

student guide

Brisbane North Institute of TAFE



2012



Director's welcome

Welcome to Brisbane North Institute of TAFE.

Life as a student can be both a challenging and rewarding time. As Director of Brisbane North Institute of TAFE (BNIT), it is my hope that during your time at this Institute you will be encouraged, motivated and rewarded by your learning experience.

At all BNIT campuses you will encounter a wide cross-section of students who all have the common goal of enriching their lives through learning, whether for personal growth or to increase employment prospects. BNIT staff respect the right of all members of our community to avail themselves of vocational education and training and will guide you towards achieving your educational goals. The rest is up to you.

Enjoy your time at BNIT and I wish you well in your studies.

Lynne Foley
Institute Director

Your future - Our focus

Introduction

Brisbane North Institute of TAFE (BNIT) leads the development and delivery of quality, student focused programs and provides a range of flexible and blended delivery options to suit busy lifestyles. We offer choices of learning at home, online, on the job, or on-campus. This enables us to provide a high level of service to students and corporate clients across Brisbane's central and northern districts, as well as Queensland and Australia-wide.

We partner with community, industry and employers to develop and deliver innovative training programs that equip and up-skill people for existing jobs as well as for jobs in emerging industries. Our tailor-made corporate training programs are customised to suit business needs. BNIT delivers programs across seven community campuses: Bracken Ridge, Caboolture, Grovely (Keperra), Ithaca (Red Hill), Redcliffe, South Brisbane (Cordelia Street) and South Brisbane (Manning Street).

Disclaimer: The information in this Student Guide supersedes and overrides any information contained in any previously published BNIT Student Guide and is subject to change without notice.

Campuses



Bracken Ridge campus

157 Norris Road
Bracken Ridge Qld 4017

Situated approximately 25km north of Brisbane CBD.



Caboolture campus

Tallon Road
Caboolture Qld 4510

Shared with Queensland University of Technology (QUT) with on-campus facilities used by both BNIT and QUT students.



Grovely campus

Fitzsimmons Street
Keperra Qld 4054

Situated approximately 13km north-west of Brisbane CBD.



Ithaca campus

Fulcher Road
Red Hill Qld 4059

Situated approximately 5km north-west of Brisbane CBD.



Redcliffe campus

Klingner Road
Redcliffe Qld 4020

Situated approximately 35km north of Brisbane CBD.



South Brisbane campus

Corner of Cordelia and Peel Streets
South Brisbane Qld 4101

Situated approximately 2km south of Brisbane CBD.



TAFE Open Learning Services

54 Manning Street
South Brisbane Qld 4101

Situated approximately 2km south of Brisbane CBD.

Brisbane North Institute of TAFE

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Enrolment information

Enrolment – Conditions

Access to all study is subject to:

- Sufficient enrolments in the unit of study.
- Prerequisites and other entry requirements being met.
- Enrolment fees being finalised.
- Evidence of concession eligibility provided at time of enrolment.
- Enrolling indicates acceptance of BNIT terms and conditions as outlined in the New Student Details Form, Enrolment Selection Form and Student Guide.

Enrolment – Student personal details

Students are required to have their personal details up-to-date at all times. This can be done by registering and updating their details in the Student Self Service area at <http://enrol.tafe.qld.gov.au>.

Note: Students must have a valid email address to register for Student Self Service.

Students who do not wish to use Student Self Service will need to complete and sign the Student Details Form and select their units/classes by marking an “X” against the appropriate boxes in the Enrolment Selection Form (if under 18 years, parent/guardian signature is required).

Once the forms have been completed, forward them to BNIT for processing with payment of fees. It is the responsibility of the student to ensure enrolment into the correct program/class and that all necessary program/class prerequisites have been completed. If necessary this should be verified with a teacher.

Enrolment – Entry methods

If you are considering enrolling at BNIT, you should start by following a few helpful steps:

1. Select the program you want to study.
2. Check that you meet recommended entry requirements specified in the study option brochure.
3. Ensure that you have read and understood BNIT’s Student Guide.
4. Check the entry method for your chosen study program.

There are a variety of entry methods allowing you to enrol and study at BNIT.

Enrol by application

Application entry programs require an application form to be completed so that an educational (faculty) staff member can assess all students prior to enrolment based on merit and any compulsory requirements or prerequisites.

- Complete the BNIT Application Form for your program.
- Return the application to BNIT for consideration.
- You will be contacted by a faculty representative and, if successful, provided with an enrolment pack for the program with instructions on how to proceed with enrolment.

Enrol by direct entry

Direct entry programs do not require an application or assessment process prior to enrolment.

- Obtain an enrolment pack, complete all required details and enrol either online (if available), or contact one of our Customer Service Centres.

Enrol by interview

Interview entry programs require some form of interview to take place to assess your ability and any required prerequisites to succeed in your chosen program. This interview will be either a formal face-to-face interview, or conducted over the phone.

- Read the interview instructions contained within the Program Guide for your chosen program.
- Follow the instructions to start the interview process.
- If successful, you will be provided with an enrolment pack for the program with instructions on how to proceed with enrolment.

Enrol through QTAC

For the majority of Diploma programs, first preference placement is via the Queensland Tertiary Admissions Centre (QTAC).

- Submit QTAC applications via the QTAC website, www.qtac.edu.au.
- If successful, you will receive your offer directly from QTAC.
- Contact QTAC to accept your offer prior to enrolling.
- Once you have accepted your offer and received your enrolment pack, you can enrol either online (if available), or contact one of our Customer Service Centres.

131 248

www.bn.tafe.qld.gov.au

enquiry.bnit@det.qld.gov.au

Enrolment – How to enrol and pay

Online

Register and log onto <http://enrol.tafe.qld.gov.au> to enrol and pay fees for most programs. Payment methods accepted online are credit card and BPAY. Students must ensure that they have read all of the terms and conditions for enrolment prior to enrolling online.

For more information regarding this option, visit our website or pick up a brochure at one of our Customer Service Centres.

Phone

To enrol by telephone (credit card payments only) call us on **131 248** during opening hours.

In person

Students can enrol by visiting one of the four campus-based Customer Service Centres during the opening hours. Payment is required at the time of enrolment.

Post

Post enrolment documentation along with a cheque or money order (and concession details/evidence if applicable) made payable to Brisbane North Institute of TAFE, or credit card details (including name on card, card number, expiry date and authorised signature) to:

Brisbane North Institute of TAFE
Locked Mail Bag 3
Eagle Farm QLD 4009

If you are eligible for Aboriginal and Torres Strait Islander or Disability Services please refer to the Access Team information on the inside back cover.

Student ID cards

All students should obtain a student identification (ID) card for a number of reasons. A student ID card enables access to many resources and facilities available at BNIT. In addition, full-time students may be able to use their student ID to obtain discounts on public transport and at leisure and entertainment facilities. Most students will pay for this card automatically as part of their annual administration and utility fee.

Please ask at the time of enrolment for the options available to obtain your student ID card.

Accelerated progression

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for the particular unit of competency and will be negotiated between the student and their teacher. No special applications or processes are required and normal enrolment fees apply. All activities will be recorded as part of the standard operation of the class and a result processed at the completion of the assessment.

Credit transfer

Credit transfer is the process whereby formal documented study equivalent to that of the proposed study is recognised. Please note that credit transfer will not be granted for a full qualification. Credit transfer applications must be submitted and approved within five weeks from start of study.

National recognition

National recognition is the process that recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations enabling individuals to receive national recognition of their achievements.



Customer Service Centres

There are four campus-based Customer Service Centres and a Contact Centre for phone and email enquiries at BNIT.

Visit our Customer Service Centres for general enquiries, payments and enrolment information for our wide range of programs.

Opening hours are as follows:
(excluding public holidays)

Caboolture, Redcliffe, Bracken Ridge and Ithaca campuses:

Monday to Thursday: 8:30am - 4:00pm

Friday: 9:30am - 4:00pm

By telephone (131 248):

Monday to Thursday: 8:30am - 5:00pm

Friday: 9:30am - 5:00pm

By email: enquiry.bnit@det.qld.gov.au

Please note there are no cash-out facilities available at our Customer Service Centres however there is an ATM available for student use at Caboolture, Ithaca and Bracken Ridge campuses.



Fees

A student is not enrolled until all fees have been paid in full. If experiencing difficulty paying fees prior to enrolment, students can contact a Customer Service Centre to discuss a Time To Pay arrangement and/or Centrepay arrangement. If a student wants to access a Centrelink benefit they need to check with Centrelink to ensure the program they are considering meets the Centrelink criteria. Students are liable for all payments, even if they discontinue their program.

Debt recovery action will be taken to recover outstanding fees and students will be required to pay the costs incurred to recover the debt. Student awards may also be withheld until all fees are paid.

BNIT charges a \$37 annual administration and utility fee for most programs, which is charged as part of the first enrolment in a calendar year. This fee covers the cost of a student ID card and access to a range of resources and services including wireless internet, Learning Hubs and remote network access. Access is valid for one calendar year.

Fee-for-service programs

Fees payable on a fee-for-service program are charged on a cost recovery basis and *no* fee exemptions apply. A leveraged program, which is a mixture of fee-for-service and government funded study, may be eligible for fee exemption *only* on the government funded component.

Government funded programs

Many programs are largely funded by the government and the fees charged to students are usually a very small part of the total cost of the program. The usual fees charged at enrolment will be made up of the student contribution fee, materials fees and annual administration and utility fee. The fees indicated on the *Enrolment Selection Form* are subject to change. Students should check at the time of enrolment for accurate fees.



Payment of fees

All fees are due and payable at the time of enrolment. Fees can be paid by cash, cheque, EFTPOS or credit card. If a student is unable to make payment in full at the time of enrolment they must advise a Customer Service Centre consultant so that options can be investigated.

An option exists for students to apply for a payment plan to allow them time to pay fees (Payment Options, see page 8).

Further information can be obtained from any of the Customer Service Centres. Should a student request a Time to Pay option, they will be required to produce identification at the time of enrolment.

If a student is a concession cardholder they may wish to contact Centrelink to discuss financial assistance, which may be available. If a student's employer (or other party) is paying enrolment fees an *Authority to Invoice Employer or Third Party Form* must be completed in full for each student and accompany the Enrolment Selection Form. This form is available by contacting any of the Customer Service Centres. A student who has paid fees, has an approved payment plan or other special arrangement (with evidence of participation in a learning event), becomes a confirmed enrolled student.

Student contribution fee reductions (Government funded programs only)

A reduction in fees is available on verification of the following:

- Centrelink Health Care / Benefit / Pension Card holder*;
- Department of Veterans Affairs Pension Card (blue card) holder;
- Student has not completed Year 12 and is under 17 at the end of February in the year study is undertaken;
- For a subject in a program of study that is equivalent to Year 11 or 12, the student is under 18 at the end of February in the year study is undertaken; or
- Student formally identified as Aboriginal and Torres Strait Islander.

*A reduction of fees will only be granted upon confirmation of eligibility with Centrelink through the Centrelink validation process. It is the student's responsibility to check concession card eligibility with Centrelink prior to enrolment. BNIT will accept a *Centrelink Confirmation of Concession Card Entitlements Form* if a concession card has not yet been issued.

Evidence will be required for age or other fee reductions. A student who is suffering extreme financial hardship may apply for a fee concession/exemption. Extreme financial hardship is defined as a situation where the student would have to forgo food, shelter or a basic necessity of living in order to pay the regulated fees. To apply for a concession/exemption under this category the student must make an application through a Student Counsellor (see page 19). Supporting documentation and a full breakdown of income and expenses will be required.

Fee concessions/exemptions *must* be applied for at the time of enrolment. If concessions are not claimed at the time of enrolment, full fees will be charged and *no* adjustments can be made.

If students are having difficulties with fees they can make an appointment to see a counsellor to discuss their situation (refer to Access Team information on inside back cover).



Payment options

Time to Pay arrangements

Application process

An application for Time To Pay must be completed on the prescribed form (IF091) prior to enrolment. This form is available from any BNIT Customer Service Centre. Enrolment cannot occur unless the Time To Pay application has been approved and the first payment made.

The authorised officer will set payments according to the applicant's financial circumstances. A schedule of agreed payments will be issued at the time of enrolment. Payments must be made by the due date.

Where an installment plan is approved, the first payment must be made at the time of enrolment. Cancellation of enrolment does not necessarily cancel the obligation to make all payments under an existing Time to Pay plan.

Approval

The criteria for a standard Time to Pay arrangement are:

- The total cost of enrolment meets minimum requirements;
- Adequate identification is provided to verify address;
- Students under 18 years of age must have a parent/guardian complete the Guarantor Declaration;
- The student does not have a written-off debt with TAFE Queensland;
- The student does not have previous Time to Pay installments currently outstanding; and
- The student is able to pay a minimum deposit.

Time to Pay can be offered on a weekly, fortnightly or monthly repayment schedule and unless otherwise specified the total Time to Pay plan shall be completed at least 30 days prior to the end of the student's program of study for which a Time to Pay plan has been provided. Students unsure of which Time to Pay category their enrolment fits into should discuss with a Customer Service Centre consultant prior to enrolment.

Time to Pay - Government funded programs

Time to Pay can be offered where the total cost of enrolment is greater than \$75. A minimum deposit for government funded Time to Pay is:

- 30% of student contribution fee and embedded materials fees; and
- \$37 annual admin and utility fee; and
- 100% of all other fees, including excursions, textbooks and resources.

Time to Pay - Leveraged programs

Time to Pay can be offered where the total cost of enrolment is greater than \$500 and the relevant Education Business Manager approves such arrangements. The minimum deposit includes:

- 30% of total cost of enrolment including materials; and
- \$37 annual admin and utility fee; and
- 100% of all other fees, including excursions, textbooks and resources.

Time to Pay - Fee for Service programs

Time to Pay can be offered where the total cost of enrolment is greater than \$1000 and the relevant Education Business Manager approves such arrangements. The minimum deposit includes:

- 30% of total cost of enrolment including materials; and
- \$37 annual admin and utility fee; and
- 100% of all other fees, including excursions, textbooks and resources.

Fee for Service Time to Pay plans vary between programs and the actual Time to Pay requirements should be checked prior to enrolment by contacting one of the Customer Service Centres.

Time to Pay – TAFE Open Learning programs

Time to Pay can be offered if the total cost of enrolment is greater than \$75 and may be applied over a three or five month period dependant on nominal hours enrolled into. Nominal hours are indicated on the enrolment selection form against each unit.

The minimum deposit for TAFE Open Learning government funded Time to Pay is:

- 20% of Student Contribution fee; and
- 50% of material fees; and
- 100% of the total cost of enrolment-related fees not incorporated into the above listed fee categories.

The minimum deposit for TAFE Open Learning Fee for Service/ Leveraged Time to Pay is:

- 50% of total cost of enrolment; and
- 100% of the total cost of enrolment-related fees not incorporated into the above listed fee categories.

TAFE Open Learning Time to Pay plans vary due to students enrolling into varied nominal hours and the actual Time to Pay requirements should be checked prior to enrolment by contacting one of the Customer Service Centres.

Exclusions

The following are excluded from a Time to Pay arrangement:

- Enrolment into My Learning and other non-accredited courses;
- Leveraged courses where the total cost of enrolment is less than \$500 and Fee for Service courses where the total cost of enrolment is less than \$1000, or the program is not approved by an Educational Business Manager for Time to Pay arrangements;
- To any person less than 18 years of age, unless a guarantor or third party contract is agreed to by BNIT;
- Where total cost of enrolment is less than the prescribed minimum amount; and
- Where a debt has been written off or previous Time to Pay installments are currently outstanding.

Where the total cost of enrolment is less than the prescribed minimum amount or a student is unable to commit to the minimum required deposit for standard Time to Pay, the student may wish to make an appointment with a student counsellor to submit an application for a non-standard Time to Pay plan, which must be approved by a higher authority.

Refused applications for Time to Pay

If both a standard and non-standard Time to Pay is refused, the delegated officer will provide written notice of the reasons for refusal. The person may, within 14 days after written notice is given, apply to the Institute Director for reconsideration of the refusal.

Recovery action

When a payment becomes overdue, the full amount of the outstanding debt shall be due and payable immediately. The student will receive an overdue invoice and is required to make full payment of the outstanding amount. No further enrolment will be allowed until the overdue debt has been cleared. Student awards may also be withheld until all fees are paid.

Change of personal details

It is the responsibility of students to ensure that their personal details are up to date at all times. This will assist BNIT in communications with students including important information relating to study. Award documents and result outcomes are mailed to students upon successful completion of the units/program, providing all fees have been paid.

Once enrolled, a student can update personal details by:

- Accessing the Student Self Service area at <http://enrol.tafe.qld.gov.au>. Students must have an email address recorded with BNIT to access this site and once registered a student can access personal information, such as enrolment details, personal details, academic records and student account details;
- Telephoning the Customer Service Centre on **131 248**; or
- Visiting any of the four campus-based Customer Service Centres.

Change of enrolment

If students need to change enrolment details, contact staff at the nearest Customer Service Centre or phone **131 248** for assistance. Changes to enrolments are not effective until the required *Application for Enrolment Amendment Form* is completed and lodged. Students will need to keep Centrelink informed of changes to their enrolment status if receiving Commonwealth assistance. It may be possible to transfer fees if a student transfers from one program/unit to another. This is only possible within the first two weeks of study. If students choose to change enrolment after this time they may be liable for additional fees. Verbal advice to the teacher is not sufficient.

Cancellation of enrolment

BNIT has the right to cancel the enrolment of any student if the student has:

- Gained admission to BNIT by misrepresentation, falsification of documents, or other fraudulent means;
- Failed to fulfil the requirements for admission or enrolment;
- Engaged in any act of academic or behavioural misconduct which has resulted in the exclusion of the student from BNIT;
- Failed to satisfy the minimum academic performance level required;
- Failed to pay any outstanding fees;
- Failed to fulfil the ongoing requirements of an international student, such as minimum attendance requirements or satisfactory academic progression.

Withdrawal/cancellation from a program or class

If a student wishes to cancel/withdraw enrolment, an *Application for Enrolment Amendment Form* should be completed and presented at any BNIT Customer Service Centre (this form is available from a Customer Service Centre - refer to the Fees and Payment Options sections).

A student wishing to withdraw from a competency/module enrolment once delivery has commenced must apply within four weeks of the class commencement.

A student who attempts to withdraw from a competency/module enrolment after four weeks from class commencement will be advised that no change to enrolment will be accepted.

Students should be aware that failure to formally cancel or withdraw within four weeks from class commencement date may incur an academic penalty, which may impact university entrance rankings.

Refunds

Government funded and leveraged programs

All refunds shall be in accordance with the Vocational Education, Training and Employment Regulation 2000, Part 5A, Sections 30N-30R and Financial Management Practice Manual 04.01.17 – TAFE Qld Student Refund and are applicable to:

- a) Individual students for fees and charges of units/ programs;
- b) Any third party or guarantor responsible for a student's fees and charges of units/programs;
- c) All refund requests must be submitted within the semester for which the refund relates.

Refund if program cancelled by Institute Director

If the Institute Director cancels a government funded program or leveraged program before it starts, the Institute Director will refund the fees paid for the program.

Refund if enrolment cancelled before program starts

If a student cancels enrolment in a government funded program or leveraged program before it starts, the Institute Director will refund the fees paid by the student for the program after an administration charge of \$10 for all units/programs cancelled at the same time.

All cancellations must be received in writing on the approved form.

Refund does not apply if a student contribution fee payable on the cancelled enrolment must be applied to reduce fees payable on a later enrolment.

Refund after government funded or leveraged program starts

If any of the following things happen while a student is undertaking a government funded or leveraged program, the student may apply to the Institute Director for a refund of the fees for the program:

- a) The student accepts a place offered through the Queensland Tertiary Admissions Centre;
- b) The student suffers an illness or injury preventing the student from completing the program;
- c) Exceptional circumstances prevent the student from completing the program.

The student must apply using an approved form before the assessment for the program ends.

The Institute Director may refund the fees after deducting an administration charge of \$10 for all programs to which the application relates.

Refund for academic exemption

If a student has received an academic exemption from a government funded program since enrolling in it, the student may apply to the Institute Director for a refund of fees for the program.

The student must apply on the approved form within five weeks of program commencement.

Refund for successful re-evaluation

The Institute Director will refund the fee for re-evaluation of a student's result in a government funded unit/program to the student if the student's result is upgraded to a result of competent or an equivalent result, as part of a formal academic process.

Fee for Service, My Learning and non-accredited programs

If the program is cancelled or postponed by BNIT, participant's enrolment may be transferred to the next existing program of the same activity or participants may choose to obtain a full refund on all fees associated with the cancelled program.

Refund if enrolment is cancelled more than five days before program or unit commences

If a student cancels enrolment in a non-government funded program five or more days prior to the start date, the student will receive a refund of the fees paid for the program or unit less an administration charge of \$10.

No refund if enrolment cancelled less than five days before a program or unit commences

Cancellations received less than five days before, on the day of, or after program or unit commencement will not be eligible for a refund of any fees and charges paid by/for the student, and any remaining payments due in respect of the enrolment must be paid to BNIT (unless a contract between the parties states otherwise).

Material fees

No refunds will be processed for materials that are considered to be used.

Open learning programs

A refund may be approved to a student studying a program through open learning mode of delivery providing the request has been submitted within four weeks from the date of enrolment and the following conditions are met:

- a) Student has not attempted any assessment, received tutorial assistance or participated in any learning activities; and
- b) For print and CD based units - the student has returned the learning materials in an unmarked condition within the four weeks.

Transfer of enrolment

Fee adjustment for certain transfers and cancellations of enrolment in government funded units/programs applies if a student enrolled in a government funded unit/program at a TAFE Institute:

- a) Transfers the enrolment to substantially the same unit/ program at another TAFE Institute;
- b) Cancels the enrolment and enrolls in another unit/ program at the same institute no later than two weeks after the start of the cancelled unit or program.

Any student contribution fees payable on the original or cancelled enrolment must be applied to reduce the total amount of student contribution fees payable on the later enrolment. Any balance of the student contribution fees paid on the original or cancelled enrolment must be refunded.

Refused applications for fee exemptions and refunds

If the Institute Director or delegate refuses a person's application for a fee exemption and refund, the Institute Director or delegate must give the person written notice of the reasons for refusal. The person may, within seven days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.

Further information

For more detailed information regarding refund eligibility please refer to the BNIT Refund and Cancellation Policy or contact a Customer Service Centre prior to enrolment.

Academic appeals

Students who are dissatisfied with an academic decision have the right to appeal in accordance with the Student Appeals Procedure:

- An informal approach should be made to the teacher no later than 14 days after the results have been notified to the student. If the student is dissatisfied with the decision of the teacher, they have a further right to appeal to the Education Business Manager within 14 days. This appeal must be in writing.
- If the student is dissatisfied with the decision of the Education Business Manager, there is a further right to appeal to the Institute Academic Appeals Committee and this must be in writing to the Institute Director for the attention of the Chairperson of the Appeals Committee. The student will receive a written response to their appeal.

Educational matters

What is Competency Based Assessment?

Competency Based Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. It confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited programs if there are no competency standards for an industry). The Competency Based Assessment process will be conducted in an open, transparent and accountable manner emphasising the aspects of equality for all.

Evidence gathering

BNIT's academic staff have selected suitable methods to ensure sufficient evidence can be gathered on how a student can perform a task or skill against the specified criteria. Some assessment methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

When choosing the most appropriate assessment method, the following will have been considered:

- The dimensions of competency (task skills, task management skills, contingency management skills, job/role environment skills and transferability);
- The skills or cluster of skills applied in a workplace situation;
- Specific assessment guidelines within the training package or accredited program requirements;
- Underpinning knowledge/skills which are required;
- The qualification level and outcomes;
- The individual needs of the students;
- Where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery);
- The available resources.

The teacher or workplace trainer will use a minimum of two different assessment methods to determine whether a student is 'competent' or 'not competent' against the criteria.

The assessment activities must ensure:

- Assessment is valid, reliable, flexible and fair;
- Assessment takes place in an environment that meets the requirements of the relevant program;
- Assessment activity is suitable for the qualification/program;
- Assessment activity covers all elements and performance criteria, as well as the underpinning knowledge and skills required within the unit, module, program or cluster.

Students may find there are variables applicable to the assessment. This may depend on:

- Different workplaces or different work areas within the same workplace;
- Differing customer requirements/needs;
- Different occasions/times dealing with different situations such as night/day activity, busy/non-busy periods;
- Different facilities and resources.

Typical assessment methods include:

- Observation – of someone performing a task or producing a product;

- Reports – used on or off-the-job to provide evidence of understanding in a particular context. Reports may be combined with oral or written questioning to validate understanding;
- Simulation/Role-play/Case study – simulation of workplace activities to gauge performance;
- Portfolio – provision of a collection of evidence and samples that prove competence against the specified criteria;
- Practical exercise or task – the student undertakes a task or exercise that demonstrates competency performed against the specified criteria;
- Knowledge based tests – written or oral questioning. Written and oral tests are widely used as a method of assessing a student's understanding or knowledge of the work or task they are performing. The term 'knowledge' is used in a broad sense and does not merely refer to recall from memory or rote learning, but to show clear understanding of the task being assessed;
- Third party reports – a report that the student obtains from a supervisor or other appropriate person who can confirm that the student has the required knowledge and is able to perform specific skills within the workplace.

Where appropriate, assessment methods will take into account and have the flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with a disability).

Assessment readiness

When commencing study, the teacher or workplace trainer will provide an overview of planned assessment and will negotiate assessment timeframes and requirements to ensure the student's readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded. However, if necessary, extensions of assessment timeframes will be negotiated and/or considered in specific or exceptional circumstances.

Reporting to the student

The teacher or workplace trainer will provide the student with feedback about the outcomes of the assessment and provide guidance for future options. Feedback must describe the performance of the student against the elements or learning outcomes and any re-assessment options.

Awards/results

Award documents will be mailed to students upon successful completion of the program, providing all fees have been paid. Program information including results, awards and vocational outcomes can be obtained by:

- Accessing the Student Self Service area at <http://enrol.tafe.qld.gov.au>. Once registered a student can access their academic records and other information;
- Telephoning the Customer Service Centre on **131 248**;
- Emailing BNIT on enquiry.bnit@det.qld.gov.au;
- Visiting any of the four campus-based Customer Service Centres.



Student responsibility and rules

To ensure students maximise the benefits of training and understand their responsibilities, and those of others in this diverse environment, there are various rules to follow. These can be found in the *TAFE Queensland Student Rules* which can be accessed online from the TAFE Queensland website at www.tafe.qld.gov.au/student_services/policies_guidelines/rules.html or through the Learning Hubs on BNIT campuses.

The *TAFE Queensland Student Rules* cover the following topics:

- General behaviour
- Unlawful activities
- Confidentiality
- Dress code
- Student identification
- Institute campus environment and resources
- Appropriate use of computing and electronic resources
- Food and beverages in learning areas
- Safety
- Enrolment
- Enrolment fees and charges
- Change of enrolment
- Attendance
- Progress of study
- Assessment
- Academic appeals
- Misconduct
- Eligibility to receive qualification awards
- Cancellation of award or Statement of Attainment
- Replacement of award or Statement of Attainment

In summary, a student of BNIT must:

- Maintain a high standard of behaviour at all times within BNIT premises;
- Maintain a learning environment which is free from unnecessary distraction; and
- Observe all BNIT rules relating to the safety and care of facilities and equipment.

General behaviour

When communicating and interacting with BNIT staff and other students, a student has the responsibility to:

- Treat people with respect and fairness regardless of their background or culture;
- Show respect for others by not swearing;
- Avoid behaviour that could offend, embarrass or threaten others;
- Refrain from harassing or disrupting others in the performance of their duties or studies;
- Avoid unacceptable behaviour – including bullying, aggressive, threatening or abusive behaviour;
- Make only truthful statements in regard to student status or representation as a student or entitlements as a student.

Access, equity and diversity

BNIT seeks to promote an environment which is fair and equitable and free from discrimination and intolerance. Activity which involves discrimination, intimidation, bullying or harassment is unacceptable and will attract disciplinary action. Further, such action may be unlawful. BNIT will fully investigate any claim of harassment or discrimination and take appropriate action (refer to the *TAFE Queensland Student Rules* for further information: www.tafe.qld.gov.au/student_services/policies_guidelines/rules.html).

Harassment, discrimination and bullying

BNIT is committed to creating and maintaining a community in which students and staff can work together in an environment that is free of violence, harassment, intimidation and exploitation. When communicating with staff or students, either in-person, or online, you have the responsibility to:

- Treat people with respect and fairness, regardless of their age, gender, sexuality, race, ethnicity, cultural background, disability status or socio-economic status;
- Refrain from harassing or disrupting others in their studies or duties;
- Avoid bullying, aggressive, threatening and abusive behaviour on and off-campus, including the use of social networking websites (such as Facebook, Twitter or MySpace) and mobile phone SMS to make threatening or derogatory statements about other students or staff.

Customer feedback

BNIT welcomes constructive feedback to help provide the best service for all current and prospective students. A student who has a complaint, query or concern with another student, staff member, or BNIT, should speak up to ensure help is provided. Usually the first person approached is the person whose behaviour is causing the problem or the person responsible for the area. If the problem relates to a classroom or academic issue the student must firstly discuss it with the teacher concerned. If the situation is not resolved to the student's satisfaction, they may seek advice about the complaints process and their range of options from the Access Team.

If the student does not feel comfortable discussing the issue with their teacher, they may opt to take the matter up with the manager of the appropriate area or lodge a formal complaint via completion of a *Customer Feedback Form*.

Confidential *Customer Feedback Forms* together with reply paid envelopes are available on every campus. Students may also email feedback to feedback.bnit@det.qld.gov.au or submit feedback on the website at: www.bn.tafe.qld.gov.au/about_us/contact/feedback.php.

Due to their disruptive nature, use of mobile phones and iPods during classes at BNIT is prohibited. Students are required to turn off their mobile phones whilst classes are in session, and are asked to leave the room prior to making or receiving an important call if it is unavoidable. The use of laptops and iPads is permitted during classes for class work and note-taking purposes only.



Discipline

BNIT has the authority to suspend or exclude students from classes in the event of misconduct. Misconduct includes both academic and behavioural misconduct which includes but is not limited to:

- Cheating
- Plagiarism
- Collusion
- Falsifying information
- Breaches of Commonwealth and State law which impinge on BNIT operations
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of BNIT
- Refusing or failing to identify yourself truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate BNIT activity or, by act or omission, disrupts the peace or good order of BNIT
- Acting in a way that causes students, staff or other persons within BNIT to fear for their personal safety
- Acting in a way that causes damage to BNIT property (refer to the *TAFE Queensland Student Rules*).

Misconduct appeals

If a student is found guilty of misconduct, the student has the right to appeal the decision in writing to the Institute Director. If you are an apprentice or trainee, your appeal must be lodged in accordance with the *Vocational Education, Training and Employment Act 2000* (refer to the *TAFE Queensland Student Rules* for further information).



Additional information for apprentices

Fees

All fees are due and payable at the time of enrolment. If a student is unable to make payment in full prior to commencement of classes the student must advise a Customer Service Centre consultant at the time of enrolment. An option exists for a student to apply for a payment plan to allow time to pay fees and a Customer Service Centre consultant can provide further information. Where an instalment plan is approved the first payment must be made at the time of enrolment.

Should a student's employer agree to pay the fees it is essential the employer completes and returns an *Authority to Invoice Employer or Third Party Form* prior to commencement of the program.

Trainees and apprentices will be supplied with materials *essential* to achieving unit competencies/outcomes. Support materials which aid and assist learning are also available for purchase. Should an apprentice/trainee choose *not* to purchase these support materials, he/she should indicate this in response to his/her Training Notice.

General rules

As per the provisions of the *Training and Employment Act 2000*, attendance at a program of instruction is mandatory as it forms part of the Training Contract. As per the provisions of the *Training and Employment Act 2000*, attendance at a program of instruction is regarded as ordinary time worked. This should be remembered when considering behaviour in class and/or on the campuses of BNIT. When a student is attending classes at BNIT he/she must be on time for classes or when coming back from approved breaks (for example, lunch breaks).

Approval for apprentices to leave classes early cannot be granted except at times of legitimate illness/emergencies. If a student has to leave classes due to illness, the student must inform a member of the teaching staff prior to departure. The student's employer will be informed of this absence. All absences from class, whether for illness or non-attendance, will be reported to the employer so that they may adjust the wages payable to the student. The student is required to stay on-campus during morning and afternoon breaks, but may leave BNIT grounds at lunch time provided he/she returns on time for the start of afternoon classes. As with other students, apprentices will not be able to attend classes until they are enrolled.

Minimum acceptable standard of dress

All apprentices/trainees will be advised of dress requirements and personal protective equipment that is required for the specific trade area. These may include:

- protection for feet, eyes, ears and hair;
- sun screen requirements;
- whether jewellery and watches may be worn;
- any protective or special clothing.

Note: Apprentices failing to meet minimum dress standards will not be permitted entry to classes. Apprentices/trainees may require additional equipment specific to their trade area. This advice is provided with the Training Notice.

Subsidies

Subsidies (if eligible) are available to assist the student with their accommodation and travel expenses associated with attendance at off-the-job training.

DAAWS:

If you are eligible for the Disabled Australian Apprentice Wage Support please refer to your employer.

For more information contact the Customer Service Contact Centre.

131 248

enquiry.bnit@det.qld.gov.au

Workplace health and safety

Evacuation procedures

During emergency evacuations, supervisors and teachers act as emergency coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarise themselves with emergency procedures for their specified areas of study.

Accidents and hazards

Students must report all accidents and hazards on BNIT property to a staff member. The appropriate forms must be completed.

First aid

There are a number of staff on each BNIT campus who are trained first aid officers. Initial contact for assistance is the teacher, the Access Team or the security officer on campus.

Insurance cover

Students of BNIT are not covered by insurance of any type while on campus, except in the following circumstances:

- Apprentices are covered by their employer's work cover policy.
- Work experience, industry placement and vocational placement students are insured against permanent-partial disability and property damage providing the appropriate documentation has been completed within the specified time limits.

Note: Private property or vehicles are not covered by departmental insurance. This is the individual's responsibility.

Cleaning work areas

Students are responsible for the cleanliness of their designated work areas. For example, benches, desks, machines and tools should be cleaned after each use.

Eating and drinking in classrooms, laboratories and workshops is prohibited.

Breakages, losses and damage

Students are required to report all damage to BNIT property to a staff member whether involved in the damage or not. If a student willfully breaks or damages BNIT property, or personal property, the student will be asked to pay for the replacement of that property. Disciplinary action may result.

Security

Security officers are available on each BNIT campus.

Drugs and alcohol

Students are not permitted to attend class or any BNIT campus, or participate in any BNIT activity (such as industry placement) following the consumption of performance inhibiting substances such as drugs or alcohol. By law, any drug offence is automatically reported to the police.

Smoking

The State Government has a no smoking policy in all buildings and government vehicles. At BNIT smoking is restricted to designated areas only.

Personal protective equipment

Students are required to supply and wear mandatory personal protective equipment and apparel as determined by the practical training requirements of their program and workplace health and safety advisory standards.

Students with special needs

TAFE Institutions have plans and processes in place to ensure the safe evacuation of all staff, students and visitors to the campus.

It is important for all students, especially those with a mobility or other impairment, to familiarise themselves with the TAFE Institutes emergency procedures. There are many reasons why an area of campus could be evacuating, listening to those persons who are appropriately trained and following their instructions will ensure a safe exit from the respective building out into the designated evacuation assembly point.

People who have a mobility or other impairment, which would impact on their safe and speedy evacuation, have an obligation to communicate the nature of their disability to their Course Teacher/Instructor (if applicable) and/or their lecturers prior to any emergency event requiring evacuation. During an emergency, emergency officers will assist the person with the disability to the best of their ability. The person with a disability may be directed to a landing or a fire isolated staircase with an emergency officer or other responsible person until they are evacuated by the Emergency Services.



BNIT has a workplace health and safety policy designed to protect students while on any BNIT site or engaged in BNIT activities.



Student facilities and services

Student facilities

Learning Hubs (Library)

Learning Hub staff would like to welcome you to BNIT. Learning Hubs, which include libraries, provide wonderful services for students including access to:

- Professional staff who are available to provide assistance;
- Unlimited internet access;
- Computers, scanners, photocopying and printing;
- Online databases with comprehensive coverage of a broad range of subject areas;
- A wide selection of resources including DVDs, magazines and daily newspapers;
- Assistance with sourcing information and research techniques, referencing and bibliographies;
- Training in the use of the Learning Hub, the internet, online databases, email, library catalogue and much more.

For more information about Learning Hub services and facilities, please go to www.bn.tafe.qld.gov.au/learning_hubs/index.html.

Bookshop - Queensland Textbook Warehouse

Student textbooks can be purchased through the independent bookshop, Queensland Textbook Warehouse, located at both Bracken Ridge and Caboolture campuses. The bookshop offers free delivery to all campuses.

Bracken Ridge campus

157 Norris Road, Bracken Ridge
Phone: 07 3261 1300
Fax: 07 3261 1966
Freecall: 1800 611 300
Email: info@qtw.com.au
Internet: www.qtw.com.au

Caboolture campus

Tallon Street, Caboolture
Phone: 07 5498 0307 or 07 5428 0066

State of the art lecture theatres

Recent upgrades mean students can now benefit from state of the art equipment in lecture theatres at both Bracken Ridge and Ithaca campuses.

Learning support – language, literacy and numeracy

Students are eligible to receive extra help with study and learning skills from learning support staff. Students who feel they may need this type of support should approach their teacher. Support is flexible and caters to individual learning needs. Learning support is available to students during their program however students who may need learning support are encouraged to seek help in the early stages of study.

For further information students should speak with their teacher who can direct them to the support available at each campus.

ATM facilities

ATM facilities are available at Bracken Ridge, Ithaca and Caboolture campuses.

Cafeterias

Hot and cold food, drinks and snacks are available from the campus cafeterias.

Student common rooms

Each campus has a student common room with gaming facilities, food vending machines and kitchen utilities.

Parking

Free parking is available at the Bracken Ridge, Caboolture, Grovely, Ithaca and Redcliffe campuses.

Accessible parking is available at all campuses for permit holders. For temporary accessible parking please refer to facilities for a permit.

Public transport

Information regarding transport to and from each BNIT campus can be obtained from Translink on **131 230** or www.translink.com.au.

Wireless internet access

BNIT provides student wireless network access to personal laptops or devices. For more information regarding on-campus wireless services please call **131 248**.

Refreshments

Students can now avail themselves of tea and coffee making facilities at their on-campus Learning Hub. Food vending machines are also located on all campuses.



Computer facilities

IT resources are provided in the Learning Hubs to assist education and training.

Students are prohibited from accessing or displaying obscene, offensive, discriminatory, illegal, fraudulent or pornographic material. The system records details of *all* internet activity.

The following are criminal acts and any breach of student rules will be dealt with by BNIT accordingly:

- damage
- unauthorised accessing
- violating copyright
- downloading of inappropriate material
- misuse of information.

Assistive Technology Rooms

Assistive equipment and software for students with a disability are now located in the Assistive Technology Rooms at both the Ithaca and Bracken Ridge campus Learning Hubs. Students with a disability are welcome to use these facilities which provide a range of assistive equipment including:

- *'MyReader'* magnifies text documents for students with vision impairment with the option to scan and record information for scroll screen reading and change background colour, font and font size;
- *'ScannaR'* allows the user to scan and record printed material such as textbooks, worksheets and assessments and provides the option of saving this to read again later or aloud through the voice synthesizer thus eliminating the need to recreate print resources;

Two PCs located in the Assistive Technology Rooms have been uploaded with the following software;

- *'Dragon Naturally Speaking'* a speech to text program designed to assist learners with creating documents such as reports and email messages, and is particularly useful for students with a physical disability, vision impairment or learning disability;
- *'Jaws for Windows'* provides students who are blind or vision impaired with access to documents and web sites; and

- *'Open Books'* enables the user to scan printed text which is converted to electronic text and can then be read through the voice synthesizer.

Students are welcome to register for these facilities or make an appointment to discuss the services with the Access Team - Disability Services, phone **07 3259 9037** or **disability.bnit@det.qld.gov.au**.

Services

Animal grooming salon

Pamper your pets with the animal grooming services available through BNIT's Grovely campus.

This involves a full day package of pampering and care for your pets, with gentle handling a key priority for our students.

Bookings are essential, as space is limited. Please call us on **07 3354 5587** for more information or to make an appointment.

Hairdressing salon

BNIT's training hairdressing salon, Swish's, located at Caboolture campus, is open to students and the public. Student hairdressers are fully supervised at all times and charges cover the cost of products used only.

Appointments can be made by calling **07 5498 0333**.

Sporting facilities

Bracken Ridge campus has an indoor/outdoor gymnasium, cricket nets, oval and tennis courts available for hire. Please contact **131 248** for more information.

Restaurant

BNIT boasts a fully functional restaurant used for training purposes, Polaris Restaurant. Located at Bracken Ridge campus, it is open to the public. Reservations can be made by calling **07 3258 5300** during business hours.

Fire Lane Gallery

Fire Lane Gallery is an inspiring professional gallery space where BNIT students and staff regularly exhibit their artworks. Explore it at Ithaca campus.

Why study what you already know ?



Recognition of Prior Learning (RPL)

RPL is the formal recognition of a person's current skills and knowledge, no matter how, when or where the learning occurred.

Even if a person has never formally studied or trained in a particular area, they may have gained knowledge and skills through their education, training, work and life experience.

RPL is a recognition process evidenced in accordance with the Australian Quality Training Framework and could provide individuals with a full, or part qualification, and avoid duplication of training.

It could be used to identify what training may be needed to complete a qualification, or provide a pathway to higher qualifications.

BNIT can assist students in obtaining their qualification faster if they:

- have skills and experience that contribute towards a qualification
- have paid or unpaid work experience relevant to a qualification
- have similar skills and knowledge to colleagues with qualifications
- work in an industry that now requires them to have a particular skill set, licence or qualification
- have a qualification in another field but would like recognition for their current job role
- have supervisor support to seek recognition for their paid or unpaid work.

Benefits

- RPL recognises current skills and experience regardless of where and when the learning occurred.
- Students can base their application for RPL on any combination of formal or informal training, education, work experience or general life experience.
- RPL may save time and help students reach career goals more quickly.

Cost

There is a cost involved in the recognition process, however it will cost less than formal training.

How to apply

If a student believes they have the experience to apply for RPL they should:

- apply *prior* to enrolment in any program of study;
- look through the Program Guide and find the program that is right for them;
- visit the BNIT website at www.bn.tafe.qld.gov.au, download an application form and information sheet and send applications to:

Recognition of Prior Learning Unit
Brisbane North Institute of TAFE
Locked Bag 3
Eagle Farm BC 4009

An RPL information guide can be obtained from any campus or online from the BNIT website.

The Access Team

The Access Team can assist you with student counselling, support for students with disabilities, support for Aboriginal and Torres Strait Islander students and assistance with job placements, scholarships and campus activities.

Student counselling

Student Counsellors are available across BNIT to assist students with:

- career and vocational counselling
- choosing a program or pathway of study
- options for students experiencing financial difficulties
- interaction with staff on behalf of students
- advice about services available in the community.

Personal and financial counselling

Student Counsellors are available at each campus by appointment. In some cases of financial hardship counsellors may be able to help with payment plans for program fees. If personal or family matters impact on your study progress, counsellors help by exploring your options and can, if you wish, speak to a teacher about your situation.

Career assistance and guidance

Student Counsellors can assist you in thinking about your career path, advise you about the ways various programs may assist your career, and explain how programs can work as pathways to further study.

Disability services

Disability services are available to all students with a disability requiring a reasonable adjustment to achieve their training and career goals. Students are required to register with the Disability Services Officer to assess their individual needs and create a VET access plan.

The VET access plan may include:

- coordinating personal support services including disability support workers, sign language interpreters, coaching and mentors;
- organising adaptive equipment and assistive software loans on behalf of the student;
- arranging professional assessment services if required;
- liaising with teaching staff to provide reasonable adjustment for example, exam accommodations or digital resources.

Students with a disability are also encouraged to use the Assistive Technology Rooms now located in both the Ithaca and Bracken Ridge campus Learning Hubs.

For further information please contact disability.bnit@det.qld.gov.au or fill in a *Registration for Disability Services Form* at any campus Customer Service Centre or online at www.bn.tafe.qld.gov.au/services.

Aboriginal and Torres Strait Islander students

The Aboriginal and Torres Strait Islander Support Officer is available to talk to Aboriginal and Torres Strait Islander students about any issues of concern that may affect their study. They may also work with teachers and other BNIT staff to facilitate cross-cultural communication.

The Officer can provide assistance with:

- issues of a cultural and social nature
- study support, e.g. tutorial assistance
- Abstudy and other study-related assistance payments
- liaison on behalf of teachers and students
- support with personal issues which may impact on studies
- access to specialised support services
- referrals to support services within BNIT
- program and career pathways
- enrolment procedures.

Student support

Student Support Officers are responsible for a wide range of activities that promote social engagement and program-relevant employment outcomes. These activities include:

- daily updates of 'The Hive' student intranet site with job vacancies, accommodation, competitions, community events, BNIT notices and more. The Hive is available via remote access and on all Learning Hub and classroom computers;
- assisting students to develop resumes, job applications and interview skills, plus organise work experience and job searching;
- directing students to accommodation options;
- assisting in the complaints process;
- supervising Student Representative Council activities and recreational facilities on-campus;
- administering scholarships and grants.

Scholarships

The Mick Young Scholarship Trust provides annual scholarships for financially disadvantaged students. The Trust was set up in memory of the late Mick Young, a former Member of Parliament and Federal Cabinet Minister, who sought to enhance opportunities for financially disadvantaged people. Applications from enrolled students close in February of each year. The Student Representative Council (SRC) also provides annual grants for students who make a difference in their local community and/or motivate, inspire and mentor others from similar backgrounds. Applications from enrolled students close in October of each year.

For further information regarding the services provided by the Access Team, please call the Access Team on **07 3259 9037**, the Customer Service Contact Centre on **131 248** or email access.bnit@det.qld.gov.au or disability.bnit@det.qld.gov.au.

Brisbane North Institute of TAFE

131 248
www.bn.tafe.qld.gov.au
enquiry.bnit@det.qld.gov.au

Bracken Ridge

157 Norris Road
Bracken Ridge

Customer Service Centre Hours:
Mon, Tue, Wed and Fri : 8:15am - 4pm
Thu: 9am - 4pm

Caboolture

Tallon Street
Caboolture

Customer Service Centre Hours:
Mon, Tue, Wed and Fri : 8:15am - 4pm
Thu: 9am - 4pm

Ithaca

Fulcher Road
Red Hill

Customer Service Centre Hours:
Mon, Tue, Wed and Fri : 8:15am - 4pm
Thu: 9am - 4pm

Redcliffe

Klingner Road
Redcliffe

Customer Service Centre Hours:
Mon, Tue, Wed and Fri : 8:15am - 4pm
Thu: 9am - 4pm

South Brisbane

1 Cordelia Street
South Brisbane

Grovely

Fitzsimmons Street
Keperra

TAFE Open Learning Services

54 Manning Street
South Brisbane

Important links

Brisbane North Institute of TAFE website: www.bn.tafe.qld.gov.au

TAFE Qld website: www.tafe.qld.gov.au

Brisbane North Institute of TAFE privacy policy: www.bn.tafe.qld.gov.au/services/student/privacy.html