2017 LEARNER GUIDE
Western Sydney

TAFFE NSW
CONGRATULATIONS ON YOUR ENROLMENT AT TAFE WESTERN SYDNEY. WE ARE VERY PLEASED THAT YOU HAVE CHOSEN TO DEVELOP YOUR CAREER AND GAIN INDUSTRY RELEVANT SKILLS AND KNOWLEDGE BY STUDYING WITH US.

TAFE Western Sydney has a high level of expertise and is a trusted, government-backed vocational education provider with more than 140,000 annual enrolments and a very high graduate satisfaction rating.

As a TAFE Western Sydney learner you have access to flexible and customised learning, relevant resources, industry experienced teachers who are focused on helping you develop practical skills, links to employers, further training opportunities and pathways to higher education.

We believe that each of our learners has a unique set of needs, skills and experience. It is worth talking to your teacher about ways that your study and assessments can be customised to suit your needs. Your teacher will be able to provide advice about options for face-to-face, online and workplace learning and resources that are available to help you along the way.

We are also able to provide recognition of skills and prior learning. If you have not already done so, I encourage you to talk to your teachers about your previous studies and experience to find out if you are eligible to reduce your study load.

This Learner Guide provides important information about studying with TAFE Western Sydney. It introduces you to the services and facilities which are available to you as well as your rights and responsibilities as a learner. We hope that it will help you find your way as a new learner.

We encourage you to read the Guide carefully and keep it to refer to during your learning journey.

Enjoy your time with us and good luck with your studies.

TIPS FOR SUCCESS

1. Be clear about TAFE NSW rules, policies and guidelines
2. Get to know your college and your section
3. Know your rights
4. Be a responsible learner
5. Make the most of your time and enjoy yourself
6. Want the latest information? Visit www.wsi.tafensw.edu.au
GUARANTEE OF SERVICE

TAFE NSW provides high quality education and training for learners. We are committed to helping you develop real skills for real careers. A more highly qualified workforce benefits our community, our state and our nation.

Our service to you begins with your first enquiry about courses and continues throughout your time with us. This Learner Guide outlines our services and the standard of service you can expect from us, as well as your rights and responsibilities. This will ensure a productive, positive and enjoyable learning experience for you.

To ensure we continue to offer the best services, we regularly ask learners how we are performing. We use this feedback to identify what we are doing well or where improvements are needed.

If you have feedback, a suggestion or a complaint, please let us know. You can do this by talking to any staff member or by emailing us at askwsi@tafensw.edu.au

The information in this Learner Guide is correct at the time of printing. However, some changes may occur as information or policies are updated. Check our website for the latest information at www.wsitafensw.edu.au
WE PRIDES OURSELVES ON BEING AN INTEGRAL PART OF THE COMMUNITY IN WESTERN SYDNEY, DELIVERING AND CUSTOMISING HIGH QUALITY EDUCATION AND TRAINING TO MEET THE VOCATIONAL NEEDS OF THE 2 MILLION PEOPLE IN THE REGION.

Colleges are situated throughout Sydney’s west including the Hawkesbury, the Blue Mountains, the Hills region in the north west, Blacktown, Mount Druitt and Penrith. **Blue Mountains College** is located in the heart of the World Heritage listed Blue Mountains National Park and comprises campuses at Wentworth Falls and Katoomba. The college caters for the region’s major economic activities, specialising in tourism and hospitality courses. Other course areas include ecotourism, environmental studies, business administration, general education, information technology, massage therapy, beauty services, community services and outdoor recreation.

**See map on page 54 – Katoomba Campus**
**See map on page 56 – Wentworth Falls Campus**

**Blacktown College** is located in the central business district of Blacktown City, close to suburban and regional transport facilities. Blacktown City is the largest retail and commercial centre west of Parramatta. The college programs reflect this, with an emphasis on business services including business management courses delivered in partnership with universities as well as information technology, general education and automotive courses.

**See map on page 50 – Blacktown South**
**See map on page 52 – Blacktown North**

**Mount Druitt College** is the Institute’s main trade, technology, mechanical, manufacturing, electrical and electronics engineering centre. Other offerings include hospitality, hairdressing, business studies and general education to meet the needs of a community rich in diversity. The Institute’s Aboriginal Education and Training Unit is located at Mount Druitt, providing modern facilities to enhance the learning environment and assist Indigenous Australians to gain higher qualifications and improve employment outcomes.

**See map on page 58**
Nepean College includes campuses at Penrith and Kingswood. Courses are geared to areas of significance and growth in the local economy and population such as nursing, aged care and health, graphic and interior design, fine arts, refrigeration and air-conditioning, sport and fitness, floristry, child studies and hospitality. Kingswood campus includes the newly opened Health Services Building which includes state-of-the-art simulated work environments for the health industry and Western Sydney’s arts hub, the Nepean Arts and Design Centre (NADC). Penrith campus includes the Institute’s Service Centre. See map on page 60 – Penrith Campus
See map on page 62 – Kingswood Campus

Nirimba College is situated within a multi-campus educational precinct at Quakers Hill, where learners can take advantage of the educational pathways developed with Western Sydney University, Wyndham and Terra Sancta High Schools. Nirimba College is the Institute’s major centre for training for the building and construction industry. The college also offers courses in green skills, information technology, child studies, community services, business studies, music and entertainment. See map on page – 64

The Building Industry Skills Centre (BISC), located at Nirimba College, provides assessment and training for the building and construction industry. The Centre specialises in delivering and assessing materials handling, Work Health and Safety programs and the recognition of skills for workers in the building industry for licensing purposes. Short courses are developed in response to industry demand and conducted at a location and time that suits the client. See map on page – 64

The GreenSkills Hub situated at Nirimba College is a state-of-the-art facility designed to model sustainable practices and provide innovative green skills training in building, electrical, electrical engineering, plumbing, refrigeration, information technology and more. See map on page – 64

Richmond College is located in the Hawkesbury Valley and is a major centre for training in animal care, agriculture, landscaping and horticulture. Training is also offered in business administration, employment preparation and information technology. The college houses the EcoSkills Centre for environmental and sustainability studies and provides facilities for its training in equine, farriery and animal care within its beautiful natural surrounds. The Australian Racing and Equine Academy (AREA), a training partnership with Racing NSW to provide world class training and assessment across a range of equine career areas, is also located at Richmond. See map on page – 66

Open Training and Education Network (OTEN) provides online and other distance learning services across Australia and internationally. TAFE Western Sydney learners are able to co-enrol with OTEN and mix their face-to-face study with distance and online study in many of our programs.

The Hills College includes campuses at Baulkham Hills and Castle Hill and is located in the Hills district of north Western Sydney. The focus at Baulkham Hills campus is on accounting, finance, administrative services and business services, hospitality and general education. Castle Hill campus houses purpose built facilities for community and health services. See map on page 68 – Baulkham Hills Campus
See map on page 70 – Castle Hill Campus
KEY DATES FOR 2017

Semester 1 - 2017
30 January 2017  Semester 1 begins
10 - 23 April 2017  Autumn vacation
16 June 2017  Semester 1 ends

Semester 2 - 2017
19 June - 14 July 2017  Winter vacation
17 July 2017  Semester 2 begins
25 September - 6 October 2017  Spring vacation
1 December 2017  Semester 2 ends
4 December 2017  Summer vacation

Enrolments, courses and other services are offered continuously throughout the year.
Please contact the Service Centre on 131 870.
PLANNING FOR YOUR NEXT COURSE OF STUDY

VET STUDENT LOAN

WSI offers higher level qualifications that are eligible for a VET Student Loan student loan through the Commonwealth Government. VET Student Loan allows you to defer payment of some or all of your tuition fees. You commence repaying the loan when your income reaches the minimum threshold for repayment. VET Student Loan assistance is available for commercial programs at graduate certificate, graduate diploma, advanced diploma and diploma level.

DO YOU WANT TO STUDY A HIGH LEVEL QUALIFICATION BUT CAN’T AFFORD THE UPFRONT FEES?

From 1 January 2017, the Commonwealth VET Student Loans program will replace the existing VET FEE-HELP loan program. This Commonwealth Government program allows you to access loans for courses that:
- have a high national priority
- meet industry needs
- contribute to addressing skills shortages
- lead to employment outcomes.

The program also features loan caps for course loans. This means if your fees are above the loan cap, you will need to pay the difference. Most TAFE NSW students will not be affected by loan caps, but if you are, you will be advised of this during your enrolment.

TO BE ELIGIBLE TO APPLY, YOU MUST EITHER:
- be an Australian citizen, or
- hold an eligible permanent humanitarian visa and usually reside in Australia, or
- be a New Zealand citizen on Special Category Visa (SCV subclass 444) who meets the long term residency requirements.*

*Holders of other permanent visas and temporary visas are NOT eligible for a VET Student Loan

You must also:
- have a tax file number or be applying for one.
- have a Unique Student Identifier (USI)
- meet the academic suitability requirements of the VET Student Loans Student Entry procedure [link](www.tafensw.edu.au/__data/assets/word_doc/0013/25060/VET-Student-Loan-Student-Entry-Procedure-V1.0.docx)
  (that is, assessed as academically suitable to undertake a high level vocational qualification).
- have a Commonwealth Higher Education Support Number (CHESSN)
- not have exceeded your lifetime Commonwealth student loan limit.
VET STUDENT LOAN

WHAT IS A UNIQUE STUDENT IDENTIFIER (USI)?

The Commonwealth requires all students studying in a nationally recognised training course to have a USI. If you already have one, please ensure you use this same USI whenever you enrol for any training. If you don't have a USI, go to www.usi.gov.au to register before you apply to enrol, or you can apply as part of your enrolment.

WHAT IS A COMMONWEALTH HIGHER EDUCATION STUDENT SUPPORT NUMBER (CHESSN)?

A CHESSN is allocated to all students when they first access a Commonwealth loan. Any Commonwealth student loan you take is recorded against your CHESSN. If you already have a CHESSN, please supply that number.

NEW ZEALAND CITIZENS

The residency requirements for New Zealand citizens on a Special Category Visa are:

> You first began living in Australia at least 10 years before applying for a loan, and at that time, were a child under 18 years of age and did not have a spouse or de-facto partner.
> You have been in Australia for at least eight of the 10 years immediately prior to applying and at least 18 months of the last two years.
> You will need to provide evidence of your eligibility to TAFE NSW before requesting a VET Student Loan.

WITHDRAWING FROM YOUR COURSE

If you choose to withdraw, you may be entitled to a refund of any up-front payment you've made, or re-credit of your loan balance if you have taken a Commonwealth loan. Please read Tuition fees and refunds - information for students www.tafensw.edu.au/__data/assets/pdf_file/0004/5089/VFH-tuition-fees-and-refunds-guide.pdf

You can continue to study under your VET FEE-HELP loan if you are an existing student and you will finish your course before the end of 2017. If you are not going to finish in 2017, your college will contact you to discuss your options.

CURRENT LEARNERS ENROLLED IN A VET FEE-HELP ELIGIBLE COURSE

For all continuing VET FEE-HELP students, the Commonwealth Government has a new "opt in" process:

You will be contacted by mail or email to confirm that you wish to continue your studies you will then need to complete and submit a form to the Commonwealth Government you will need to provide TAFE NSW with a copy of your loan confirmation letter (not your "opt in" email).

For more information please contact your campus/college or refer to the Commonwealth Department of Education and Training website www.education.gov.au/vet-student-loans
The loan amount you incur will depend on the timing of your withdrawal. There are no penalties if you withdraw on or before the census day. However, once a census day has passed, the loan amount for the Unit of Study is incurred.

In some special circumstances, you may apply to have your debt reversed.


Students also have the right to apply for a review of a decision not to re-credit a loan balance. See VET Student Review Procedures. [www.tafensw.edu.au/__data/assets/pdf_file/0006/4974/vfh-review-procedures.pdf](http://www.tafensw.edu.au/__data/assets/pdf_file/0006/4974/vfh-review-procedures.pdf)

COMMONWEALTH ASSISTANCE NOTICE (CAN)

Within 28 days of the Census Date for a unit of study, you will be sent a Commonwealth Assistance Notice (CAN) outlining the VET FEE-HELP debt you have incurred for the unit of study. If you think this is incorrect, you may appeal the debt.

LOANS FOR LEARNERS IN GOVERNMENT SUBSIDISED TRAINING PLACES

The VET Student Loan program allows eligible students to defer tuition fees for approved diplomas or advanced diplomas.

You can either:

- defer all your tuition fees (up to the loan cap limit)
- pay some of your tuition fees upfront and defer the balance.

Your loan is repaid through the Australian tax system. When you reach the minimum income threshold for repayment. There is a loan fee of 20% for full fee-paying students.

There is no loan fee for eligible students in some NSW Government subsidised (Smart and Skilled) training places.


Centrelink benefits do not affect.
EVERY STUDENT’S GUIDE TO ASSESSMENT IN TAFE NSW

Every Student’s Guide to Assessment provides information about assessment in the form of frequently asked questions and answers on the way students are assessed in TAFE NSW. Every student studying in TAFE NSW receives a copy.

What other documents will I receive about assessment?

You will be provided with a Student Assessment Guide for the qualification and each unit of competency you are studying.

STUDENT ASSESSMENT GUIDES (OR UNIT ASSESSMENT GUIDES)

Your college/campus will provide you with a Student Assessment Guide for your qualification and a Student Assessment Guide for each unit of competency you are studying. These guides are provided at the start of your study and provide important information on how and when you will be assessed.

The Student Assessment Guide for the qualification provides information on:

> overview of the qualification outcomes
> whether the qualification is graded or not graded
> course structure for the qualification
> requirements to receive the qualification
> how to get credit from previous skills, knowledge and experience.

The Student Assessment Guide for each unit of competency provides information on:

> the unit/s of competency being assessed
> when assessments are scheduled
> what each assessment will require you to do
> what to do if you miss an assessment or need an extension
> how feedback on your progress will be provided to you
> how you can appeal if you think the assessment has been unfair.

STUDENT ASSESSMENT GUIDES ARE AVAILABLE FROM YOUR TEACHERS

As a learner it is your responsibility to read and ensure you understand the information contained in the guides. Your teacher/facilitator will explain the content of the guides and request written or online confirmation that you have received the Student Assessment Guide. Please contact your teacher/facilitator if you do not understand or are unsure about what is required.

Remember: Your teacher/facilitator is your most important contact for information about assessment.
## REPEAT UNIT OR ASSESSMENT FEES
The fee you pay, or the fee exemption, or Smart and Skilled Fee-Free Scholarship you receive, only covers your first attempt at your course, or the first attempt at any unit of competency within your course.

A separate fee will be charged for any second or further attempt to successfully achieve a unit of competency and as this fee will be determined on your specific circumstances and training needs, this fee would not be known at the time of enrolment.

If you would like to repeat a unit of competency you should discuss this with your head teacher as soon as possible.

## FEE SCALE FOR STUDENTS REPEATING A UNIT OF COMPETENCY
*Note: Fees are reviewed 6 monthly*

<table>
<thead>
<tr>
<th>Options</th>
<th>Approach</th>
<th>Student Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment Event</strong></td>
<td>Applicable for assessment only and where no training delivery is required.</td>
<td>$120 per assessment event plus material and assessor travel costs where applicable</td>
</tr>
<tr>
<td>(Excludes assessment only for Capstone/</td>
<td></td>
<td></td>
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<tr>
<td>Integrated/Complex Assessments)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Capstone Assessment</strong></td>
<td>Assessment Only.</td>
<td>$450 plus material and assessor travel costs where applicable</td>
</tr>
<tr>
<td>(Apprentices Only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Repeat Enrolment of Unit of Competency (UoC Delivery and Assessment</strong></td>
<td>Repeat entire UoC including attendance at class and completion of all assessment event(s).</td>
<td>Varies based on the individual Unit of Competency. Please contact your teacher for Fee calculation.</td>
</tr>
<tr>
<td><strong>Additional Repeat or Third Attempt at Unit of Competency (UoC)</strong></td>
<td>Third or subsequent attempts of UoC by student must be negotiated with the Head Teacher and Faculty Management and will require a student to pay the applicable Fee for Services costs fee for further enrolments in the Unit of Competency.</td>
<td>Varies based on the individual Unit of Competency. Please contact your teacher for Fee calculation.</td>
</tr>
</tbody>
</table>
FREQUENTLY ASKED QUESTIONS

WHAT KINDS OF ASSESSMENTS ARE THERE IN TAFE NSW?

TAFE NSW uses a range of appropriate methods to assess your competence in a unit of competency. Assessment tasks are designed in accordance with training package specifications and can include assignments, practical assessments, presentations, project work, portfolios and oral/written tests.

TAFE NSW offers credit for units of competency that you have already achieved through formal learning as well as Recognition of Prior Learning (RPL) for units of competency that you may have acquired through previous training, and/or work and/or life experience. If you believe you are entitled to recognition you should discuss this with your teacher/facilitator as soon as possible.

ARE THERE PENALTIES IF I CHEAT?

Yes there are penalties for learners found to be cheating in an assessment. Cheating can take different forms, for example, copying the work, writing, drawings or photographs created by other people and passing them off as your own. You must make it clear if you are quoting or using other people’s work.

WILL I BE ASSESSED IN THE WORKPLACE?

In some qualifications and units of competency, you may be assessed in the workplace, or your workplace supervisor may be asked to provide a report on your workplace activities. Refer to the Student Assessment Guide – Units of Competency for further details.

WILL I BE ASSESSED ONLINE?

If all or part of your qualification is delivered, you may be required to submit all or part of the assessments online. Your teacher/facilitator will inform you if you need to do this. Refer to the Student Assessment Guide for further details related to your qualification/unit of competency.
ABOUT ASSESSMENT

Will my results be reviewed before I receive them?
Yes. Your results will be checked before you receive your Transcript of Academic Record.

Can I appeal my results?
Yes, in the following cases:
> to request a review of a result
> to lodge a formal complaint regarding some aspect of the assessment process.

You will have three weeks from the date you receive your results in which to make an appeal and request a review. You will receive a response within ten working days after receipt of the request.

If you would like to request a review or if you have any concerns about your results, contact your teacher or head teacher. If they are unavailable, contact the student records officer within three weeks of receiving your results.

Contact your head teacher for the assessment appeals procedure at your college/campus.

How will my results be reported?
Your Transcript of Academic Record lists all of your results in your study to date. (Note that units of competency and modules completed are referred in your transcript as ‘Units’). You can also view your approved results through the learner portal.

Most units of competency are ungraded and are reported as ‘Competent’ or ‘Not Yet Competent’. On successfully completing these you will receive a result of ‘Competent’. Some units of competency are graded. When you have successfully completed these you will receive a result of ‘Competent’, ‘Competent with credit’, or ‘Competent with distinction’.

If you are unable to finish the qualification, you will receive a Transcript of Academic Record showing any units you have completed. You will also receive a statement of attainment for units you have successfully completed.
**FREQUENTLY ASKED QUESTIONS**

**What happens if I want to repeat a unit of competency?**

If you want to repeat a unit of competency you should discuss this with your head teacher as soon as possible.

Your enrolment fee only covers the first attempt on the unit of competency. A separate fee will be charged for any additional attempt to achieve the unit of competency.

**I am from a non-English speaking background. Can I use a bilingual dictionary in assessment tasks?**

Student Assessment Guides provide information about whether a bilingual dictionary can be used for an assessment activity. Most assessments permit the use of a bilingual dictionary provided it does not contain additional notes or information. Some examinations however do not allow the use of bilingual dictionaries. Ask your teacher/facilitator if you are unsure if you can use a bilingual dictionary.

For Multicultural Community Engagement Services contact details see page 29.

**WHAT DO I DO IF I HAVE A DISABILITY?**

If you have a disability you should indicate this when you enrol and ask to contact the Teacher/Consultant for Students with Disabilities. If possible, this should happen before you complete your enrolment. They will provide you with appropriate information about the range of units available. If appropriate, teachers/facilitators and teacher consultants will arrange for learners with a disability to be given reasonable adjustment for an assessment.

For Disabilities Support Services contact details see page 18.

**WHAT DO I DO IF I HAVE A CONCERN AND WANT TO MAKE A COMPLAINT?**

If you have a concern or wish to make a complaint, speak to your teacher or head teacher, or contact the Institute Consumer Protection Officer. If your concerns cannot be resolved at the Institute, you can also contact the Smart & Skilled Customer Support Centre for assistance, advice, or to lodge a complaint or provide feedback. You can contact them on 13 28 11 or go in person to a State Training Services Centre.
ABORIGINAL LEARNER SUPPORT

Specialist support is available for Aboriginal and Torres Strait Islander people seeking access to education and vocational training within TAFE NSW. Aboriginal learners in Western Sydney are supported by a team of Aboriginal staff who can provide pre-enrolment advice on appropriate course selection, provide ongoing support to enrolled learners and refer learners to Aboriginal support services as required. An Aboriginal Education and Training Unit with a dedicated Learning Centre is located at Mount Druitt College. For further information phone:

Aboriginal Education and Training Managers:
Telephone: (02) 9208 6369 and (02) 9208 6247

ABORIGINAL SUPPORT Officer:
Telephone: (02) 9208 6306 and (02) 9208 6243 or the Counselling Unit at your college.

ABSENCE

see also - Examinations, Participation

If you are sick or unable to attend classes, please contact your teacher. If you miss a class, it is your responsibility to catch up any missed work, either by seeing your teacher or fellow learners.

ACCESS AND GENERAL EDUCATION

Our Adult Basic Education sections can assist you with reading, writing and numeracy skills. They may also provide learner support in the course that you are studying. Teachers work with you to develop an individual program to suit your needs. Contact the adult basic education section at your college for information.

Blacktown
Location: G Block, G1.02
Telephone: (02) 9208 1858

Blue Mountains (Wentworth Falls)
Location: B Block, BG.13
Telephone: (02) 4753 2128

Mount Druitt
Location: B Block, B1.36
Telephone: (02) 9208 6249

Nepean (Kingswood)
Location: K Block, K1.10
Telephone: (02) 9208 9351

Nirimba
Location: T1, C Block, CG.12
Telephone: (02) 9208 7030

Richmond
Location: J Block, J1.09
Telephone: (02) 4570 9022

The Hills (Baulkham Hills)
Location: F Block FG.22
Telephone: (02) 9865 1156

ACCIDENTS

see also - Emergency, Illness, Insurance, First Aid Officer

If you have an accident or suffer any kind of injury while you are undertaking your course at one of our colleges, you must let your teacher or head teacher know straight away. They will organise the necessary first aid or medical help and will complete an Incident Report form on your behalf. This should also be done in the case of near accidents.
ANIMAL USE IN TAFE NSW COURSES

In most TAFE NSW courses that use animals, you will learn about animal husbandry, care and management of animals. Examples of such courses include those in agriculture, animal care, animal technology, veterinary nursing, captive animals, equine courses and courses related to the seafood industry.

In other courses you may be taught about ecological and environmental issues and natural resource area management, including native wild and captive animal management.

Using animals to support your learning is a privilege that has responsibilities. TAFE NSW expects learners to work using best practice in animal welfare.

As a learner you must:

> uphold animal welfare practices at all times
> ensure that you act in accordance with Standard Operating Procedures
> treat animals with care and respect
> ensure that stress is minimised for animals you are using
> ensure that any signs of stress or distress are brought to the attention of your class teacher as soon as possible
> treat live animals humanely and avoid any cruel behaviour
> think about why and how you are using animals
> ensure you make good use of the opportunity for learning.

There are penalties for animal cruelty and unauthorised use of animals. Wherever possible, TAFE NSW:

> replaces animals used in educational programs with non-animal alternatives
> reduces the number of animals needed
> refines animal use to diminish the amount of stress and discomfort animals may experience.

The TAFE NSW Animal Welfare Council, which comprises veterinarians, teachers, animal welfare and community representatives, monitors the use of animals in TAFE NSW courses.

If you want to know whether animals are used in a particular unit or if you are concerned about using animals in your learning activities, talk to your teacher about the reasons for animal use, the ethical issues of using animals and any alternatives that may be available to you or to the use of animals in that module.

If you think that animals have been mistreated or used inappropriately, you should discuss the issue with your teacher or head teacher.

ARTICULATION TO UNIVERSITY

see also - International Learners (Diploma-to-Degree)

Certificate, diploma and advanced diploma level qualifications completed at TAFE NSW may be used for academic credit and entry into some university courses. This reduces the study time required to complete many university degrees. By successfully following a study pathway, learners may graduate with a TAFE NSW diploma or advanced diploma as well as a university degree.

To take full advantage of this unique course structure, you must make the necessary enquiries regarding the possible pathways of study when you enrol. This includes enquiries with your
preferred university as credit details and entry requirements vary between universities and subject areas.

WSI continues to develop close pathways of study and co-delivery with NSW universities.

We also offer our own degree courses in some areas. Talk to your teacher about articulation to a degree program.

AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

The AQF is a nationally agreed framework which identifies the qualifications available in three sectors of education: schools, vocational education and training and higher education sectors in Australia.

AQF qualifications are used throughout Australia and have been developed in conjunction with both industry and the community. They help you move through and between different education levels and systems by specifying and standardising the outcomes achieved. Each qualification is based on the level of outcome and not on the length of the course. All AQF qualifications offered by TAFE NSW are nationally recognised.

B

BICYCLES

WSI encourages bike riding, and all colleges have bike racks. Please ensure you lock your bike and helmet securely.

BOOKSHOPS

College bookshops offer a variety of stock to cater for your study needs. A discount is generally available for Student Association members. There is an on-campus bookshop at the colleges listed below. Hours of operation are advertised locally.

Mount Druitt
Location: A Block, Ground Floor
Telephone: (02) 9622 8657
Email: info@alphabooks.com.au

Nirimba
Location: The University Store, Block C21
Telephone: (02) 9852 4091
Website: www.theuniversitystore.com.au

Richmond
Location: The University Store, Building K, Stable Square
Telephone: (02) 4570 1370
Website: www.theuniversitystore.com.au

C

CAREER AND EMPLOYMENT HELP

see also - Counselling and Career Development Service

WSI’s career and employment service provides a range of services to help learners make the right career choice and gain employment.

> WSI Counselling - counselling and career development services

> Career Voyage - an online career tool to help learners identify appropriate career options.

> the JobPond and ClothesPond - program to help your presentation and interviewing skills

> Careers and Employment Website - a job portal that allows you to organise your resume, search and apply for jobs with local employers.

To register, go to http://careers.wsi.tafensweduau
**Canteens**

Canteens are available at some campuses and offer a variety of food in a relaxed atmosphere. Snack vending machines are also available.

Hours of operation are advertised locally. Refer to your college map at the back of this Learner Guide for locations.

**Cashier**

WSI is committed to maintaining a safe environment for learners and staff. TAFE NSW has a policy of cashless enrolment at all times and therefore will not accept cash for payment of the TAFE NSW fee and other enrolment-related charges. You can pay by EFTPOS, Visa and MasterCard, personal or bank cheque or money order made payable to TAFE NSW.

The Cashier is located in the Customer Service Office of each college and is open Monday to Friday. Refer to your college map at the back of this Learner Guide for locations and check college noticeboards for hours of operation.

**Certificates**

see - Graduation, Testamurs

**Change of Class and Module/Unit**

If you wish to change your enrolment - whether class, unit or module - during the year, please discuss this with your teacher first. To speed up your learning, or if your personal circumstances change and you are finding it difficult to attend classes, learning by distance through co-enrolment with OTEN may be a helpful option for you.

see also - Co-enrolment

**Changing your personal details**

see also - Learner Portal

It is essential that we have an accurate record of your details so that the important correspondence we send to you is not lost.

You can make changes to your personal contact details, such as address or telephone number through the TAFE NSW Learner Portal website.

Alternatively, you can complete an Enrolment Adjustment - Personal and Module/Unit Details form, which is available from the Customer Service Office at your college. To change your name, you must bring your original documents such as a drivers licence or birth certificate to your college Customer Service Office.

**Childcare at WSI**

WSI assists enrolled learners who have childcare needs through our on campus WSI Kids Children’s Centres.

The WSI Kids Children’s Centres are located at the following colleges:

**WSI Kids - Blacktown**
Location: K Block
Phone: 02 9208 1880

**WSI Kids - Mount Druitt**
Location: N Block
Phone: 02 9208 6391

**WSI Kids - Nepean**
Location: I Block (Children’s Centre for Kingswood and Penrith learners)
Phone: 02 9208 9424 or 02 9208 9272

WSI Kids Children’s Centres can be contacted once you have enrolled.
COMPLAINTS

See also Consumer Protection

A complaint can simply be an expression of dissatisfaction or it can be a problem that you want fixed. Sometimes things do not go the way you expect. Sometimes the decisions made or the actions taken need to be better explained. At other times, we need to look more closely at what we did or how we are doing our work.

It is usually best to discuss your concerns with the staff member involved first. Make an appropriate time to meet with them or contact them by telephone.

If you are not happy with the outcome of your contact, or you do not feel it is appropriate to talk to that person, telephone and make an appointment to discuss your concerns with the head teacher or a manager.

Alternatively you can complete a Complaint eForm at www.goo.gl/NjXOrO

To obtain further details on the TAFE NSW complaint handling guidelines please go to www.tafensw.edu.au/get-started-at- tafe-nsw/rights-and-responsibilities
COMPUTER ACCESS

You are welcome to use college computers outside class time. They are usually located in the college library, learning centres or designated computer labs. On enrolment you are given a Department of Education and Communities (DEC) username and password. You must keep these confidential and adhere to the Online Communication Services – Code of Expected User Behaviour – TAFE NSW which is available online at [www.bit.ly/1QDoVmM](http://www.bit.ly/1QDoVmM). Breaches of expected user behaviour may lead to disciplinary action being taken under the TAFE NSW Student Discipline Policy.

To use the internet on college computers, you will need your DEC Portal username and password. If you are a re-enrolling learner, you will already have this. You should be aware that college computer use is monitored and the following guidelines apply. Use of the internet is limited to reasonable use that supports your educational needs. It is not to be used for:

- games
- excessive personal use
- personal business purposes e.g. operating a personal, private consulting business
- any illegal, immoral or socially unacceptable use. Unacceptable use includes bad language.

Internet etiquette should be observed along with current societal standards for respect and fairness.

You should also be aware that:

- it is your responsibility to ensure all browser windows have been closed at the end of your internet session
- all computer software (other than that labelled as public domain) is subject to copyright laws
- copying of, or use of, software without permission of the owner is illegal. WSI strongly supports this legal principle
- computer software, music and videos that are subject to copyright are to be used only in accordance with the licensing conditions
- no software is to be loaded onto TAFE NSW computers
- the Institute will not protect any person using illegal software on equipment owned by the Institute
- anyone caught using illegal software will be barred from further use of Institute computer equipment
- all data storage media (disks, USB drives) must be virus checked before use
- accessing or viewing inappropriate web sites is prohibited.

Students have access to the wireless network ‘WestSydTAFE’ at all WSI locations. This wireless network provides internet access for students’ personal devices. In order to access the internet, students will be required to use their DEC portal username and password.

A wide variety of instructional video and written documentation for multiple types of technology has been created and made available on the following website, [http://wireless.wsi.taftensw.edu.au/](http://wireless.wsi.taftensw.edu.au/). This website can be accessed from home so students can familiarise themselves with how to connect their device. There is also a shortcut to this website located on all student computers at each site within WSI.

CONSUMER PROTECTION

TAFE NSW has a reputation as a safe, progressive and dynamic place to study. TAFE NSW aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a TAFE NSW Student you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about you and the
right to review and correct that information

> access to TAFE NSW feedback and complaints handling process. (See complaints)

With rights come responsibilities, as a TAFE NSW student your responsibilities include:

> providing accurate and complete information to TAFE NSW

> behaving in a responsible and ethical manner.

For enquiries in relation to consumer protection matters please contact the Consumer Protection Officer:

**Western Sydney Institute**
Telephone: **(02) 9208 9574**

**OTEN**
Telephone: **(02) 9715 8822**

**CONTACTING LEARNERS**

Messages will only be relayed to you in the case of an emergency. Any contact with you while you are at a TAFE NSW college can only be with your permission. You need to provide your family and friends with a copy of your timetable and attendance details. This will help staff to forward a message to you in case of an emergency. It is especially important to provide this information if you have a child in one of the college child care centres.

**COUNSELLING AND CAREER DEVELOPMENT SERVICE**

TAFE NSW offers free career, educational and personal counselling to current and prospective learners. Our counsellors have an extensive knowledge of TAFE NSW programs and services, as well as other educational and vocational pathways, so they can help you see ‘the big picture’ and achieve your goals.

Counsellors can provide direction, strategies and support in the following:

> career choice, development or retraining
> educational and course planning
> resumé writing and job seeking
> study skills development to improve your results
> advice about financial assistance schemes eg Department of Human Services (Centrelink) benefits, VET Student Loan and personal challenges concerning relationships, health, sexuality, anxiety, depression, balancing study and work

> referral to other services (such as legal, medical, accommodation or financial).

Our counselling units are well resourced with information on other educational institutions and agencies such as university, legal aid and Department of Human Services (Centrelink). For more information or to make an appointment, contact your nearest counselling unit:

**Blacktown**
Location: The Library
Telephone: **(02) 9208 1727**

**Blue Mountains (Wentworth Falls Campus)**
Location: D Block, DG 06
Telephone: **(02) 4753 2046**

**Mount Druitt**
Location: L Block, L2.05
Telephone: **(02) 9208 6383**

**Nepean (Kingswood Campus)**
Location: Building U
Telephone: **(02) 9208 9318**
YOUR A-Z IMPORTANT INFORMATION

**Nirimba**
Location: T13  
Telephone: (02) 9208 7037

**Richmond**
Location: A Block, G.33  
Telephone: (02) 4570 9004

**The Hills (Baulkham Hills Campus)**
Location: B Block  
Telephone: (02) 9865 1111

**COURSE INFORMATION**

Want to study another course?

For information about our courses you can:

- go to our website [www.wsi.tafensw.edu.au](http://www.wsi.tafensw.edu.au) where you will find detailed information about what you will learn in the course, the qualification or award you will gain, prerequisites for studying and other useful information
- visit the Customer Service Office at your college and pick up a WSI Course List
- telephone 131 870
- SMS to 0428 423 102 (text only)
- online at the TAFE NSW website [www.tafensw.edu.au](http://www.tafensw.edu.au)

**THE Counselling and Career Development Service**

**Can assist prospective and enrolled learners to research and identify suitable careers and jobs which match individual’s interests and aspirations.**

An interactive software tool called Career Voyage is used by TAFE counsellors to help young people and adults make good career and course decisions. The tool is easy to use and suitable for most people. It can help you measure your occupational interest as well as connect you to courses and jobs. This tool may be accessed online. For further information please contact your college TAFE counsellor.

**CUSTOMER SERVICE OFFICES**

Most campuses have a Customer Service Office. This is where you may make enquiries and receive help regarding course information, learner records, fees, exemption from TAFE NSW fee, TAFEcard, refunds, travel concessions, changing enrolment details, the Learner Portal or any other general information.

Online enquiries can be made for any college at [www.wsi.tafensw.edu.au/contact-us](http://www.wsi.tafensw.edu.au/contact-us)

**Service Centre**
117 Henry Street, Penrith

**Blacktown**
Location: A Block, AG.12

**Blue Mountains (Wentworth Falls)**
Location: A Block, AG.20

**Mount Druitt**
Location: A Block, AG.26

**Nepean (Kingswood Campus)**
Location: Building U, UG.19

**Nirimba**
Location: T13

**Richmond**
Location: A Block, AG.04
The Hills College (Baulkham Hills Campus)
Location: B Block, B1.01

The Hills College (Castle Hill Campus)
Location: F Block, FG.03

DEPARTMENT OF HUMAN SERVICES (CENTRELINK)

Department of Human Services (Centrelink) may be able to provide you with financial assistance while you are studying. If you would like information about payments and services such as Youth Allowance, Austudy or ABSTUDY go to www.humanservices.gov.au, visit your nearest Department of Human Services (Centrelink) Customer Service Office or telephone 13 24 90.

Did you know it is now also possible to claim online? Just go to the Online Services link to register: www.humanservices.gov.au

DISABILITIES SUPPORT SERVICES

To ensure all learners have equal opportunity to succeed in TAFE NSW, Disabilities Support Services promote access to courses and reduce barriers that may disadvantage learners in achieving their educational and career goals.

There is an extensive range of support available to assist learners in their course of study. These may include pre-entry counselling, tutorial support, interpreter assistance for deaf learners, note taking, modified assessment and exam conditions, special equipment and aids, assistive technology, special courses and help in overcoming barriers.

If you feel you would benefit from this service, it is very important to contact a Disability Consultant or a Counsellor at or before enrolment, where possible.

The National Relay Service

This Australian Government initiative helps learners who are deaf or who have a hearing or speech impairment get in contact with staff at WSI colleges by telephone.

Calls to this service will cost you about the same as a local call. The nature of your call is secure and relayed with strict confidentiality.

TTY or computer with modem users call 133 677 then request the WSI number you need.

Speak and listen (speech to speech relay) users call 1300 555 727 then request the telephone number you need.

For more information on calls through the National Relay Service (NRS) visit www.relayservice.gov.au

Translation and Interpreting Services

For translation and interpreter services call Service NSW on 137 788 to book an appointment with your local service centre.

Disability Consultant - Deaf/Hearing Impaired

All colleges
Telephone: (02) 9208 9330 or (02) 9208 9318
TTY: (02) 9208 9330
SMS: 0402 045 848
**Disability Consultant - Neurological, Intellectual and Learning**

**Mount Druitt**  
Location: L Block, LG.34  
Telephone: (02) 9208 6379

**Blue Mountains, Nepean and Richmond**  
Location: Kingswood, Building U  
Telephone: (02) 9208 9330 or (02) 9208 9318

**Blacktown, Blue Mountains, Nirimba & The Hills**  
Location: Kingswood, Building U  
Telephone: (02) 9208 9329

**Disability Consultant - Physical/ Medical**

**All colleges**  
Location: Kingswood, Building U  
Telephone: (02) 9208 9332 or (02) 9208 9318

**Disability Consultant - Mental Health**

**All colleges**  
Telephone: (02) 9865 1160 or (02) 9208 2210

**Disability Consultant - Vision**

**All colleges**  
Telephone: (02) 9208 9216 or (02) 9208 1822  

**DISCIPLINE**

see also - Harassment, Work Placement Responsibilities and Computer Access

As a learner of TAFE NSW, it is expected that your behaviour will allow you and other learners maximum benefit from your study. Under the TAFE NSW Student Discipline Policy, a penalty can be imposed if you breach this policy. Inappropriate conduct can include:

- hitting someone or endangering their safety
- damaging TAFE NSW property
- refusing to obey instructions from staff
- cheating
- failing to pay any fee or charge due to TAFE NSW
- harassment or discriminatory behaviour
- non-return or late return of library materials or other loaned equipment
- removing TAFE NSW property without authority
- parking or driving vehicles on TAFE NSW property contrary to instructions.

Some types of behaviour are against the law. For example, (but not limited to) the following behaviours are illegal and regarded as a criminal offence:

- graffiti
- physically molesting a person
- indecent exposure
- sexual assault
- obscene telephone calls and letters.

If you are found to have breached TAFE NSW rules, there are procedures in place to investigate the matter. If you are found to have breached discipline, a penalty will be imposed. This could be a monetary fine, exclusion from TAFE NSW for a period or even being expelled. Your results and/or testamur may also be withheld.

For more information you can read the TAFE NSW Student Discipline Policy online at www.det.nsw.edu.au/policies
DISCRIMINATION
see also - Harassment

All TAFE NSW staff and learners have an obligation under NSW legislation not to discriminate, treat unfairly or harass people because of who they are, who they are related to, or who they associate with on any of the following grounds:

> sex, including pregnancy
> marital status
> race, colour, ethnic or ethno-religious background descent or nationality
> disability, including intellectual, physical, psychiatric and HIV/AIDS
> homosexuality (actual or presumed)
> age
> transgender.

It is also unlawful for a person to do anything publicly that could incite vilification, encourage or stir up hatred, serious contempt or severe ridicule against others on any grounds. If there is a complaint that a learner or staff member has acted in a discriminatory way, see your teacher, head teacher, college manager or counsellor.

WSI practises zero tolerance of racism. For more information on racial discrimination go to: www.racismnoway.com.au.

EMBEDDED QUALIFICATIONS
see also - Nationally Recognised Training

Some AQF qualifications offered by TAFE NSW may have other qualifications embedded within them. You may apply for a testamur for an embedded qualification if you are eligible, even while you are continuing in your current course. Application forms are available from the Customer Service Office of your college. There is a processing fee for this service.

EMERGENCY
see also - Accidents, Evacuations, Illness, Security and Caretakers

In case of an emergency, notify a staff member immediately and follow their instructions. Caretakers and security officers are located in each college. For contact details, see also Security and Caretakers section of this Learner Guide. It is a good idea to provide your family and friends with a copy of your timetable and attendance details. This will help staff to forward a message to you in case of an emergency. It is especially important to provide this information if you have a child in one of the college child care centres.

EMPLOYABILITY SKILLS

Employability skills assist you in gaining employment or moving along your chosen career path. They are achieved through participation in a range of work, learning and/or social activities.

To access this information you will need the National Code of the qualification you are studying, which can be found by doing a course search on our website.

ENGLISH CLASSES

Courses are available for learners needing help with listening, speaking, reading or writing English. You may also access a range of vocational English courses to help you improve your English skills for employment and further study. To find out more, contact:
Blacktown
Location: G Block, GLG.05
Telephone: (02) 9208 1866

Blue Mountains
(Wentworth Falls Campus)
Location: B Block, BG.13
Telephone: (02) 4753 2128

Mount Druitt
Location: L Block, L2.59
Telephone: (02) 9208 6353

Nepean (Kingswood Campus)
Location: K Block, K1.10
Telephone: (02) 9208 9351

Nepean (Penrith Campus)
Location: B Block, B1.20
Telephone: (02) 4724 8264

Nirimba
Location: T1, C Block, G.13
Telephone: (02) 9208 7030

Richmond
Location: J Block, J1.09
Telephone: (02) 4570 9022

The Hills (Baulkham Hills Campus)
Location: F Block, FLG.05
Telephone: (02) 9865 1185

ENVIRONMENTAL SUSTAINABILITY
The Institute has a strong commitment to Environmental Sustainability and has
ISO 14001 certification for Environmental Management along with an Environmental
Sustainability Policy which underpins its business. The Environmental
Sustainability Policy is available at the following link: www.bit.ly/1PRd8UT

The Institute seeks to minimise its footprint by employing the following practices:

Paper
Minimise paper usage by only printing what is needed and printing double sided.

Energy
Switch off lights, air-conditioning, computers and items of plant and equipment when not in use.
Open windows where possible and use natural ventilation.

Water
Minimise water usage by turning off taps and reporting any leaks to site Customer Service Offices.

Nature
Please protect and respect all flora and fauna and report any concerns to site Customer Service Officers.

Drinking Water
Chilled water bubblers are provided at most sites. Please bring your own bottle and fill-up. Bring your own mug for hot beverages and save up to 50 cents per cup at Institute canteens.

EPORTFOLIO
WSI ePortfolio is a platform that can be used by learners to capture electronic evidence in support of their learning journey within WSI. This evidence may include learner generated text, electronic files, images, multimedia, blog entries and hyperlinks. ePortfolios are both demonstrations of the learners' abilities and platforms for self-expression. They can be maintained dynamically over time. An ePortfolio can be seen as a type of learning record that provides actual evidence of achievement that can be used as evidence for Recognition of Prior Learning and employment applications.
ePortfolios, like traditional portfolios, can facilitate learners' reflection on their own learning, leading to more awareness of learning strategies and needs. To access WSI ePortfolio please log in with your DEC username at: wsieportfolio.wsi.tafensw.edu.au

EVACUATIONS

During the first week of class, a teacher will take you through the college’s evacuation procedure. It is important to remember the fire exit locations closest to the classrooms you use. You will find evacuation procedures clearly displayed in classrooms and buildings.

In the event of an emergency/evacuation:
> remain calm
> cease work immediately
> follow directions
> if you are asked to leave the building, do so immediately and in an orderly manner
> go to the designated assembly areas and stay with your class group and teacher
> do not re-enter the building until directed to by college staff
> do not leave the college grounds as college staff must be able to account for your whereabouts.

EXAMINATIONS

see also - Assessment

At the beginning of each semester, your teachers give you details about the assessment methods, due dates and the units or modules which have a final examination. Final examinations are held outside normal class time and each examinable unit/module is scheduled at the same time and date throughout NSW. Not all units/modules have examinations. For those with examinations, learners need to note the following information.

Examination timetable notices

Mid-year and final examination timetables are available from March and July. These timetables will be displayed in key locations in your college. Dates, times and location of exams are shown on the notice board just before the scheduled examination dates. Any amendment to an examination is also displayed with the timetable. It is your responsibility to note the day, time and location of your examinations and to ensure you are there 15 minutes prior to the starting time.

Please check regularly for changes that may have occurred since the timetable was first displayed at the college.

Missing an examination

If you cannot attend an examination, you need to provide a certificate with the reason for your absence from someone appropriate, such as your doctor or your employer. If you have missed an examination, you need to contact your teacher or the Customer Service Office immediately. Under certain circumstances, you can apply for a concessional exam if you miss a final exam.

Dictionaries

If you need help with English you may be permitted to take a bilingual dictionary into an exam. For more information talk to the head teacher, a Customer Service Officer or contact the multicultural community engagement officer.

Examination modification

We try to ensure that all learners are fairly and equally assessed. For some people and in some circumstances, the TAFE NSW method of assessment and examination may place you at a disadvantage. This may be the case if you have a temporary or permanent disability, are from a non-English speaking background or if you suffered a misadventure during your course or immediately
before an assessment. If you feel you may be at a disadvantage, please contact a teacher/consultant for (learners with a disability), or the multicultural community engagement officer, your head teacher or teacher. In some circumstances, it may be possible to modify an examination or assessment so that you are more fairly assessed.

Examination results
While we understand that you are very keen to receive your results, we are unable to provide them until all results have been finalised. Your result notices are posted to your home address approximately four weeks after the examination period. It is important that we have your correct address. See also Changing your personal details.

If you feel you didn’t do well in an exam because of illness or trauma, you can ask for your mark to be reviewed. You will need to submit an Application for Review of Results form to the Customer Service Office within 21 days after receiving your result notice, or within seven days of the start of the semester. This form is available from your Customer Service Office.

Exemption from the student fee or TAFE NSW fees
see - Department of Human Services (Centrelink), TAFE NSW fee

Exemption from a module/unit
see - Recognition

FEES
see - Department of Human Services (Centrelink), Student Fee, TAFE NSW Fee, Course Related Charges

FINANCIAL ASSISTANCE
see - Department of Human Services (Centrelink)

FIRST AID OFFICER
There are a number of first aid officers in all colleges. If you need help, please ask your teacher, head teacher or any other member of staff.

FLEXIBLE LEARNING
We understand everyone has different needs and circumstances, which is why colleges may offer a range of flexible learning options. This may involve online, classroom, workplace, or blended learning options, co-enrolment, recognition of prior learning or additional options through an open learning centre. If your circumstances change, don’t put off your studies – see your head teacher about the flexible learning options available to you. Conditions may apply. Co-enrolment may provide additional options, see page 14.

FREEDOM OF INFORMATION (FOI) AND GOVERNMENT INFORMATION (PUBLIC ACCESS)
see - Privacy
GRADUATION
Finishing your course this year? Congratulations! Ensure that you get the recognition you deserve by attending the college award ceremony – usually between March and June the following year.

Your family and friends are also invited to attend. Additional graduation ceremonies may be held throughout the year for those learners who finish their courses mid-year. Check with your teacher whether your successful course completion will be celebrated in this way. When eligible, you will receive a letter of invitation to your graduation ceremony so it helps if your contact details are up to date. See Changing your personal details.

GRIEVANCES
see - Complaints

HARASSMENT
see also - Discrimination

Your learning environment should be free of racial, sexual or any other kind of harassment or discrimination.

Harassment is any conduct (verbal, written or physical) that is unwanted, unwelcome and which may be offensive. Verbal harassment may include repeated suggestive comments, insulting jokes or remarks, and persistent personal invitations or requests.

Physical harassment may include deliberate physical contact, persistent staring or rude gestures, displaying sexually graphic or offensive materials and destruction of personal belongings.

HOW DO YOU DEAL WITH HARASSMENT?
DON’T IGNORE IT! DO SOMETHING TO LET THE PERSON KNOW THAT YOU OBJECT TO THEIR BEHAVIOUR AND YOU DO NOT WANT IT REPEATED.

TAFE NSW considers harassment a form of discrimination. It is illegal under the NSW Anti-Discrimination Act 1977. This legislation applies to all officers who work in TAFE NSW and includes teachers, administration and support staff, as well as learners who attend courses in our colleges.

For help with these matters, please contact your harassment contact officer. All discussions are confidential.

Harassment Contact Officers
Blacktown
Location: Counselling and Equity Services next to the Library
Telephone: (02) 9208 1727

Blue Mountains (Wentworth Falls Campus)
Location: Counselling and Equity Services, Block D, DG.06
Telephone: (02) 4753 2046

Mount Druitt
Location: Counselling and Equity Services, L Block, L2.05
Telephone: (02) 9208 6383

Nepean (Kingswood Campus)
Location: Counselling and Equity Services, Building U
Telephone: (02) 9208 9318

Nirimba
Location: Counselling and Equity Services, T13
Telephone: (02) 9208 9318

Richmond
Location: Counselling & Equity Services AG:32
Telephone: (02) 4570 9004

The Hills (Baulkham Hills Campus)
Location: Block B1.01
**I**

**ILLNESS**

see also - Accidents, Emergency

If you become ill or require first aid, please advise your teacher. It is also important to make your teachers aware if you suffer from any ongoing illness such as epilepsy or diabetes, which may require sudden assistance and decision-making. This information will remain confidential.

**INJURY**

see - Accident, Emergency, Illness, Work Health and Safety

All study-related injuries and accidents, on or off campus, should be reported to your teacher, head teacher or customer service office as soon as possible. If you are injured while on a prescribed work placement program, TAFE NSW carries insurance that may cover your loss.

**INTERNATIONAL LEARNERS**

The international client relations manager for WSI can be contacted on (02) 9715 8700.

International learner coordinators are also available at each college to help full fee paying learners who have come from overseas to study. Orientation programs are offered to help learners settle into college and community life.

International learners have special conditions of study, so it is important to first discuss any proposed changes or issues with the college international learner coordinator. Their contact details are:

**Blacktown**
Location: G Block
Telephone: (02) 9208 1808

**Blue Mountains**
( Wentworth Falls Campus)
Location: A Block
Telephone: (02) 4753 2157

**Mount Druitt**
Location: A Block
Telephone: (02) 9208 6244

**Nepean (Kingswood Campus)**
Location: Building U
Telephone: (02) 9208 9442

**Nirimba**
Location: T13 Block
Telephone: (02) 9208 7071

**Richmond**
Location: A Block
Telephone: (02) 4570 9033

**The Hills (Baulkham Hills Campus)**
Location: A Block
Telephone: (02) 9865 1240

**L**

**LANGUAGE ASSISTANCE**

see - English classes

**LEARNER PORTAL**

All students have the right to access their study records. TAFE NSW provides an internet service for students to view their study records within their current Institute of study, via the Learner Portal.

In the Learner Portal you may:
> view your current and past study records
> check and update your current contact details
> request an official TAFE NSW transcript of your results
> view notifications from your college, such as notifications of your next scheduled fee payments as well as a history of your fee payments
> view notifications of calendar information, such as the schedules for the TAFE NSW final examinations

The Learner Portal can be accessed from anywhere with an internet connection and a web browser (eg from home or public libraries, as well as TAFE NSW colleges). You will be provided with a username and password on enrolment. If you have any problems please speak to your teacher.

LEARNER RIGHTS
As a TAFE NSW learner, you have a right to:
> be treated fairly and with respect by TAFE NSW staff and fellow learners
> learn in an environment free of discrimination and harassment
> pursue your educational goals in a supportive and stimulating environment
> have access to counselling
> privacy concerning TAFE NSW records or documents that contain personal information
> apply to have your existing skills and knowledge recognised as part of your study program
> have ready access to assessment procedures and progressive results
> lodge a complaint without fear of retaliation or victimisation.

LEARNER RESPONSIBILITIES
By signing the Enrolment Form or accepting enrolment online you agreed to abide by all TAFE NSW policies and procedures. You must:
> advise TAFE NSW if you have a history of violence (see Management of Risk of Harm to Students and Staff and the back of your copy of the Enrolment Form)
> treat other learners and staff with respect and fairness
> not engage in plagiarism, collusion or cheating in any assessment event or examination
> be punctual and regular in attendance
> submit assessment items by the due date or seek approval to extend the due date
> return or renew library books and any other loaned equipment on time
> observe safety practices, e.g. wear approved clothing and protective equipment
> refrain from swearing
> refrain from smoking in buildings
> behave in a responsible manner by not:
  • littering
  • harassing fellow learners or staff damaging, stealing, modifying or misusing property
  • being under the influence of alcohol or drugs
  • spitting
  • bringing weapons onto TAFE NSW premises
  • engaging in any other behaviour which could offend, embarrass or threaten others
  • copying Institute software or installing illegal software, games and shareware onto Institute computers

(CONTINUE PAGE 28)
INTERNATIONAL STUDENTS

DO YOU HAVE A RELATIVE OR FRIEND OVERSEAS WHO WOULD LIKE TO STUDY AS AN INTERNATIONAL LEARNER IN SYDNEY?

TAFE Degree Courses
The four year Bachelor of Early Childhood Education and Care (Birth-5 years) is available at Nirimba Campus and leads to an early childhood teaching qualification.

Certificate and Diploma Courses
International learners can study certificate, diploma and advanced diploma courses, from six months to two years in a wide range of study areas including:

> animal studies and horse industry
> building and industry skills
> business and financial services
> community services and health
> creative industries
> environment and the land

> fitness and recreation
> hair and beauty
> information technology and library services
> preparation for work, further study and vocational pathways
> hospitality and events

How much are the course fees?
Tuition fees range from AU$5,890 to AU$11,500 per semester (six months) and are paid in advance. The total course fee is listed in the course list for international learners. www.wsiinternational.tafensw.edu.au/courses

Diploma-to-Degree
Established pathways with the nearby Western Sydney University (WSU) and the Australian Catholic University (ACU), University of Technology (UTS) and the Hotel School Sydney (THSS) allow learners to complete selected Degree programs on the one visa and, in some instances, at a reduced cost. International learners will gain two qualifications – a diploma and a degree.

Contact WSI International
Phone: +61 02 9715 8700
Email: wsi.international@tafensw.edu.au
Visit: wsiinternational.tafensw.edu.au
CRICOS provider: 00591E
LEARNER RESPONSIBILITIES
(CONTINUED FROM PAGE 26)
> take every precaution to prevent the introduction of viruses to Institute computers
> switch mobile phones off in the college environment
> catch up on missed work due to a class absence.

TAFE NSW has a particular policy on each of the following:
> animal use in TAFE NSW courses
> complaints
> computer use
> discipline
> protection of children and young people.
> Work Health and Safety

You need to read about and understand these. You can find more information on each of these in this A-Z listing.

LEARNER SUPPORT

Learner support may be available to learners needing assistance with literacy, numeracy, English, computing or communication skills. Support will be provided depending on the individual needs of the learner, through learning centres, in small groups, through one-to-one tuition or via internet or distance. Specialised support is also available for learners with a disability requiring reasonable adjustment. Our counsellors can assist learners with referral to the appropriate Learner Support Service.

LEARNING CENTRES

Learning centres provide support for you to improve your English, numeracy, communication, computing or science skills. They are open five days a week and you can enrol at any time. Individual programs are designed to help you work at your own pace.

Learners who choose courses with flexible study options can access resources and technology through the learning centre. This facility also supports learners studying through OTEN.

Blacktown
Location: A Block, Library
Telephone: (02) 9208 1848

Blue Mountains (Wentworth Falls Campus)
Location: E Block, Library
Telephone: (02) 4753 2110

Mount Druitt
Location: A Block Library
Telephone: (02) 9208 6249

Nepean (Kingswood Campus)
Location: Building U, Library
Telephone: (02) 9208 9345

Nirimba eHub
Location: T1A Block
Telephone: (02) 9208 7039
(Please contact your Head Teacher first to organise access before ringing the eHub)

Richmond
Location: J Block, Library
Telephone: (02) 4570 9091

The Hills (Baulkham Hills Campus)
Location: G Block, Library
Telephone: (02) 9865 1185

LIBRARIES

WSI libraries are part of TAFE NSW’s state-wide network, served by an online library system listing over one million items. Your TAFEcard provides access to library facilities. Our libraries have been specially built to meet the needs of our large college population.

Each library is equipped with the latest technology for providing information services,
offering an excellent range of course-related resources which include books, magazines, online resources, audio visual materials and computers with free internet access for learner use, as well as group and individual study areas. There are also learner orientation tours, information literacy skills and internet sessions available either individually or for class groups. Friendly, professional library staff are available to assist you in accessing relevant resources. For further information, talk to the librarians.

Blacktown
Location: A Block
Telephone: (02) 9208 1848

Blue Mountains (Wentworth Falls Campus)
Location: E Block
Telephone: (02) 4753 2110

Mount Druitt
Location: A Block
Telephone: (02) 9208 6245

Nepean (Kingswood Campus)
Location: Building U
Telephone: (02) 9208 9409

Nirimba
Location: Block C21
Telephone: (02) 9852 5353

Richmond
Location: J Block
Telephone: (02) 4570 9079

The Hills (Baulkham Hills Campus)
Location: G Block
Telephone: (02) 9865 1119

The Hills (Castle Hill Campus)
Location: B Block, B102
Telephone: (02) 9204 4693

LOST PROPERTY
Colleges do not accept responsibility for damage to, or loss of property. We recommend that you take care to keep valuable items secure. If you lose property please report it to your class teacher, and then check with the Customer Service Office, library or college security to see if it has been handed in.

MANAGEMENT OF RISK OF HARM TO LEARNERS AND STAFF
TAFE NSW is required by law to ensure the health and safety of learners, staff and visitors on our premises. It is a condition of your enrolment with TAFE NSW, to which you agreed when you signed your enrolment form or enrolled online, to advise TAFE NSW if you have a history of violence. Failing to disclose any relevant information or giving false information may lead to the immediate termination of your enrolment. An assessment and management plan may be developed, but rarely will this lead to exclusion.

MOBILE PHONES
Mobile phones must be switched off in the class environment.

MULTICULTURAL COMMUNITY ENGAGEMENT SERVICES
WSI offers many programs and services aimed to help people from language backgrounds other than English to further their education or help them get the skills needed for employment. Our coordinator can also advise on policies, recognition of overseas qualifications, suitable programs or courses, as well as temporary residents’ eligibility to study with TAFE NSW. Interpreting services are also available.

In addition to a range of special programs, there are English language tutorials to help you in your vocational study.

For more information contact the institute multicultural community engagement officer:

Nepean (Kingswood Campus)
Location: Building U
Telephone: (02) 9208 9595
Most of the courses delivered by WSI are Nationally Recognised Training (NRT). These may be Australian Qualifications Framework (AQF) qualifications, statements of attainment or TAFE NSW accredited courses.

A statement of attainment is not a full AQF qualification but is made up of units from one of these qualifications. TAFE NSW accredited courses, like AQF qualifications have been developed in conjunction with both industry and the community and are also recognised throughout Australia.

National qualifications are regularly updated in line with industry changes and work practices. As a Registered Training Organisation, WSI/OTEN is committed to ensuring that you graduate with the best and most up-to-date qualification available to help you meet your employment and vocational goals.

If the qualification you are studying is updated, you will be contacted by your teacher to discuss your options in moving to the new course.

**NON-NSW RESIDENTS**

Due to a policy change from 1 July 2013 enrolling learners must have a NSW residential address or be employed within NSW to be eligible to access government subsidised training places in TAFE NSW.

More information can be obtained from www.tafensw.edu.au/courses/fees/tafensw.htm

**OUTREACH**

Outreach coordinators are based at Blue Mountains, Nirimba and Mount Druitt Colleges to provide courses designed for learners living in Western Sydney who have faced barriers to learning such as limited formal education, social isolation, language and cultural factors, financial hardship and lack of educational confidence. Outreach coordinators design courses to meet the specific needs of groups of learners which may include units/modules from a range of vocational courses depending on the learners’ needs.

**Blue Mountains**
Telephone: (02) 4753 2039

**Mount Druitt**
Telephone: (02) 9208 6384

**Nirimba**
Telephone: (02) 9208 7097

**OVERSEAS SKILLS AND QUALIFICATIONS**

see - Multicultural Community Engagement Services and Recognition
**PARKING**

Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.

**PARTICIPATION**

*see also - Absence*

You should participate in all classes, workshops and online activities to maximise learning and success in completing your course.

If you stop attending classes or transfer to another college, you need to inform your class teacher and formally withdraw by completing an *Enrolment Adjustment form* or *Withdrawal form* available from your teacher or the Customer Service Office.

The commencement of any module, unit or course is always dependent on the availability of resources and a sufficient number of enrolled learners. Classes may be discontinued or amalgamated if attendance numbers fall below a set minimum.

**PHOTOCOPIERS**

Photocopiers are available for learner use in college libraries, as well as at other locations in some colleges. You can pay for photocopying by crediting your TAFEcard with funds and using it in the photocopy machine card readers. To credit your TAFEcard with funds please ask for directions at your local campus library or Customer Service Office.

Please remember that there are copyright restrictions on photocopying. More information is available from library staff.

**PRIVACY (INFORMATION ACCESS)**

The GIPA Act gives you the right to request access to documents held by most government agencies, including TAFE NSW. Some documents may be informally available; others will require a formal application to be made.

For more information call the Department’s FOI Unit Information Access Unit on *(02) 9561 8100* or visit *www.dec.nsw.gov.au/about-us/information-access/how-to-access-information*

**PROTECTION OF CHILDREN AND YOUNG PEOPLE**

TAFE NSW policy promotes the protection of children and young people from physical, sexual and emotional abuse and neglect. TAFE NSW employees are required, by law and/or by Departmental policy, to report to the NSW Department of Family and Community Services cases where children and young people are suspected to be at risk of harm.

This policy may apply to:

> learners under 18 years of age who are enrolled in TAFE NSW courses
> children and young people who are accessing TAFE NSW services (eg counsellors, libraries)
> children enrolled in TAFE NSW child care centres
> minors who are accompanying their parent/carer/advocate on TAFE NSW premises or at an external TAFE NSW activity.

A Prohibited Employment Declaration must be signed by learners in courses where contact will be made with children and young people. Your teacher will give you more information about this.
PUBLIC TRANSPORT

All colleges are accessible by public transport. Information and contact telephone numbers are included in this Guide (see pages 46-69) or go to the Trip Planner website www.131500.com.au


Detailed information about services and timetables is also available at the college Customer Service Office. Students may be entitled to travel concessions, please refer to www.transportnsw.info/en/tickets/eligibility-concessions/index.page for more information (conditions apply).

Concession Opal is now available for eligible apprentices and trainees via Transport for NSW (TfNSW) site. You can apply for the Concessional Opal card if you are an eligible apprentice or trainee. Find our more details here: www.transportnsw.info/en/tickets/eligibility-concessions/apprentice-and-trainee.page

REFUNDS

All requests to withdraw from a course must be in writing.

You may be eligible for a refund depending on the program you are enrolled in and your particular circumstances. When completing the Withdrawal/Refund Application form you will be asked to indicate whether you are deferring or discontinuing your studies.

Deferring your studies means:
> You can defer your course for up to 12 months from your formal application. If you return to your studies within 12 months, your Smart & Skilled Student or Concession fee will not change.
> If you do not return to study within this 12 month period, your student record will be updated to show you as 'withdrawn and discontinuing' your study.

Discontinuing your studies means:
> You have decided to end your studies in your enrolled qualification, or you have not returned to study within 12 months of your initial deferral.

A refund or partial refund of the Student Fee may be given in the following circumstances:
> You who have overpaid the Student Fee or concession fee
> You enrolled in a course that has been cancelled by the campus or Institute
> You have paid the full Smart & Skilled Student fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment or the date of first attendance at class participation in training (you will be eligible for a concession).
> You have paid the full Student Fee and formally advise the campus, before classes commence and with no attendance or participation in training, that you are withdrawing from the course
> You have chosen to pay the Smart and Skilled Student Fee in instalments or through a personal payment plan, and formally advise the campus before your next scheduled payment is due that they are withdrawing from the course
course. You will need to speak with a Customer Service Officer to determine eligibility for a refund.

> You have been granted recognition of prior learning and/or credit transfer for one or more Units of Competence, after commencement of training/participation may be entitled to a partial refund.

> Learners who are members of the Defence Reserves. The Withdrawal/Refund process is outlined in the Student Reservist Support Policy - TAFE NSW.

For VET Student Loan refund information please see page 6 of this guide.

Apprenticeships and traineeships - special circumstances

If you enrol in an approved apprenticeship or traineeship course without evidence of being an apprentice or a trainee, you will be asked to pay the relevant Smart & Skilled Student fee for the qualification.

If you subsequently provide evidence that you were an apprentice or a trainee at the time you enrolled, you will be refunded the difference between the qualification level Student Fee and the relevant apprenticeship fee or traineeship Smart & Skilled Student Fee.

Fee for Service

Cancellations advised in writing more than 7 days prior to the commencement of the course are eligible for a full refund.

If a course is cancelled, participants may transfer into the next delivery of the same course or receive a full refund.

RESULTS

Transcripts of academic results are generally issued progressively. Result notices for studies completed mid-year are issued in July, and for studies completed at the end of the year, in December. If you believe there may have been a mistake with a result, you can apply to your teacher or other college staff for it to be reviewed.

When you successfully complete a qualification, you will be given a testamur – that is, a TAFE NSW official certificate. You may have the opportunity to have your testamur presented to you at your college Award Ceremony.
If you think you already have the skills and knowledge to demonstrate competency in one or more of the compulsory or elective units in the qualification you are enrolled in, you should contact your teacher as soon as possible. You may be asked to demonstrate practical skills, answer questions, produce a portfolio of evidence, attend an interview or be assessed in your workplace.

Do you have relevant work or life experience?

Recognition of Prior Learning (RPL) and/or credit for other study

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required and allow you to achieve your qualification faster.

Recognition may be granted through:

> Credit Transfer, which allows you to receive credit for unit/s of competency previously successfully completed
> Recognition of Prior Learning (RPL), which is an assessment process of your previous skills, knowledge and experience to meet the requirements of the course you are enrolled in. If you can clearly show you have already gained the equivalent skills or knowledge, you may be granted credit for unit/s of competency or in some cases up to 100% of a course
> Articulation arrangements, which allow you to be granted credit for studies towards a higher level qualification in TAFE NSW. A pre-arranged credit transfer arrangement must exist for articulation to be granted

What are benefits of applying for RPL?

RPL may help you:

> spend less time in formal study
> complete your qualification faster
> meet the entry requirements for higher level qualifications
> avoid studying the same thing twice

Note: RPL may impact on a graded qualification.

How do I apply for RPL and credit?

You can apply at any time however it is best to make your applications as early as possible after enrolment. Talk to the head teacher or your teacher. See also SkillsLocker - page 36 and additional information on RPL and credit at wsi.tafensw.edu.au/enrolling/credit-pathways
Evidence requirements for RPL
You will need to provide evidence to the assessor at your local TAFE campus to demonstrate that you have the skills and knowledge required to meet the requirements of the course you are enrolled in to receive credit. Evidence for RPL that you submit must be current and may include:

- Letters and references, including confirmation from your employers, clients or community groups
- References from your paid or unpaid work experience
- Samples of your work, including reports, articles or publications
- Copies of original certificates or other documents must be certified by a Justice of the Peace (JP). Alternatively, you may bring the original documents to be sighted by the assessor to certify your copies.

You may also be required to undertake an interview, practical assessment or challenge tasks to demonstrate that your skills are current.

If you are applying for recognition for your overseas qualifications, you should provide certified translations of your qualifications or documents. Alternatively, you may contact the NSW Community Relations Commission, the Commonwealth Department of Immigration and Border Protection or the Adult Migrant English Programs (AMEP) for free or paid translation services (conditions may apply).

See also the National Translating and Interpreting Service (TIS) website www.tisnational.gov.au

Do you have other qualifications from TAFE or elsewhere?
For previously completed qualifications from another TAFE NSW Institute or another RTO, evidence for application of credit transfer may include documents such as course transcripts or statement of results.

Credit for successfully achieved unit/s of competency from your previously completed qualification in the same campus and Institute where you are enrolled is automatically applied to your current enrolment.

TAFE NSW have pre-arranged credit transfer arrangements for certain courses from Universities, NSW schools, adult and community education (ACE) colleges and some private education and training providers for the amount of credit that may be granted towards a TAFE NSW qualification. Talk to your teacher or head teacher about the relevance of previous studies to your current enrolment.

Do you have overseas qualifications?
If you have overseas qualifications in the same or related field of study you may gain credit for up to 100% of the units in your TAFE NSW course. For more information, contact a multicultural community engagement officer. See Multicultural Education Services and Recognition. Alternatively, contact the head teacher of the qualification or the counsellor at the college.

What happens if you are not satisfied with the result of your application for RPL?
If you are dissatisfied with your results from the RPL assessment and if you wish to lodge an appeal for a review of results, you must do so no later than 3 weeks from the receipt of your results. You may also refer to the Institute Consumer Protection Officer for additional information. However, it is best to discuss your concerns with your teacher as soon as possible. Your teacher will provide you with information on how to apply for a results review, the timeframe involved, contact persons and support available to you.
SECURITY AND CARETAKERS

WSI colleges are staffed by trained security officers or caretakers who are available to assist you with any security matters or concerns.

These officers are on duty at all colleges and they can be contacted through any staff member or by phoning:

Blacktown
Telephone: (02) 9208 1712

Blue Mountains
Telephone: (02) 4753 2022

Mount Druitt
Telephone: (02) 9208 6349

Penrith Campus
Telephone: (02) 4724 8228

Kingswood Campus
Telephone: (02) 9208 9414

Nirimba
Telephone: (02) 9852 4001 (WSU security)

Richmond
Telephone: (02) 4570 9005

Baulkham Hills Campus
Telephone: (02) 9865 1113

Castle Hill Campus
Telephone: (02) 9204 4610

SKILLSLOCKER

see also - Recognition of Prior Learning and Credit for Other Study

SkillsLocker is a platform for mobile devices that enables you to capture evidence of your learning and skills for both Recognition of Prior Learning (RPL) and assessment purposes - anytime and from anywhere - using your smart phone, tablet or desktop computer. Videos, photos, audio, work samples, documents and other evidence can be captured at work, electronically verified by your employer or supervisor on the spot and sent to your teacher for review.

You can log in to SkillsLocker using your DEC user ID at skillslockertafensw.edu.au. Your SkillsLocker account can be accessed from anywhere with internet or 3G coverage and all information in SkillsLocker is updated and synced between devices. You can build up a personal Evidence Library in SkillsLocker for future use.

For more information log in to SkillsLocker and watch the Getting Started videos.

SMOKING, EATING AND DRINKING

To ensure a safe and distraction free environment for everyone, please do not eat and drink in any classroom, practical room, library and passageway within college buildings. Please tidy up after yourself by placing all rubbish in the bins provided. Most of our campuses are smoke free. Those that are not have designated smoking areas.

STAFF RIGHTS

All TAFE NSW staff have the right to:
> be treated fairly and with respect by learners and other staff
> work in an environment free from discrimination and harassment.

Teachers also have the right to:
> be able to present lessons without disruption.
STAFF RESPONSIBILITIES

All staff members have a responsibility to:

> be fair and equitable
> promote an environment free from harassment where learners are aware of their rights and responsibilities
> treat everyone with respect and courtesy
> not disclose learner attendance or performance details to unauthorised people.

Teachers also have a responsibility to:

> be actively involved in the learning process of learners
> present course material in a way that helps learners to achieve their educational goals
> ensure that classes start and finish on time
> inform learners how and when they can be contacted
> give reasonable notice to learners about specific dates and details of assessments
> return assessment tasks within a reasonable time.

STUDENT ASSOCIATION

Student life in the college is important and integral to the success and enjoyment of your time at TAFE NSW. All learners are welcome to have their say about college activities and you can do this by joining the Student Association for a small yearly fee. Some colleges in the Institute already have an active Student Association, led by a student association officer and an elected group of learners, staff and college management. Involvement in the association is an excellent way of learning new skills and assisting your college.

The annual Student Association membership fee provides facilities and services that enhance the educational environment of your college. Members also receive benefits including discounts on textbooks and specific course requirements as well as on a range of goods and services within the community. Contact your college Customer Service Office or the student association officer for more information.
STUDENT EXCELLENCE AWARDS

The TAFE Western Sydney’s annual Student Excellence Awards ceremony acknowledges students who have achieved outstanding success in their studies. Students are nominated by their teachers and submissions are reviewed by a panel of expert judges. Some students are also nominated for State Training Awards by the Institute.

STUDENT FEE (SMART AND SKILLED GOVERNMENT SUBSIDISED FEE)

To be eligible to access government subsidised training in TAFE NSW, you must be an Australian citizen or meet the criteria of being an Australian permanent resident, a New Zealand citizen or Permanent Humanitarian visa holder.

You must also have a NSW residential address or be employed within NSW to be eligible to access government subsidised training places in TAFE NSW, including fee exemption or concession.

Australian Aboriginal and/or Torres Strait Islander students who live or work within New South Wales and who live at identified postcodes which border NSW shall have access to government subsidised training places in TAFE NSW.

Apprentices who are registered in Victoria and are required to undertake training at TAFE NSW will continue to be eligible to access government subsidised training places.

If you are not a resident of NSW or working within NSW, you will be charged a commercial fee.

STUDENT FEE EXEMPTIONS

Students with a Disability:

Students who live or work in NSW and who receive a disability support pension and students with a disability (clients of a Teacher/Consultant for students with a disability or a specialist professional) are exempt from paying the Smart and Skilled student fee.

Students who are the current dependent child, spouse or partner of a recipient of a Disability Support Pension are exempt from paying the Smart and Skilled student fee.

Where you are in receipt of a disability support pension, a check of your CRN will be made with Centrelink to validate your eligibility for a fee exemption. The consent and authorisation for validating your CRN with Centrelink is given when accepting the conditions of your enrolment.

Fee Waiver

Students who hold a humanitarian visa, a bridging visa, temporary humanitarian stay visa or temporary humanitarian concern visa, and are commencing in NSW government subsidised training, at Certificate 1 to Certificate IV level, on or after 1 January 2017 will be eligible to have their Student Fee waived.

When you enrol in a government subsidised TAFE NSW course you will be required to pay the Smart and Skilled Student Fee, unless you qualify for a fee exemption or fee concession.

Under Smart and Skilled you are charged one fee for the whole qualification, rather than an annual fee. This means you will know the total cost of your course before you start.

The Smart and Skilled StudentFee you pay will depend on your eligibility and your past studies.

Only when your enrolment is complete and you have paid applicable fees will you be entitled to attend class, sit for examinations, receive educational awards, use amenities and services (including travel concessions).
or receive an active TAFEcard (which provides access to library resources).

All Smart and Skilled Student Fees are subject to change by State Training Services. All TAFE NSW fees and charges are subject to change.

Students studying at diploma or above level will be able to apply for a VET Student loan. Eligible students in NSW government subsidised training places studying in selected certificate IV courses may also be able to apply for a loan.

**NOTE:** Additional charges may apply to your course for:

- essential equipment and items that become your property, such as chef knives, licence fees;
- an optional charge for items that are not essential for your study, such as exotic or non-standard flowers or other raw materials
- alternate forms of access to an item or service that is essential for your training, such as a textbook rather than the online materials.

The Smart and Skilled Student Fee does not apply to existing worker trainees, school-based apprentices and school-based trainees who are covered by separate funding arrangements.

TAFE-delivered HSC Vocational Education and Training courses for school students (TVET) are subject to separate funding arrangements, as are fee-for-service courses. Courses offered as fee-for-service include graduate certificate and graduate diploma courses, and some short courses.

### Paying fees in instalments

TAFE NSW provides instalment payment options so that you can get on with your studies and not have to worry about full payment at time of enrolment. Contact your Customer Service Office to find out about the options available to you.

### TAFEcard

All learners enrolling in a TAFE NSW college need a TAFEcard - your compulsory student identification card. It has your name, photo and student number on it. You should arrange to get your TAFEcard at the Customer Service Office of your college when you enrol. We encourage you to do this on enrolment, as you will need it for library membership and access.
to some college facilities. You must carry your TAFEcard at all times when on college premises. You will need it to show as identification to sit your final exams.

Your TAFEcard is also used for various applications such as Student Association Membership and discounts at many business and entertainment venues. Please check at your college.

If your TAFEcard is lost or stolen, please report it immediately to the Customer Service Office at your college. Your TAFEcard is valid as long as you are enrolled with TAFE NSW – you do not need a new one each year. It will cost you $20 to replace it – so please treat it with care!

You can report any fault with your TAFEcard to the Customer Service Office at your college and if required, a replacement can be organised. If it is defective through no fault of your own, a new TAFEcard will be issued to you at no cost. If faulty due to your own negligence, you will be charged a $20 replacement fee.

TAFE NSW reserves the right to cancel any of the TAFE NSW services provided by and available to you in connection with your TAFEcard in accordance with TAFE NSW policies and procedures. You must return your TAFEcard to TAFE NSW immediately if requested by TAFE NSW.

**TAFE NSW FEES FOR 2017 FOR OTHER GOVERNMENT SUBSIDISED QUALIFICATIONS AND COURSES**

As the State’s public provider TAFE NSW provides training and services for specific groups to meet government priorities outside the Smart and Skilled fee arrangements. Courses are offered across the key programs of

- TAFE NSW HSC Studies
- Certificate IV in Tertiary Preparation (TPC)
- Equivalent of Year 10 secondary education (various Australian Qualifications Framework certificate II qualifications)
- Aboriginal Language qualifications
- Foundation Skills for Learner Drivers

**TAX CONCESSIONS**

The Australian Taxation Office (ATO) may allow you to deduct expenses for self-education under certain circumstances. Information about eligibility conditions for claiming a deduction is available on www.ato.gov.au/individuals

Remember to keep your receipts to support claimable expenses.

**TEMPORARY VISA HOLDERS (TVH)**

Specific conditions apply to the enrolment of learners holding a temporary visa. As a TVH, you provided a current passport or documentation from the Department of Immigration and Citizenship (DIAC) showing your current visa sub-class and pay the commercial fee.

The Institute is not responsible for the non-completion of your course if you are required to leave Australia.

For more information on TVH eligibility to study at TAFE NSW, telephone our multicultural community engagement officer on (02) 9208 9595.

TAFE NSW conducts audits twice a year verifying an enrolled learner’s residency status with DIAC. As a result, any learner may be contacted and required to provide proof of residency status.

**TESTAMUR**

[see also - Nationally Recognised Training]

This is an official qualification or award issued to you following the completion of a TAFE NSW approved course of study. The testamur acknowledges that you have met the requirements of the course through study, recognition or skills assessment.
This may be a graduate certificate, advanced diploma, diploma, certificate or statement of attainment. If you are unable to complete the qualification you started, you may be able to apply to receive a lower level qualification or statement of attainment. Please talk to your teacher or Customer Service Officer. See also Embedded Qualifications.

**TEXTBOOKS**

For some courses, you may need a textbook. Your textbook list will be given to you at enrolment or your first class. Second hand books are often advertised for sale on noticeboards around the colleges. Remember that the college libraries have a large collection of books, magazines, and other materials that you can borrow to support your studies.

**TRANSFERRING BETWEEN COLLEGES**

If you wish to transfer your studies to another TAFE NSW college or to OTEN, you will need to contact the head teacher of the course where you wish to transfer. The teacher will be able to advise you if they have a place for you. You will be required to fill out the appropriate form.

These are available from your teacher or the Customer Service Office.

**TRAVEL CONCESSIONS**

Learners under 18 years of age who meet the Transport for NSW (TfNSW) criteria may be eligible to receive a free travel pass to use on journeys between home and their campus.

Learners enrolling into full-time courses (who attend at least 16 hours per week of face-to-face classes for a continuous period of at least six weeks) and meet the TfNSW criteria may be eligible to receive a travel concession.

Apprentices and Trainees may be eligible for travel concession. For eligibility criteria and conditions of use visit Concession fares for apprentices and trainees at [www.transportnsw.info/en/tickets/eligibility-concessions/apprentice-and-trainee.page](http://www.transportnsw.info/en/tickets/eligibility-concessions/apprentice-and-trainee.page)

Applications for travel concessions are available from the campus Customer Service Office. Find details on full eligibility requirements and how to give your consent to your tertiary institution to share your details with Transport for NSW at [www.transportnsw.info/en/tickets/eligibility-concessions/apprentice-and-trainee.page](http://www.transportnsw.info/en/tickets/eligibility-concessions/apprentice-and-trainee.page)

Learners must return travel concessions and/or passes if they withdraw from their course or no longer meet the eligibility criteria specified by Transport for NSW.

**OTEN students**

Full-time OTEN students studying a secondary school equivalent course may be eligible for a travel concession card. For more information call 131 241.

**International Students**

International students are not entitled to travel concessions. International students may access MyMulti discounted tickets. For more information, visit International student travel discount at [www.transportnsw.info/en/tickets/eligibility-concessions/children-and-students/international-tertiary-students.page](http://www.transportnsw.info/en/tickets/eligibility-concessions/children-and-students/international-tertiary-students.page)
TVET
The TVET Program gives school learners in Year 10, Year 11 and Year 12 the opportunity to start their vocational education by studying a TAFE NSW course and at the same time counting it towards their Higher School Certificate (HSC).

TVET courses are offered in many different vocational areas in all WSI Colleges. Some TVET courses also contribute to the Australian Tertiary Admission Rank (ATAR) as well as an industry qualification.

When you finish your TVET course you will receive a nationally accredited certificate qualification or a statement of attainment. Most TVET courses articulate into further TAFE or university studies.

For more information, talk to the TVET College Coordinator in the College Business Unit.

UNIQUE STUDENT IDENTIFIER
All students participating in Nationally Recognised Training in Australia will need to have a Unique Student identifier, or USI. This includes students completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to an online account containing all of your nationally recognised training records and results. For more information please see usi.gov.au

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to training records and results throughout your life.

W
WATER
Learners are encouraged to bring your own reusable water bottles to save money, reduce plastic waste and keep healthy.

WIRELESS NETWORK ACCESS
See Computer Access

WITHDRAWING FROM YOUR COURSE
See Refunds, Withdrawals and Deferments

WITHDRAWING AND DEFERRING
All requests to withdraw or defer from a Smart and Skilled government subsidised course must be in writing. You will be asked to identify if you are deferring or discontinuing your studies.

Deferring
You can defer your studies and identify a proposed return to study within a period up to 12 months from date of receipt of your withdrawal/deferment advice. Your Student or Concession fee remains current for your qualification within the period of deferring your studies. If you do not recommence
your studies within the 12 month period, your record will be amended to identify that you have withdrawn and discontinued from your studies.

**Discontinuing**

You can cease studies in your enrolled qualification, or decide not to return to study within 12 months of deferring studies. If you wish to return to complete your qualification you will need to be re-assessed against the Smart and Skilled eligibility and entitlement criteria, current at that time, to determine your Student Fee or eligibility for a Concession fee or fee Exemption.

**WORK HEALTH AND SAFETY**

WSI endeavours to provide staff and learners with a safe and healthy learning environment by:

- meeting relevant Work Health and Safety standards
- having staff trained in appropriate accident prevention, fire and evacuation procedures
- maintaining and cleaning our buildings regularly
- providing security services.

In some classes or courses you may be required to dress in accordance with teaching section guidelines. For example, personal protection equipment such as overalls, safety boots and safety glasses are required in many workshops.

You will be excluded from class if you do not dress in strict accordance with the safety guidelines. You will need to follow your teachers’ instructions on the safe use of materials and equipment.

It is your responsibility to follow safety regulations and report accidents or health and safety issues to either your class teacher or a senior member of staff.

**WORK PLACEMENT RESPONSIBILITIES**

**see also - Discipline, Harassment**

In many TAFE NSW courses, some of the learning and assessment occurs in the workplace or a simulated workplace environment.

TAFE NSW has a responsibility to protect members of the public and our students from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

To help you understand your responsibilities in the workplace, you will be given a code of practice which indicates expected standards of behaviour.

Your teacher will explain to you and your workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your teacher.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course where successful completion of work placement is required.
There are TAFE NSW courses which have a compulsory work placement component where you are required to comply with some (or all) of the following:

1. Health - NSW Ministry Of Health
   Before you undertake a clinical work placement:
   > If you are over 18 you will be required to undertake a National Criminal Record Check. Visit [www.police.nsw.gov.au/about_us/structure/specialist_operations/forensic_services/criminal_records_section](http://www.police.nsw.gov.au/about_us/structure/specialist_operations/forensic_services/criminal_records_section)
   > You will be required to sign the NSW Health Student Undertaking where you agree to notify NSW Health if your status changes after the date of issue of your National Police Certificate or during the completion of your course.
   > You will be required to undertake Occupational Assessment, Screening and Vaccination against Infectious Diseases and provide your Health Care Worker/Student Vaccination Record Card.

2. Aged Care Work

3. Community And Children’s Services

4. Student Readiness For Work Placement
   Generally work placements will only occur after there has been a reasonable amount of student/teacher contact and when the teacher is satisfied that you are ready to benefit from workplace learning and perform workplace duties. Your teacher can provide further information.
WSI PLUS

WSI Plus training programs are offered on a commercial (Fee for service) basis and are designed to meet your specific training needs. All WSI Plus programs are delivered by qualified trainers who have access to industry contacts and professional networks. Programs are competitively priced to ensure that you get top quality training for a reasonable investment. Most courses commence subject to a minimum number of participants. Commercial fees apply to WSI Plus programs and there are no fee exemptions. For more information:

> Call 131 870
> Email WSIShortCourses@tafensw.edu.au
> Visit the customer service office at the college where your course is being delivered. Our office is open 9:00 am to 5:00 pm (Monday to Friday). College locations are at the back of this Guide.

COME IN OR CALL US TO:

- Enrol at TAFE Western Sydney and OTEN
- Search TAFE courses
- Talk to a Careers Officer
- Discuss course payment options
- Apply for VET Student loans
- Discuss subsidised government courses
- Talk to us about apprenticeships
- Discover our workforce training programs

“...At our Service Centre, we have a team of experienced learning consultants ready to take your call to discuss your study and career goals.”
Blacktown College (South Campus)

- Vehicle entry
- Pedestrian entry
- Emergency entry
- Parking
MAP INDEX

A Block - Customer Service Office, Library 1st Floor, Learning Centre
B Block - Business - Legal and Retail, Cafeteria
C Block - Business/Management
D Block - Disabilities Support, Counselling, Multicultural Community Engagement Officer, Student Services Centre, Gymnasium, Accounting
E Block - Human Resources, Travel/Tourism
K Block - Children’s Centre

CONTACT

Cnr Main Street and Newtown Road
Blacktown NSW 2148

Telephone:
131 870

PUBLIC TRANSPORT

Train:
To Blacktown Railway Station, then 10 minutes walk to the college.

Bus:
For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:
Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Blacktown College
(North Campus)

- Vehicle entry
- Pedestrian entry
- Emergency entry
- Parking
MAP INDEX

F Block – Cafeteria
G Block – Access and Foundation Studies/Languages, Bookshop, College Business Unit, Office Administration - Business Services, Health Care/Dental, Environmental, Pre-vocational Programs Science
H Block – Automotive Engineering
J Block – Information Technology

CONTACT

Main Street
Blacktown NSW 2148
Telephone:
131 870

PUBLIC TRANSPORT

Train:
To Blacktown Railway Station, then 10 minutes walk to the college.

Bus:
For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:
Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Blue Mountains College
(Katoomba Campus)
**MAP INDEX**

A Block – Massage Therapy, Beauty Therapy

B Block – Learner Amenities

C Block – Beauty Therapy, Massage Clinics

**CONTACT**

Parke Street  
Katoomba NSW 2780

**Telephone:**

131 870

**PUBLIC TRANSPORT**

**Train:**

To Katoomba Railway Station then right to Parke Street. Five minutes walk to the college.

**Bus:**

For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

**Parking:**

Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Blue Mountains College
(Wentworth Falls Campus)
**MAP INDEX**

- **A Block** - Customer Service Office, College Executive Unit
- **B Block** - Access Information Technology
- **C Block** - Community Services, Environmental Studies, Outreach
- **D Block** - elevation 867 Training, Restaurant, Counselling, Cafeteria
- **E Block** - Library
- **F Block** - Outdoor Recreation, Climbing Wall
- **G Block** - Store

**CONTACT**

- Mitchell Street
- Wentworth Falls NSW 2782
- **Telephone:**
  - 131 870

**PUBLIC TRANSPORT**

**Train:**

- To Wentworth Falls Railway Station then 20 minutes walk to the college.

**Bus:**

- For information on transport routes, fares and to search timetables, go to the Transport Infoline website at [www.transportnsw.info](http://www.transportnsw.info) or call 131 500.

**Parking:**

- Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
CONTACT

Cnr Mount Street and North Parade
Mount Druitt NSW 2770

Telephone:

131 870

PUBLIC TRANSPORT

Train:

To Mount Druitt Railway Station and 5 minutes walk to the college.

Bus:

For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:

Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Nepean College
(Penrith Campus)
MAP INDEX

A Block - Service Centre
Floristry

CONTACT

117 Henry Street
Penrith NSW 2750

Telephone:
131 870

PUBLIC TRANSPORT

Train:
To Penrith Railway Station and
5 minutes walk to the college.

Bus:
For information on transport routes,
fares and to search timetables, go to
the Transport Infoline website at
www.transportnsw.info or call 131 500.

Parking:
Car parks are available at all colleges
for the convenience of learners, staff
and visitors. This includes designated
spaces for drivers with a disability.
You may need to purchase a parking
permit or pay an entry fee to park in
some college grounds.
Nepean College
(Kingswood Campus)

**MAP INDEX**

*Building A* - Science
*Building B* - Aged Care
*Building C* - Sport & Fitness, Fine Arts-Ceramics
*Building E* - Gymnasium, Sport & Fitness
*Building G* - Canteen
*Building H* - Tourism & Hospitality, entrée Training Restaurant; Tourism & Hospitality, Child Studies
*Building I* - Tourism & Hospitality, Child Studies, WSI Kids (Children’s Centre)
*Building J* - Pre-Vocational Studies, Hair & Beauty

- Vehicle entry
- Pedestrian entry
- Emergency entry
- Parking
Building K - Foundation Studies (English Language & Literacy), Pre-Vocational Studies

Building M - Refrigeration

Building N - Director’s Unit; Business & Financial Services

Building P - Design, Trapezium Gallery, Fine Arts, Fine Arts-Photoimaging

Building Q,S - Fine Arts

Building T - Auditorium, Design-Visual Merchandising, Fine Arts-Printmaking

Building U - Customer Service, Counselling & Career Development Services, Equity & Support Services, Library & Interactive Learning, Audiology, Dental, Nursing, Optical, Sterilisation

CONTACT

12-44 O’Connell Street
Kingswood NSW 2747

Telephone:
131 870

PUBLIC TRANSPORT

Train:
To Kingswood Railway Station and 20 minutes walk to the college.

Bus:
For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:
Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Nirimba College
MAP INDEX

T1A - Customer Service Office
T1B - Directors Unit, Counselling and Career Advice, College Business Unit
T1C - Access, Business Services
T1D - Flexible Learning Centre, Music
T1E - Lecture Theatres
T1F - Community Services (Welfare), Children’s Services
T3B - Engineering and Building Services, Asset Maintenance, Information Technology, Logistics
T4 - Bricklaying, Concreting, Roof Tiling
T5 - Engineering and Building Services
T6 - Building and Construction
T7 - Building and Construction, Shop Fitting
T8 - Building and Construction - Reception
T10 - Building Construction - Practical Training Area
T11 - Building Industry Skills Centre (BISC)
T12 - GreenSkills Hub
T13 - Administration
C21 - Library and Cafeteria

CONTACT

Eastern Road
Quakers Hill NSW 2763

Telephone:
131 870

PUBLIC TRANSPORT

Train:
To Quakers Hill Railway Station and 20 minutes walk to the college.

Bus:
For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:
Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
Richmond College

- Vehicle entry
- Pedestrian entry
- Emergency entry
- Parking
MAP INDEX

A Block - Administration, Business Unit, Customer Service Office, Counselling Unit, Executive Unit

B Block - Agriculture, Information Technology

C Block - Australian Equine and Racing Academy, Laboratories, Security, First Aid Room, ELearning Hub

D Block - Horticulture

E Block - Horticulture

G Block - Horticulture

H Block - Agriculture, Horticulture

I Block - Agricultural Shed

J Block - Business Services, General Education, Library, Outreach

K Block - Animal Care, Equine Studies

L Block - Canteen

M Block - Farrier’s Shop

O Block - Animal Care Grooming Salon

Q Block - Agriculture Shed

S Block - Equine Studies - Undercover Arena

T Block - Horticulture - Eco Skills Centre

U Block - Agriculture - Agri Skills Centre

CONTACT

Cnr Blacktown Road and Campus Drive Richmond NSW 2753

Telephone:

131 870

PUBLIC TRANSPORT

Train:

To East Richmond Railway Station and then a 10 minute walk towards WSU Hawkesbury and follow the signs to TAFE NSW - WSI, Richmond College.

Bus:

For information on transport routes, fares and to search timetables, go to the Transport Infoline website at www.transportnsw.info or call 131 500.

Parking:

Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
The Hills College
(Baulkham Hills Campus)

- Vehicle entry
- Pedestrian entry
- Emergency entry
- Parking
**MAP INDEX**

- **A Block** - College Business Unit, Counselling Unit, Disabilities Support Unit, Cafeteria and Learner Lounge, First Aid Room
- **B Block** - Customer Service Centre, Director’s Unit, Badanami Gnorang Room
- **C Block** - Business & Financial Services, Integrated Learning Hub
- **D Block** - 21fiftythree Training Restaurant, Tourism and Hospitality, Travel and Events, Learner Lounge
- **E Block** - Store/Deliveries
- **F Block** - General Education, Learner Lounge
- **G Block** - Library, Learning Resource Centre, Higher Education Centre

**CONTACT**

- **146-162 Old Northern Road**
  Baulkham Hills NSW 2153

- **Telephone:**
  - 131 870

**PUBLIC TRANSPORT**

- **Bus:**
  - For information on transport routes, fares and to search timetables, go to the Transport Infoline website at [www.transportnsw.info](http://www.transportnsw.info) or call 131 500.

- **Parking:**
  - Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
**MAP INDEX**

A Block – Cafeteria and Learner Lounge, Higher Education Centre

B Block – First Aid Room, Staff Amenities, Library

C and D Block

E Block – Student Services, Arunga Gnorang Room

F Block – Customer Service Centre, Health Services, Community Services, Melaleuca Room

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**CONTACT**

🏠 Green Road (Cnr Showground)
Castle Hill NSW 2154

✉️ Mailing Address
Baulkham Hills Campus
146-162 Old Northern Road
Baulkham Hills NSW 2153

📞 Telephone:
131 870

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**PUBLIC TRANSPORT**

**Bus:**

For information on transport routes, fares and to search timetables, go to the Transport Infoline website at [www.transportnsw.info](http://www.transportnsw.info) or call 131 500.

**Parking:**

Car parks are available at all colleges for the convenience of learners, staff and visitors. This includes designated spaces for drivers with a disability. You may need to purchase a parking permit or pay an entry fee to park in some college grounds.
TAFE WESTERN SYDNEY COLLEGE LOCATIONS

BLACKTOWN COLLEGE
Blacktown South Campus
Cnr Main Street and Newton Road
Blacktown NSW 2148

Blacktown North Campus
Main Street
Blacktown NSW 2148

BLUE MOUNTAINS COLLEGE
Wentworth Falls Campus
Mitchell Street
Wentworth Falls NSW 2782

Katoomba Campus
Parke Street
Katoomba NSW 2780
T 131 870

MOUNT DRUITT COLLEGE
Cnr North Parade and Mount Street,
Mount Druitt NSW 2770

NEPEAN COLLEGE
Penrith Campus
117 Henry Street
Penrith NSW 2750

Kingswood Campus
12-44 O’Connell Street
Kingswood NSW 2747

NIRIMBA COLLEGE
Eastern Road
Quakers Hill NSW 2763

OPEN TRAINING & EDUCATION NETWORK (OTEN)
51 Wentworth Road
Strathfield NSW 2135
T 131 241
W oten.tafensw.edu.au

RICHMOND COLLEGE
Cnr Blacktown Road and
Campus Drive
Richmond NSW 2753

THE HILLS COLLEGE
Baulkham Hills Campus
146-162 Old Northern Road
Baulkham Hills NSW 2153

Castle Hill Campus
Green Road (Cnr Showground Road)
Castle Hill NSW 2154
TAFE NSW - Western Sydney Institute
Provider code: 90000

The information in this material is correct at the time of printing: January 2017