self-directed manner.

Discipline, knowledge, principles and concepts
Demonstrate an understanding of the theoretical underpinnings of a discipline area. Demonstrate an awareness of the global context and recognition of social justice issues in a chosen discipline.

Professional skills
Take responsibility and carry out agreed tasks using initiative, demonstrating professional behaviour and ethical practices. Demonstrate an ability to work collaboratively and to operate in a range of supportive roles within teams.

Intercultural awareness and understanding
Demonstrate respect for individual human rights; recognise the importance of cultural diversity, particularly the perspective of Indigenous Australians; value diversity of language.

Key academic dates

Semester 1, 2019
Orientation Week 04 February – 08 February
Teaching Weeks 1 to 9 11 February – 12 April
Mid semester break 15 April – 26 April
Teaching Weeks 10 to 15 29 April – 07 June
Study Week 10 June – 14 June
Examination / Assessments 17 June – 28 June
Board of Examiners 1 July – 05 July
Deferred Exams 25 June – 29 June
Resits / Resubmissions 08 July – 12 July
Semester break 15 July – 19 July

Census date
Semester 1 15 March

Academic penalty date
Semester 1 30 March
You can access the 2019 Higher Education Academic Calendar from the Higher Education Students Support page.

Further information and contacts

If you have any questions that have not been covered by your orientation or this handbook, please feel free to discuss these with your lecturer, unit coordinator or course coordinator.
You can also visit the Higher Education Student Support page on our website if you require further assistance.
Or email the Higher Education Team for information and advice, including a printed copy of this handbook.

melissa.davies@nmtafe.wa.edu.au

North Metropolitan TAFE acknowledges the Australian Aboriginal and Torres Strait Islander Peoples of this nation. We acknowledge the Noongar People, the traditional custodians of the lands on which our campuses are located. We pay our respects to ancestors and Elders, past and present. North Metropolitan TAFE recognises Australian Aboriginal and Torres Strait Islander Peoples unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society.

Please note: All information is correct at time of publishing. For the most up to date information go to northmetrotafe.wa.edu.au

* As part of our Disability Access and Inclusion Plan, this document is available in alternative formats upon request, including electronic format (USB, CD, emailed) hardcopy (standard and large print) audio format and on the North Metropolitan TAFE website.
Standards and support services

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 unit outlines, 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.

Expectations of you

There are 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.

Please refer to the Student Code of Conduct section on page seven for more detail.

General programs and services

You can expect:
A safe and healthy learning 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 withdrawal policies and how to apply for refunds and course withdrawal;
- academic procedures; and
- issuing of awards procedure.

North Metropolitan TAFE reserves the right to:
1. Cancel classes if there is insufficient student numbers enrolled.
   Where this occurs prior to course commencement a full refund of monies paid will be provided.
2. Combine classes of a similar nature where insufficient student demand occurs through the course.
3. Offer alternative delivery options if possible (such as online or workplace learning) if a class cannot run due to insufficient demand.

You can expect:
- appeals procedures.
- feedback on assessment outcomes and general feedback during course delivery; and
- appeals procedures.

Koolark – Aboriginal and Torres Strait Islander Support

Koolark is the Aboriginal and Torres Strait Islander support unit at North Metropolitan TAFE. We strive to provide a culturally sensitive and supportive learning environment for students.

Our services include:
- mentoring
- advice on courses and scholarships
- community information and orientation sessions
- pathway to higher education
- study facilities and study groups
- access to indigenous specific educational programs
- opportunities for non-indigenous students to enhance their professional knowledge and cultural competence.

Contact the Koolark Team

We can arrange for a support officer to visit you at your campus or you are welcome to see us at our support centre in Perth or Joondalup.

Perth campus, Building 2, 30 Aberdeen Street, Northbridge T 9427 1314
E Student.Support@nmtafe.wa.edu.au

Joondalup campus, Library, Level 2, 30 Aberdeen Street, Northbridge T 9427 1212
E joondalup.library@nmtafe.wa.edu.au

Mental Health Support

You are encouraged to contact Disability Support as above if you are a student with a mental health condition needing support to access your studies.

If you are a student who is struggling with life problems that may interfere with your studies, then you can access an external psychology service for three free sessions. Just ask your lecturer or Disability Support for a referral.

If you are in crisis then please contact:
- Lifeline 13 11 14
- Beyond Blue 1300 22 4636
- Kids Help Line 1800 55 1800
- Crisis Care 9223 1111 (for Domestic Violence refuges)
- Family and Domestic Violence 1800 727 727
- Emergency or if you need an ambulance 000

Higher Education Handbook 2018 - Standards and support services
FEE-HELP Loan Scheme and withdrawals

FEE-HELP Loan Scheme

FEE-HELP is a loan scheme that assists eligible "fee for service" Higher Education Diploma and Associate Degree students to pay their tuition fees.

Under this scheme you take out a loan from the Commonwealth Government to pay your fees now. You will start repaying the loan through the taxation system when your income exceeds a set level (currently around $53,345).

Please note, the majority of students at North Metropolitan TAFE will use the VET Student Loan Scheme, FEE-HELP is only for higher education students.

Are you eligible?
To be eligible for FEE-HELP, you must be an Australian citizen or a permanent "humanitarian" visa holder who will be resident in Australia for the duration of their course of study.

You must then also:
• Meet the census date requirements
• You must be enrolled on or before the census date (which will be provided to you before or at enrolment) and remain enrolled in the units at the end of the census date.
• Meet the tax file number (TFN) requirements
• This includes providing your TFN or a Certificate of application
• You must be enrolled on or before the census date (which will be provided to you before or at enrolment) and remain enrolled in the units at the end of the census date.
• Meet the tax file number (TFN) requirements
• You must be enrolled on or before the census date (which will be provided to you before or at enrolment) and remain enrolled in the units at the end of the census date.

You have completed the FEE-HELP form
• If you have questions or need to lodge a FEE HELP form please visit Student Services.

Withdrawals

If you decide the course is not for you, you need to officially withdraw in writing, using the Higher Education Application for Refund Withdrawal Form available on our website. It is not sufficient to inform your lecturer.

According to the refund policy, if you withdraw on or before the Census date, you will be entitled to a full refund of any fees paid and/or your FEE HELP loan will be cancelled without penalty.

If you do not withdraw before the census date, but choose to withdraw at a later date please note the Academic Penalty cut off in the key dates for the semester. Withdrawal after this date will result in an academic penalty for the unit(s) you withdraw late from.

If you withdraw after the Census date, you will remain liable for all fees.

Is there a loan fee for Higher Education Courses?
All undergraduate, “fee for service” higher education courses attract a loan fee. The loan fee is 25% of the tuition fees charged for your units, and it is calculated for each individual unit as you undertake your course.

More information is available from the Australian Government website. Visit the Australian TAxation Office for more information on tax file numbers.

New Zealand citizens

The Australian Government has passed legislation to provide Higher Education Loan Programme (HELP) loans to New Zealand citizens who are Special Category Visa (SCV) holders and meet the requisite criteria.

Note: just being a New Zealand citizen, or holding a Special Category Visa, won’t automatically entitle you to HELP loans – you must meet all of the required eligibility criteria under this category.

You can read more about this on the study assist website:

Your time at North Metropolitan TAFE

North Metropolitan TAFE By-Laws

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:
The college by-laws are available from our website and can be found at northmetratfe.wa.edu.au/publications.

Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for students.

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.

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.

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.

To ensure you are doing the right thing check the Library guide on Plagiarism and then make sure you acknowledge all sources of information used in your assignments by using the APA Guide for referencing or Chicago Referencing.

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. The Library copyright guide gives a good overview of what you can and can’t do.

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/studentservices.

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 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 G000 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 safe 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 injured person may be waiting for assistance.
Your studies

Student Portal

Once you have enrolled you can self-manage your enrolment and personal details in the Student Portal. Depending on the stage of your enrolment, you will be able to access the following features:

- My application - view the status of your application
- My Calendar - view your timetable and other important dates
- My payments - view payment plan details etc
- My Study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices that have been sent to you
- Blackboard - view your assessments and learning resources

Student Services will provide details on how to access the Student Portal upon payment and confirmation of your enrolment.

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
- Insurance Commission of WA (RiskCover) that includes:
  - 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 IT Services by Students available via Student Services or on our website.

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 appeals

All complaints and feedback from students is taken seriously and we have policies and procedures in place for the timely resolution of issues. If you are unhappy with any aspect of North Metropolitan TAFE’s operations, services or facilities, please speak to any member of staff or contact Student Services on 1300 300 822 or by email enquiry@nmtafe.wa.edu.au. They will listen to you and try to resolve your issues immediately.

Informal and formal complaints process

Complaints may be handled informally or formally. The person making the complaint has the right to decide if they wish to make a formal written complaint.

An informal complaint involves discussing an issue with your lecturer, unit coordinator, course coordinator, Portfolio Director or Student Services and trying to find a solution to the problem you are experiencing as quickly as possible.

A complaint that goes through the formal written complaints process will be managed by our Complaints Management Officer.

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 use and abuse of college email;
- the use of the internet;
- the use of the college’s computer network.

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.

The 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.
Tips for success

Don’t expect instant results

It takes time to learn the material or gain a skill and sometimes you have to make mistakes before you get it.

Get organised

Most new students vastly underestimate how long it takes to get assessments done. In the beginning give yourself more study time than you think you need and later you can cut it down if you need to.

Make up a timetable for yourself that is realistic and flexible.

Keep your balance

Try to keep a balance between your study, work and family, social life. You may have to temporarily sacrifice some time socialising but it will be worth it in the end when you get the course results you want. Keep up the balance in your physical needs too (sleep, nutrition, exercise and relaxation).

Be realistic

Can you really do a full time course and work 3 days a week? Or full time course plus a part time course plus work? Well maybe if you are very clever and very organised but doubtful that you will do anything very well. Something has got to give, which might be your social life, family, friends or work.

Define your goals

Why do you want to do this course? Write down the answer and post it up somewhere you will see it every time you go to study. A post it note with your social life, family, friends or work.

Define your goals

Be realistic

Can you really do a full time course and work 3 days a week? Or full time course plus a part time course plus work? Well maybe if you are very clever and very organised but doubtful that you will do anything very well. Something has got to give, which might be your social life, family, friends or work.

Define your goals

Why do you want to do this course? Write down the answer and post it up somewhere you will see it every time you go to study. A long-term goal might be to get a higher degree in an area of your interest in which you want to work. Short term goals might be to get through first semester or pass an assessment, or one unit.

Re-checking your goals as you go will keep you motivated and help you to stay on track.

If you have a goal, if you get tired and de-motivated or slip behind, you can re-check your goal and give yourself a much needed push over the finish line.

If your goal is to get out of school or to do what your parents want, or you don’t know, then the course is going to be hard going for you or you will not last long in the course. Go to see the counselling/psychologist for help but remember they can’t make you motivated with magic, but they can help you to clarify what you want to do.

Don’t take things personally

Avoid thinking that your academic performance is about you as a person. If you don’t receive a pass on the first or even second assessment, you are still the great person that you were before the course.

Just use this as a way of learning from your mistakes. If you are down in the dumps about it or annoyed with the system, then it is really hard to take in the feedback which is counterproductive.

If you have difficulties, use helpful self-talk, such as “This is difficult, but I can cope” “I will give it a try because that is a way to learn”.

Take action

If you have a problem take action rather than avoid it. Seek help early on.

Double check your enrolment

Please double check your enrolment is right and if you are going to withdraw please check the census dates so you don’t get a financial penalty.

Above all be kind to yourself

This helps a lot of difficulties seem much less stressful.

Make use of the resources available to you

There are many sources of help at North Metropolitan TAFE - Librarians (study help) and Student Support (Careers, Psychologists, Access and Equity). It is all free and we are here to help you be successful.

Also, don’t forget lectures are here to help you and can point you in the right direction if you don’t know what to do.
### Commonly used forms

<table>
<thead>
<tr>
<th>Form</th>
<th>Fees/available from</th>
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<tbody>
<tr>
<td><strong>Application for Appeal of Academic Results and Administrative Decisions</strong>&lt;br&gt;Appeals may be lodged in accordance with the policy available on the website</td>
<td>Higher education student support page</td>
</tr>
<tr>
<td><strong>Notice of Intent to Graduate from Higher Education Course</strong>&lt;br&gt;All students must complete and sign this form to receive their Certificate.</td>
<td>Higher education student support page</td>
</tr>
<tr>
<td><strong>Application for replacement of academic record</strong>&lt;br&gt;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.</td>
<td>Student Services 1300 300 822&lt;br&gt;Student Portal</td>
</tr>
<tr>
<td><strong>Declaration – lost award</strong>&lt;br&gt;Students can obtain a replacement award if, for example, the original is lost or damaged.</td>
<td>$50.00&lt;br&gt;Student Services 1300 300 822&lt;br&gt;Student Portal</td>
</tr>
<tr>
<td><strong>Higher Education Application for Credit of Recognised Learning (CRL)</strong>&lt;br&gt;CRL is a process of formally assessing current skills, knowledge and experience for credit in your course.</td>
<td>Fees will apply&lt;br&gt;Higher education student support page</td>
</tr>
<tr>
<td><strong>Customer complaints and feedback</strong>&lt;br&gt;If you have a feedback or 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 Customer Complaint and Feedback Form.</td>
<td>North Metropolitan TAFE website</td>
</tr>
<tr>
<td><strong>Higher Education Application for Deferment &amp; Leave of Absence</strong>&lt;br&gt;This form is for use by local students only. International students refer to TAFE International Western Australia’s refund policy. This can be located on the TIWA website: <a href="https://www.tafeinternational.wa.edu.au/">https://www.tafeinternational.wa.edu.au/</a></td>
<td>Higher education student support page</td>
</tr>
<tr>
<td><strong>Higher Education Withdrawal and Refund Application Form</strong>&lt;br&gt;If you choose not to continue with your studies you must complete the Higher Education Withdrawal and Refund Application form</td>
<td>Higher education student support page</td>
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**General enquiries/course information**

- **1300 300 822**
- **enquiry@nmtafe.wa.edu.au**
- **northmetrotafe.wa.edu.au**

**Postal address**

- **North Metropolitan TAFE, Locked Bag 6, Northbridge, Western Australia 6865**

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