

[www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)

# 2010 Polytechnic Student Information

1300 655 307

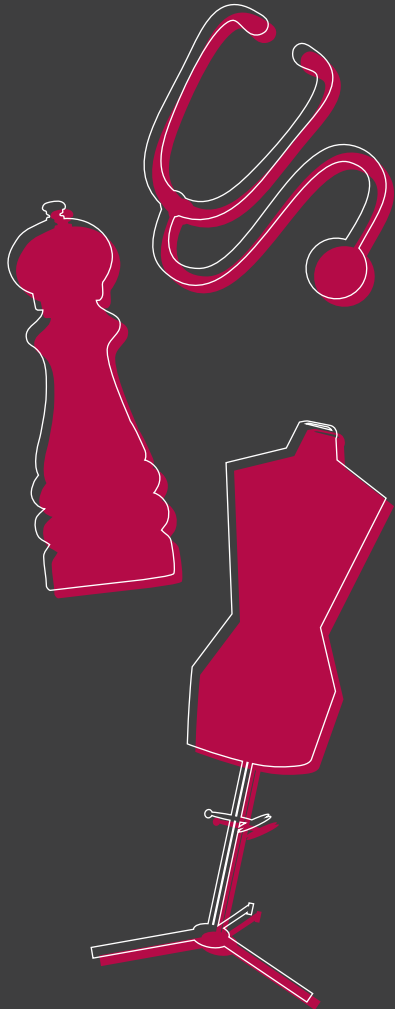
Real World, Real Skills



CRICOS Provider 03041M



# Contents



Student Support and Services	4
Learning Support	4
Support for Aboriginal and Torres Strait Islander Students	5
Regional Students	5
Admission and Entry Requirements	5
Proof of Identity	6
Fees and Levies	6
Credit Transfer and Recognition	7
Results	8
Assessment and Appeals	8
Complaints, Grievances and Feedback	8
Polytechnic Feedback Process	9
Code of Conduct	9
Discrimination and Harassment	9
Access and Equity	10
Flexible Delivery	10
Confidentiality and Personal Information Protection Policy	10
IT Access and Email Accounts	10
Our Campuses	11

# Student Information

## Student Support and Services

The Tasmanian Polytechnic values and understands the diversity of learners. Supporting the individual, personal development needs of our students is central to the provision of a high quality learning experience.

The Polytechnic provides personalised student support services which enable learners to access career and learning support, including:

- Support for identified learning needs
- Development of an individual student learning plan
- Pathway planning
- Regular feedback and monitoring of progress.

Specialist services including:

- Career counselling and guidance
- Personal counselling support
- Support for students with disabilities, including access, equipment and specialised assistance.

Disability Liaison Officers can assist learners to select the right course, advise on enrolment processes and provide the additional support required to enable learners access to facilities to successfully complete their studies. The right to privacy and confidentiality will be respected.

The Polytechnic provides a rich campus environment and includes opportunities for:

- Student leadership and mentoring
- Active participation in enrichment and recreational programs
- Celebrating success and achievement.

Student Services can also provide information about our services and facilities such as student residences affiliated with the Polytechnic and child care services.

For further information visit a Polytechnic campus, call **1300 655 307** or visit our website **[www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)**

## Learning Support

The Polytechnic offers a wide range of language, literacy and numeracy support options for learners who experience difficulty with education or training. Specialised courses, in-class support, plus some one-on-one tutoring is available. In addition, our Foundation Programs are also available to provide literacy, numeracy and basic computing courses to support students who are returning to study after an extended period, tertiary preparation courses, and specific learning support for target groups. Please talk with our Student Support staff, or refer to the Polytechnic website **[www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)**

## Support for Aboriginal and Torres Strait Islander Students

Staff are available in all regions to provide support, advice and assistance to Aboriginal and Torres Strait Islander students who wish to enrol or are already enrolled in the Tasmanian Polytechnic.

Assistance can include:

- Improving reading and writing skills
- Helping students to overcome barriers to successful learning
- Arranging tutorial or study support
- Negotiating training for Aboriginal groups, organisations or individuals
- Referrals regarding financial assistance, accommodation, Centrelink, transport, child care
- Fee assistance for mainstream students.

### How to contact us:

Phone **1300 655 307** and ask to speak with an Aboriginal VET Officer or Aboriginal Student Support Officer.

Or go to our website **[www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)**

Find us on Facebook at – **[www.facebook.com/pages/Aboriginal-Training-Programs-Tasmanian-Polytechnic/95411623283](https://www.facebook.com/pages/Aboriginal-Training-Programs-Tasmanian-Polytechnic/95411623283)**

## Regional Students

From 2010 some post-Year 10 Polytechnic programs will be offered through regional and district high schools for Year 11 and 12 and mature-aged students. The Polytechnic is partnering with regional communities to extend the range of vocational courses and TQA subjects which can be undertaken in regional areas. Local schools are providing learning support and general student support services. To find out where programs are being run, check the website **[www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)** or contact regional district high schools for more information.

## Admission and Entry Requirements

We provide a range of education and training programs to cater for students who have completed Year 10 as well as adults who wish to undertake skills development and training. At enrolment the Polytechnic works with learners to ensure they are able to enrol in an appropriate course or educational program – one which is most likely to lead to success. Our promise is that enrolments will be conducted in an ethical and responsible manner consistent with the principles of social justice. Some of our programs do have specific entry requirements, including educational pre-requisites and even

# Student Information

work experience. Where a suitability process is necessary, we will ensure that learners know how we make our selection decisions and that all our decisions comply with equal opportunity legislation.

For more information about specific course requirements and enrolment refer to the website, [www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au), contact Client Services on campus or call **1300 655 307**.

## Proof of Identity

At enrolment proof of identity is required. For further details please contact Client Services on campus or call **1300 655 307**.

## Fees and Levies

The levy or fee paid to attend the Polytechnic depends on age. If a student is aged from 16 to 19 years old they will be charged a levy. If they are 20 or older they will be charged a fee.

- Levies for 16 to 19 year old students – \$275

This levy of \$275 for full-time students helps to pay for classroom consumables, internet access, excursions, sport, magazines, diaries, and some library expenses. Part-time students are charged proportionally. These levies cover basic materials needed in most subjects, but additional expenses may be payable for other materials in some courses. Families on

low incomes or grandparents raising grandchildren who are eligible for the Student Assistance Scheme (STAS) will not be required to pay the levy.

- Fees for mature-aged students – up to \$990

If a student turns 20 or older in 2010, they will pay a fee dependent on the courses they have selected, but total fees for 2010 will not exceed \$990 or \$275 if they are eligible for a concession. These fees cover basic materials needed in most subjects, but additional expenses may be payable for other materials in some courses. Students may be eligible for some concessions and to claim a concession Centrelink evidence relevant to the benefit must be produced at the time of enrolment.

Upfront payment is preferred. Students can also pay fees in instalments (this can be arranged through Client Services at each campus), or if eligible for concession, via Centrepay from a Centrelink payment.

Please note: The payment of a levy, rather than course fees, only applies automatically to students from 16 to 19 years old. Under certain circumstances, mature-aged students may also be eligible to pay levies or access the Student Assistance Scheme. For more information, contact Student Services on campus.

Applicable course fees must be paid at confirmation of enrolment to secure a place in the course. If a student experiences difficulty paying fees up-front then they should discuss their options with Client Services, or speak with Student Services for further assistance.

These fees cover basic materials needed in most modules/units.

Some courses have additional fees that cover specific equipment or materials. These will be explained further at information sessions or on enrolment.

Please note: The viability of some courses may be affected by enrolment numbers. Learners will be notified of any change to a program early in 2010.

### Refunds of levies (16–19 year old students)

If a student leaves or withdraws from a course, levies will be refunded proportionally based on how long the student has been in the course and based on the date that the student provides formal advice of their leaving or withdrawal.

### Refunds of fees (for mature-aged students)

A refund of fees will be made only to students who have not participated in a module/unit for which they are seeking a refund.

Refunds will not be given if a student commences activity in a module or unit unless there are exceptional circumstances.

## Credit Transfer and Recognition

If a student has completed prior study, or already has skills and experience relevant to their current or planned course, they can apply for credit transfer or recognition of their current competence. The Polytechnic will provide a process for credit transfer where they have previously completed units or modules of study which are nationally recognised as being the same unit/module in another qualification. This can be through courses undertaken at the Polytechnic or with another provider.

Anyone applying for enrolment can apply for recognition of their current competence regardless of how or where learning occurred to achieve that competence. Teachers and assessors can mentor and advise students in providing evidence from a range of relevant sources such as workplace observation, projects, work samples, discussion and questioning. If a student has undertaken education and training at the Polytechnic and wants to study at university, it may be possible to apply for credit towards a degree course.

# Student Information

## Results

A statement of results for training undertaken is available on request from Client Services, or enrolled students can log in and view their entire Polytechnic training record online.

Certificates and Diplomas will be issued after all necessary requirements have been satisfied. Learners may need to apply for this to be done. A Statement of Results for Education Courses (TQA approved subjects) is issued by the Tasmanian Qualifications Authority (TQA). If a Polytechnic program enabled a student to achieve the Tasmanian Certificate of Education (TCE), the TQA will also issue this. For further information refer to the TQA website [www.tqa.tas.gov.au](http://www.tqa.tas.gov.au)

## Assessment and Appeals

It is the Polytechnic's intention that our assessment processes are valid, reliable, flexible and fair.

Assessment judgements are made by examining evidence gathered from a range of sources, using a variety of assessment methods. Our assessment processes provide for the recognition of competence no matter how, where or when it was acquired.

Clear information about the assessment process and evidence requirements will be provided and learners are

encouraged to participate in collecting evidence of their own achievements. If they are not satisfied with the process, or result of an assessment decision, they can appeal. Teachers will discuss the steps involved in the Assessment Appeals Process. Alternatively a Student Support staff member can be contacted for advice and assistance.

## Complaints, Grievances and Feedback

We provide a fair and equitable process for dealing with complaints, grievances and collection of feedback.

### Student Grievance Process

A grievance can be about anything done or not done by another person that a Polytechnic learner thinks is unfair, unjust or upsetting. This may include unacceptable behaviour such as discrimination, harassment, bullying or victimisation, or by a decision that affects a student.

Our student grievance processes provide a means for resolving conflicts and grievances between students or a student and Polytechnic staff. The process includes options for review, mediation and conciliation. Student Services staff or a teacher can provide information, support and help in exploring options.

## Polytechnic Feedback Process

Our Polytechnic Feedback Process gives learners an opportunity to suggest changes or improvements or to bring matters to our attention that could be improved upon.

To provide feedback on how we operate including our facilities, processes, information provided and the availability and level of services, feedback forms are available at Client Services and on the website [www.polytechnic.tas.edu.au](http://www.polytechnic.tas.edu.au)

Formal grievances and assessment appeals are handled through a different process.

We are committed to continuously evaluating and improving the quality of our services by listening to, and acting upon the feedback we receive. In particular we want to ensure that delivery and assessment activities meet industry requirements, as well as each student's learning needs. As part of our processes, learners may be asked to complete a survey, which will be confidential.

## Code of Conduct

At each campus the Polytechnic provides a quality learning environment, which reflects workplace and society expectations and standards. Our Code of Conduct is based on principles of

safety, fairness, respect and legality. It acts as a guide to our learners, our teachers and support staff and is compliant with workplace expectations and standards.

Polytechnic students are entitled to an environment which is:

- Safe and healthy
- Respectful and considerate
- Fair and equitable
- Honest and legal.

Polytechnic students have a responsibility to:

- Behave in a manner, which is safe, fair, equitable, honest and legal
- Be punctual and attend regularly
- Treat other people with respect and consideration
- Complete work requirements.

## Discrimination and Harassment

We aim to provide an environment free from discrimination, harassment and bullying for our students and our staff. Discrimination and harassment can come in many forms and relate to gender, age, race, religion, sexual preference or disability. Talk to our Student Support staff if you feel you are being discriminated against or harassed at the Polytechnic.

# Student Information

## Access and Equity

We are committed to access and equity in the provision of education and training and recognise our obligations under a range of legislation.

## Flexible Delivery

The Polytechnic is committed to enhancing access to education and training, regardless of individual circumstances. We have a range of learning options available to students around the state which ensure education and training is adjusted to suit individual learning styles, interests and training needs. These include online, workplace, self-paced and evening classes. Talk to our Student Services staff for specific details on the options available.

## Confidentiality and Personal Information Protection Policy

Information provided to the Polytechnic will be given maximum protection and made available only to authorised users such as to government and research agencies to meet government requirements. In the case of students under 18 years, parents or guardians may be informed of student progress and results. No information about students is released over the telephone. The Polytechnic policy conforms to the

requirements of the Personal Information Protection Act 2004.

## IT Access and Email Accounts

All students in the Tasmanian Polytechnic will have access to IT resources.

A username will be created the day after enrolment. This will be in the format **firstname.lastname**.

If there is another student with the same name, a two digit number will be added to the username, for example, **Chloe.Smith02**. Students can find out their username by asking a teacher or a Client Services staff member.

Students will also receive a new email account with the format **firstname.lastname@students.polytechnic.tas.edu.au**

Students will have only one username even if they are also enrolled at the Tasmanian Academy or Tasmanian Skills Institute.



## Our Campuses

For all enquires please call **1300 655 307** or Email **servicecentre@polytechnic.tas.edu.au**

Our mailing address is:  
**GPO Box 2015, Hobart TAS, 7001**

### North West

#### Hellyer Campus

41–43 Mooreville Road Burnie 7320

#### Smithton Campus

13 Montague Road Smithton 7330

#### Don Campus

Watkinson Street Devonport 7310

#### Drysdale North-West

20–36 Valley Road Devonport 7310

#### Devonport Campus

20–36 Valley Road Devonport 7310

#### Queenstown Campus

Driffield Street Queenstown 7467

### North

#### Newstead Campus

30 Cypress Street Newstead 7250

#### Alanvale Campus

54a Alanvale Road Newnham 7248

#### Launceston Campus

10–16 Wellington Street Launceston 7250

#### Thynes Centre

31 Bathurst Street Launceston 7250

#### Drysdale North

285 Charles Street Launceston 7250

#### Inveresk Campus

Invermay Road Invermay 7248

#### Wellington Square Campus

Wellington Street Launceston 7250

### South

#### Campbell St Campus

75 Campbell Street Hobart 7000

#### Hobart Campus

Olinda Grove Mt Nelson 7007

#### Drysdale South

59 Collins Street Hobart 7000

#### Bathurst St Campus

26 Bathurst Street Hobart 7000

#### Elizabeth Campus

256 Elizabeth Street Hobart 7000

#### Bender Drive Campus

8 Bender Drive Derwent Park 7009

#### Claremont Campus

Link Road Claremont 7011

#### Clarence Campus

4a Bounty Street Warrane 7018