

APPRENTICESHIP AND TRAINEESHIP

STUDENT HANDBOOK



From my perspective, if you're getting an apprentice through their training, you can't get better than TAFE Queensland.

Ben Jones
Expert Electrical

📞 **1300 308 233**
🌐 **tafeqld.edu.au**

 **Skills
Assure**
Proud to be a Queensland Government
subsidised training provider

**MAKE
GREAT
HAPPEN**



RTO 0275 | CRICOS 03020E

Welcome From The CEO



It is my pleasure to welcome you to TAFE Queensland, the largest and most trusted training provider in the state.

As a member of the TAFE Queensland family, you now have access to opportunities and pathways that you may never have thought possible. No matter where you come from, or where you want to go, everyone here is committed to helping you achieve your goals.

Today is your first step on your pathway to greatness and we are excited to be with you, every step of the way. You have made a great choice for your future, one that will have tangible, real-life outcomes.

No matter your career or life stage, you will learn all the hands-on skills you need to hit the ground running with us. You will also learn how to be agile in an ever-changing workplace. It is what makes our training so valued by employers.

If you are ever in need, we are here to help. We provide the specialised support, individual attention, industry contacts, and state-of-the-art facilities you need to succeed.

Welcome again. We cannot wait to see how you make great happen.

A handwritten signature in black ink that reads "Mary Campbell". The signature is fluid and cursive.

Mary Campbell
Chief Executive Officer
TAFE Queensland

WE WANT TO MAKE SURE YOU HAVE EVERYTHING YOU NEED TO MAKE A GREAT START. OUR INDUCTION EVENTS AND SESSIONS WILL GIVE YOU ALL THE ESSENTIAL INFORMATION YOU NEED TO HAVE A SUCCESSFUL TRAINING EXPERIENCE.

TAFE Queensland Website

The TAFE Queensland website is a great resource for new students. Here you can find your campus map, access the student rules and policies, and learn about the student support and online services available, as well as news and events.

For more information visit:

tafeqld.edu.au/current-students

Induction Information

You'll soon be having an induction with a TAFE Queensland Induction Officer, who will take you through your training obligations, including developing a training plan, keeping an up-to-date training record book, and what's expected of you when you attend your training at TAFE Queensland.

Online Information

If you're new to TAFE Queensland you probably have a few questions about how to get started. Check out all the essential information you need to know during your first few weeks.

For more information visit:

tafeqld.edu.au/orientation

Important Information About Apprenticeships and Traineeships

The Department of Employment, Small Business and Training website has a wide range of information and fact sheets on topics relating to the apprenticeship and traineeship system in Queensland.

These include information such as:

- Adequate training arrangements
- Apprentice and trainee rights and responsibilities
- Assistance and support
- Changes to your apprenticeship or traineeship (such as extensions, permanent and temporary transfers)
- Completing the apprenticeship or traineeship
- Types of apprenticeships and traineeships (including who can study and how an apprenticeship or traineeship can be undertaken – full-time, part-time or school-based).

These information sheets can be found here:

desbt.qld.gov.au/training/apprentices/resources



<< Click the play icon or scan the QR code below to view the video.



Getting Started

Unique Student Identifier (USI)

Anyone undertaking a nationally-recognised training program in Australia must have a Unique Student Identifier (USI). Your USI gives you access to your own online USI account that contains all of your training records and results from nationally recognised training.

Your Apprenticeship Network Provider will have ensured you have a USI. Please ensure you have your USI handy to provide to TAFE Queensland at your induction.

You can create your USI online at: usi.gov.au

BKSB

Basic Key Skills Builder (bksb) is an approved online skills review tool used by TAFE Queensland. It determines your reading and numeracy levels within the Australian Core Skills Framework (ACSF).

We want to make sure you have the right skills and support to be successful in your course. The bksb helps us identify any areas where you may need additional support to help you achieve your goals.

To ensure we understand your academic capabilities and identify areas where you may need support, TAFE Queensland recommends all apprentices and trainees undertake a bksb assessment before commencing any training.

To find out more please visit:

tafeqld.edu.au/bksb

YOUR APPRENTICESHIP OR TRAINEESHIP JOURNEY

A typical apprenticeship or traineeship is made up of several key stages. Here are some of the things you will experience in your training journey.

1.

INDUCTION:

TAFE Queensland will take you and your employer through everything you need to know on your training journey with us.

This will include negotiating your training plan, providing you with a training record and ensuring your employer has all the right tools, equipment and supervision in place for you to undertake your apprenticeship or traineeship.

2.

WORK WITH YOUR EMPLOYER:

You will undertake work with your employer, who will teach you key skills required to work in their business.

Student ID Cards

Your TAFE Queensland Student ID card is your passport to student life.

You'll need it to borrow books from the library, gain access to certain facilities, and to sit exams. You may also be eligible for discounted travel, movie tickets, meals, and more.

For security it's important to keep your ID Card with you at all times when on a TAFE Queensland campus.



WHERE TO GET AN ID CARD

Talk to your Customer Service Centre about getting your ID Card. You'll need to bring your current photo ID Card and proof of enrolment.

REPLACEMENT CARDS

Your first ID card is free. Take care of it as replacement Cards will incur a fee. If your ID Card is lost or damaged, head to your Customer Service Centre to obtain a replacement card.

For more information visit:

tafeqld.edu.au/getting-started

UPDATING YOUR CONTACT DETAILS

It's important that you keep TAFE Queensland up-to-date with any changes to your contact details, including those of your emergency contact. If your details are incorrect you may miss out on important information such as timetable updates, results and certificates and student surveys.

If you change address, update your email address, or get a new phone number, remember to update your details in the Student Portal.

3.

TRAINING WITH TAFE QUEENSLAND:

From time to time, your employer will release you from your job to undertake training with TAFE Queensland.

You and your employer will update your training record throughout your journey to document your training.

4.

VERIFICATION:

After each training unit is complete with TAFE Queensland, your employer will verify that your on-the-job training component is satisfied.

5.

COMPLETION:

Once all training units outlined in your training plan are complete and verified, TAFE Queensland will work with your employer and the Queensland Department of Employment, Small Business and Training (DESBT) to issue your qualification and complete your traineeship or apprenticeship. You will receive the Qualification from TAFE Queensland and the Completion Certificate from DESBT.

TAFE Queensland Responsibilities

TRAINING CONTRACT

You and your employer will have already completed your Training Contract with your Apprenticeship Network Provider. Your Training Contract formalises the apprenticeship and traineeship.

Further details regarding your Training Contract can be found here:

desbt.qld.gov.au/training/apprentices/resources/information-sheets/is27

TRAINING PLAN

At induction, a TAFE Queensland Induction Officer will discuss your training plan. This will outline the training to be delivered to you, by your employer and TAFE Queensland.

Your training plan also includes planned assessment arrangements and when you will attend training with TAFE Queensland. At Induction, the training plan will be negotiated and agreed to by you, your employer, and TAFE Queensland.

Further information regarding Training Plans can be found here:

desbt.qld.gov.au/training/apprentices/resources/information-sheets/is40

TRAINING RECORD

You will need to maintain a training record showing all of the training activities you have completed both on-the-job and off-the-job throughout your apprenticeship or traineeship.

Your training record must be signed off by you, your employer and TAFE Queensland to indicate that you have demonstrated each skill required for your apprenticeship or traineeship. Your training record should be reviewed and updated at least every three months. If your training record book is not up-to-date it may affect your progress throughout your apprenticeship or traineeship.

ACADEMIC APPEALS

If you are not satisfied with any academic decision or procedure, you should talk to your teacher in the first instance. If you are not satisfied with your teacher's decision, you may submit an application to have this reviewed.

For more information about our academic appeals process visit our website:

tafeqld.edu.au/student-rules

PRIVACY

TAFE Queensland is committed to ensuring your personal information is safeguarded at all times. Your information is used only for the purposes for which it is collected and we do not provide information to third parties without your consent, unless required to do so legally.

For more information, you can view our privacy statement at:

tafeqld.edu.au/privacy

RULES AND RESPONSIBILITIES

At TAFE Queensland we are committed to providing the highest quality of service to our students. In accordance with this, the student rules and policies provide information on your rights and responsibilities – whether you're on or off campus.

Please make time to read through the rules and policies in full at:

tafeqld.edu.au/student-rules

tafeqld.edu.au/policies-and-procedures

FEEDBACK

If you want to provide feedback to TAFE Queensland at any time throughout your studies, you can do so by using the online feedback form on our website at: tafeqld.edu.au/contact/Feedback

FAILURE TO PROGRESS

If at any time during your training we have concerns that you are not progressing as planned under your training plan, we will discuss our concerns with you and your employer to find a solution. If a solution is not reached, we may seek advice or further action through the Department of Employment, Small Business and Training (DESBT) under a failure to make reasonable progress process.

Some of the reasons this process may be initiated include:

- You are withdrawn from training or are not being released from work to complete your off-the-job training as planned
- Your employer is unable to provide workplace training as planned
- You are deemed not competent in a unit of competency on your training plan
- You have excessive absences from work or training
- You do not complete assessment as required
- Your training record is not kept up-to-date.

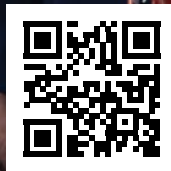


**I would recommend
TAFE Queensland.
They make it simple
and they're always at
the end of the phone if
you have any difficulties.**

Paul Hayhoe
P&G Mechanical Repairs



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QR code below
to view the video.



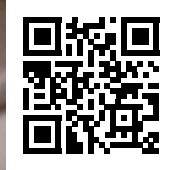


According to Old Fernvale Bakery owner Lyn Rose, the best thing you could do is send your apprentices to TAFE Queensland.

Lyn Rose
Old Fernvale Bakery



<< Click the play icon or scan the QR code below to view the video.



Digital Access

To access these services you first need to create a password by following these steps:

1. To create a password: Access Password Manager: passwordreset.tafeqld.edu.au
2. Enter your User ID/Student Number
3. Follow the prompts.

Your password will remain valid for 60 days. Automatic reminders will prompt you to change your password as required.

CONNECTING TO WIFI

Free WiFi is available for students at most TAFE Queensland campuses. You can use the WiFi to access your course materials, online services, and more. By using the WiFi you are agreeing to the student rules and policies.

LOGGING IN TO WIFI

To login to TAFE Queensland WiFi (TAFE_OPEN), you will need your student number and password.

For example:

USERNAME:

studentnumber@student.tafe
(e.g. 123456789@student.tafe)

PASSWORD - your network password

TAFE QUEENSLAND STUDENT PORTAL

The portal is your one-stop-shop for easy access to the information you need about your study with TAFE Queensland.

You can access the portal via mobile and desktop to:

- View your current study plan and results
- pay your fees and apply for a VET student loan
- update your address and contact details
- access live chat for support.

Access the portal via:

tafeqld.edu.au/student-portal

Using Connect

Connect is TAFE Queensland's online Learning Management System (LMS). It has everything you need in one handy location, giving you the flexibility to study anywhere, anytime.

When using Connect you will be able to:

- Collaborate with your classmates in forum discussions
- access class resources including presentations and notes
- check your class study schedule
- submit your assignments
- find your teachers' details and check their availability.

Please note: students in programs delivered with partner universities may use a LMS other than Connect. Please seek assistance early if you are having difficulties.

ACCESS AND LOGGING IN

You can access Connect online at:

tafeqld.edu.au/connect

Simply log in with your username (Student ID) and network password.

DOWNLOAD THE CONNECT APP

1. Open App Store for iPhone or Google Play for Android devices.
2. Search for Brightspace Pulse.
3. Select GET, then INSTALL.
4. Follow the on-screen instructions, then OPEN.
5. At Pick Your School, type TAFE Queensland and tap the result.
6. Complete your login with your usual student number and login.

RESOURCES AND HELP

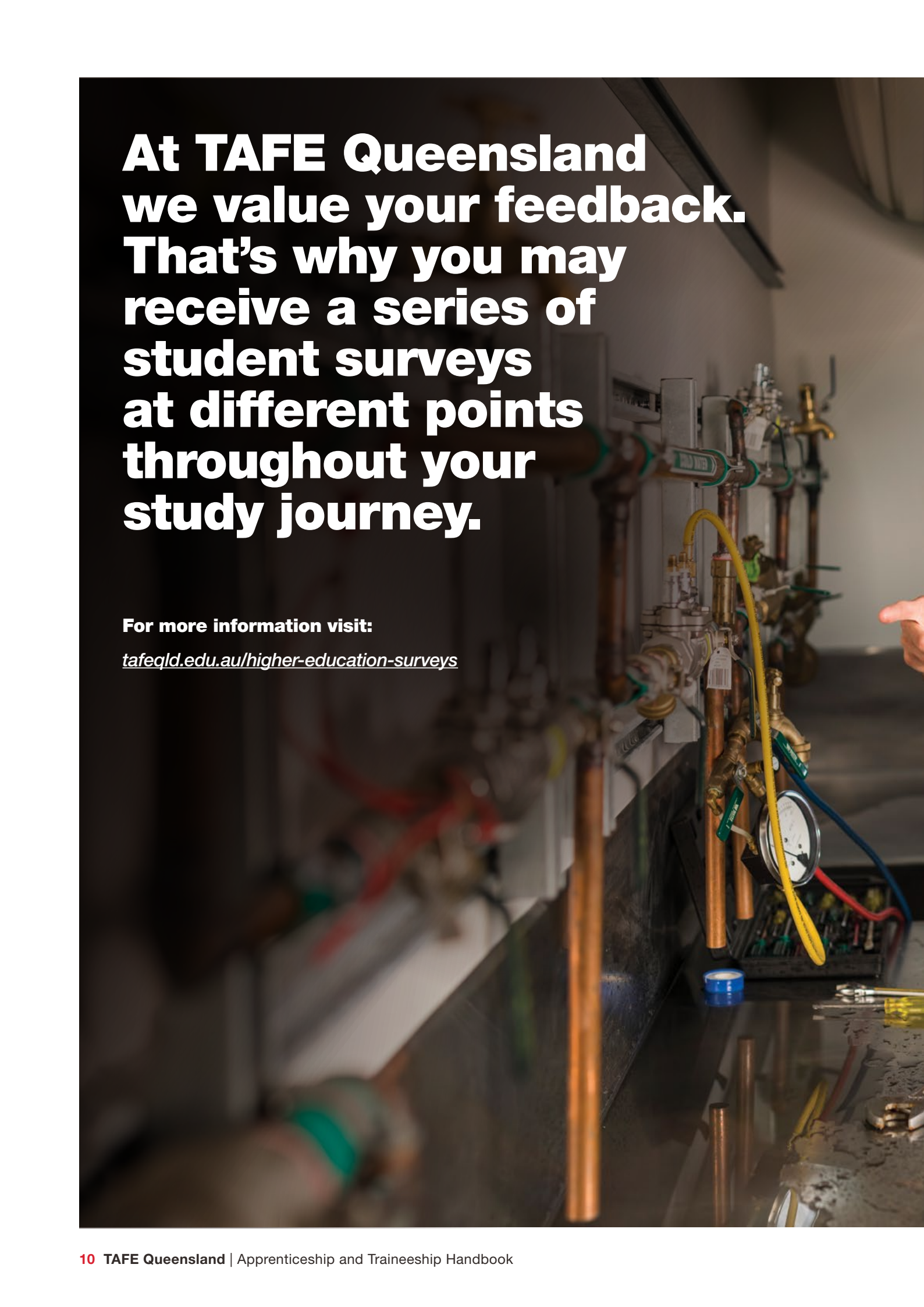
You can find support information and videos under the Help section in Connect.

It includes short tutorials and guides on the tools and processes involved in navigating Connect, enabling notifications, submitting assessments, following your progress, checking grades and discussions with your peers.

You can also access Connect using the Brightspace Pulse App. With Brightspace Pulse you can access communications, content and grade results in Connect.

You can also check out:

youtube.com/tafeqldconnect



**At TAFE Queensland
we value your feedback.
That's why you may
receive a series of
student surveys
at different points
throughout your
study journey.**

For more information visit:

tafeqld.edu.au/higher-education-surveys



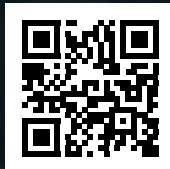


**The quality of training
TAFE Queensland
provides is second to
none and the programs
they deliver are fantastic.**

Lauren King
Stefan Training Academy



<< Click the play
icon or scan the
QR code below
to view the video.



Enrolments, Fees and Charges

ENROLMENT, FEES AND CHARGES

The Queensland Government may contribute towards the costs of your apprenticeship or traineeship. There may also be a student contribution fee, as set by the Business and Training which you will need to pay before you start classes or training. In some cases, your employer may pay this fee for you.

Currently, no student contribution fees apply for eligible apprentices or trainees who are under 25 and undertaking a priority qualification or who are school-based. From time-to-time, other government funding may also be available.

For more information about Queensland Government subsidised training and incentives visit: desbt.qld.gov.au/training/apprentices/incentives

PAYING YOUR FEES

You should complete a Payment of Fees form at your TAFE Queensland induction to indicate how you will pay your fees. You can pay by credit card, cash or by direct debit payment plan (if you are eligible). Your employer or a third party may pay fees on your behalf by completing an Authority to Invoice form.

COSTS OF TRAINING

Your costs of training may include:

- Travel or accommodation costs to attend training
- uniforms and equipment
- tuition costs
- parking or transport costs (to attend work or training).

FINANCIAL HARDSHIP

If you are unable to pay your fees due to extreme financial hardship, you should make an appointment to talk with our Customer Service Centre to discuss possible solutions. Make sure you do this before your fees are due to avoid any difficulties.

SCHOLARSHIPS

Achieve your career goals with the help of a TAFE Queensland Scholarship.

For more information visit: scholarships.tafeqld.edu.au

TRAVEL AND ACCOMMODATION

If you have to travel at least 100km return to attend the closest training organisation that delivers your training program, you may be eligible for a travel and accommodation subsidy. This subsidy is available through the Business and Training and is paid on completion of your training.

We will verify your actual attendance dates on your form before you submit it. We can also verify your attendance online to allow faster payment of your subsidy.

Apprenticeships Information Hotline on 1800 210 210 or visit: desbt.qld.gov.au/training/apprentices/incentives

WITHDRAWAL AND REFUNDS

If you wish to withdraw from your course or a unit, please contact us as soon as possible. If you withdraw after your training commencement date, academic or financial penalties may apply. Withdrawing from units may affect your progress in your apprenticeship or traineeship.

To read our refund policy visit: tafeqld.edu.au/policies-and-procedures

Recognition of Prior Learning (RPL) provides you with an opportunity to receive recognition for both formal and non-formal learning you have undertaken.

The RPL process takes into account all relevant skills, knowledge, and experience that you have. Credit transfer is a process that provides you with credit for previous formal study that is equivalent to your apprenticeship or traineeship qualification.

You may also be eligible for Credit Transfers if you have completed previous formal study that is equivalent to your apprenticeship or traineeship qualification.

Your induction officer will discuss any potential RPL and Credit Transfer options with you and your employer at Induction when you are negotiating and finalising your training plan.

For more information regarding RPL and Credit Transfer visit:
tafeqld.edu.au/rpl



Redline Commercial chooses TAFE Queensland for our apprentices. We trust them and know that we're in safe hands.

Taylor Gainer
Director - Redline Commercial



<< Click the play icon or scan the QR code below to view the video.



Student Support Services

SOMETIMES YOU MAY NEED SOME EXTRA SUPPORT ALONG YOUR APPRENTICESHIP OR TRAINEESHIP JOURNEY. WE'RE HERE TO HELP WITH STUDENT SUPPORT SERVICES AVAILABLE TO ALL OF OUR STUDENTS.

For more information on student support services visit: tafeqld.edu.au/studentsupport

MENTAL HEALTH AND WELLBEING

Looking after our mental health is just as important as maintaining our physical health. Being in a strong mental health space will benefit your study experience. Building your resilience and having strategies to cope with life changes will not only assist you in your studies, but will be beneficial in your future work environment.

COUNSELLING

If you need someone to talk to about problems that may be affecting your training and progress, our experienced and friendly counsellors are here to help. You might need help with issues such as time or stress management, personal issues, or cross-cultural and special needs. Counselling is confidential and free of charge.

INDIGENOUS STUDENT SUPPORT

If you are an Aboriginal or Torres Strait Islander student, we have support officers who can provide culturally appropriate information and assistance. For more information and to access any of our support services, please visit: tafeqld.edu.au/studentsupport

ACCESSABILITY SUPPORT

At TAFE Queensland we are committed to making everyone's experience enjoyable and worthwhile. If you have a disability (including dyslexia or other learning challenges) and need help, we can provide practical assistance, support, and advice.

Our AccessAbility Support team will work with you to develop an individual support plan. This may include:

- Communicating with teachers on your behalf when required
- loaning you assistive technology
- providing mentors, sign language interpreters, readers, and scribes
- coordinating alternative assessment arrangements.

As an apprentice or trainee, you may have access to both tutorial and mentoring support through the Disabled Australian Apprentice Wage Support (DAAWS) program. We can work with you, your employer and your Apprenticeship Network Provider to apply for and organise this support.



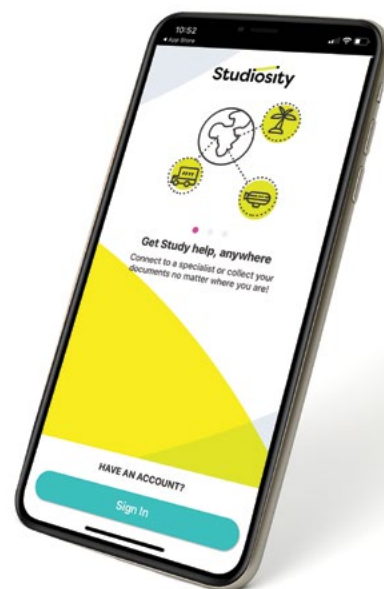
If you need someone to talk to about problems that may be affecting your training and progress, our experienced and friendly student support officers are here to help.



**The TAFE Queensland
Library Network provides
a wide range of resources
and services to all students.**

Library Services

VISIT ONE OF OUR CAMPUS LIBRARIES
OR ONLINE AT LIBRARY.TAFEQLD.EDU.AU
TO TAKE ADVANTAGE OF THESE SERVICES.



YOU CAN ACCESS:

- Books, DVDs and digital resources including databases and e-books
- assignment and referencing help
- printing, copying and scanning facilities
- study spaces and computing areas
- computer assistance including password resets and help
- equipment lending including phone chargers and laptops (at select locations)
- accessing WiFi
- resources to assist you with your job search, applications and interviews.

Have a question that needs answering?

Try our Ask a Librarian service by emailing:

ask@tafe.qld.edu.au

Or use our Library Live Chat service at: library.tafeqld.edu.au

If you're studying at select locations, you may be able to access specific career and employment resources and services. You can also speak to your teachers and our counsellors about planning your career pathway, applying for jobs, and your future career development.

For more information visit:

tafeqld.edu.au/career-and-employment-services

Helpful resources covering topics like resumes and cover letters are also available on our blog at: tafeqld.edu.au/blog

LEARNING SUPPORT

We are committed to ensuring the success and progress of every student, from enrolment through to graduation. You can access learning support services for help with:

- Assignments, essay writing and referencing
- study skills and exam preparation
- English and maths
- time management and organisation skills.

Depending on your location you may be able to access learning support in a variety of ways, from student hubs, libraries, online services and on-campus staff.

We have specialised language, literacy and numeracy teachers on hand to help you with your training. You can access help with maths and English, preparing for assessments and other learning skills. This may be through in-class support, online support, workshops and tutorials.

STUDIOSITY

Feeling overwhelmed, stuck, or not sure where to start? Whether you're struggling with writing, maths, or referencing, you can get 24/7 online support from Studiosity. Their subject specialists are available to give immediate, one-on-one help 365 days a year.

Studiosity also provides a writing feedback service with a maximum turnaround time of 72 hours. You can upload a draft of your written assessment to receive detailed feedback on your work.

ACCESS STUDIOSITY

To access Studiosity for free as a TAFE Queensland student, you must be logged in to Connect. Under the 'Student Links' widget you will see 'Studiosity — After Hours Assessment Help'.

Log into Connect to access:

tafeqld.edu.au/connect

Community Support Services

If you or a friend need personal support, help is available. We encourage you to reach out to one of the following Community Support Services.

EMERGENCY SUPPORT:

IF YOU ARE WORRIED YOU MAY HARM YOURSELF OR SOMEONE ELSE, OR NEED EMERGENCY HELP FOR SOMEONE ELSE IN THIS SITUATION, PLEASE CALL 000.



Mates in Construction is Australia's leading industry suicide prevention organisation focusing on raising awareness, building capacity, providing help and research.
1300 642 111
www.matesinconstruction.org.au



beyondblue provides information and support to help Australians achieve their best possible mental health, whatever their age and wherever they live.
1300 224 636
www.beyondblue.org.au



Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.
13 11 14
www.lifeline.org.au



The OzHelp Foundation is a workplace-based early intervention suicide prevention and social capacity building program for apprentices and workers.
1300 694 357
www.ozhelp.org.au



MensLine Australia is a telephone and online support and information service for men.
1300 789 978
www.mensline.org.au



headspace centres across Australia provide face-to-face information, support and services to young people, aged 12 to 25 years, and their families and friends.
www.headspace.org.au



Head to Health is a mental health support service available for all ages and can help you find the information, resources, and services that most suit your needs. Whether you want to improve your overall sense of wellbeing, need help with something that's concerning you, or want to help someone you care about, Head to Health can help.
headtohealth.gov.au



Reach Out is Australia's leading online mental health organisation for young people and their parents. Check them out for practical support, tools and tips to help young people get through anything – from everyday issues through to tough times.
reachout.com



NAWIC strive to help champion and empower women in the construction and related industries to reach their full potential.
1800 767 977
nawic.com.au

**As part of our
commitment to
provide healthy,
vibrant campuses
for our students,
all TAFE Queensland
campuses are
smoke-free.
This also includes
e-cigarettes.**

**For more information about TAFE Queensland's
Smoke-Free Policy visit:**

tafeqld.edu.au/smokefree

Safety and Security

AS A STUDENT, THERE ARE STEPS YOU CAN TAKE TO HELP ENSURE THE SAFETY OF YOURSELF AND OTHERS:

- Take precautions with your personal belongings and don't leave items unattended or bring valuable items onto campus
- be mindful of your sitting position as poor posture can lead to physical and mental fatigue, and possible injury
- be careful when lifting or moving heavy objects and remember to use your knees, rather than your back to lift the weight
- obey safety signage and wear appropriate personal protective equipment (PPE)
- only use property, plant and equipment for its intended purposes
- follow directions given by TAFE Queensland staff
- report all injuries incidents, hazards or near misses to your teacher.

You are entitled to respectfully challenge directions or decisions of TAFE Queensland staff if you think they are unlawful, unreasonable, or could endanger a person's health or safety.

TAFE QUEENSLAND IS COVID SAFE

TAFE Queensland has implemented a range of proactive measures to limit the impact of COVID-19 and to support our students to continue their study.

As a student, it's important that you play your part in helping slow the spread and keep our campuses COVID safe.

What you can do to help:

- Don't come to campus if you're unwell
- if you have symptoms, get tested and self-isolate at home
- limit your movements on campus and only come to campus for essential activities
- practise good hand hygiene – wash your hands or sanitise your hands before and between classes
- keep a distance of 1.5 metres from staff and other students (where practicable)
- clean equipment after use with disinfectant.

APPRENTICESHIP AND TRAINEESHIP







STUDENT HANDBOOK

CONTACT US

Keep up-to-date with the latest information on what's happening at TAFE Queensland and your local campus by connecting with us on social media.

PHONE: **1300 308 233**
ONLINE: [tafeqld.edu.au/contact/enquire](https://www.tafeqld.edu.au/contact/enquire)
IN PERSON: Visit us on campus.

STAY CONNECTED

-  facebook.com/TAFEQueensland + your campus page
-  [@tafeqld](https://www.instagram.com/tafeqld)
-  [linkedin.com/company/tafe-queensland](https://www.linkedin.com/company/tafe-queensland)
-  [youtube.com/TAFEQueensland](https://www.youtube.com/TAFEQueensland)
-  tafequeensland
-  @TAFEQld

PRINTING INFORMATION

The information contained in this guide is correct at time of printing, March 2023. For the most up-to-date information please refer to our website at www.tafeqld.edu.au. Delivery modes may vary by location. In many areas of Australia it is considered offensive to publish photographs of Aboriginal and Torres Strait Islander people who are deceased. Readers are warned that this publication may inadvertently contain such photographs.



**Connecting Knowledge
Connecting Cultures**

 **1300 308 233**
 **tafeqld.edu.au**

 **Skills
Assure**
Proud to be a Queensland Government
subsidised training provider

**MAKE
GREAT
HAPPEN**

