South Metropolitan TAFE’s commitment to you

A welcome from the Managing Director

On behalf of all staff, I would like to extend a warm welcome to all students who are taking up study towards a higher education qualification at SM TAFE.

SM TAFE currently occupies a unique place in the Western Australian landscape as the first TAFE provider delivering degree pathway qualifications. This dual sector status provides us with a unique opportunity to contribute in a strong and meaningful way towards the achievement of the One Tertiary agenda and have a direct role in increasing the number of Western Australians holding Higher Education qualifications.

SM TAFE is proud to offer you the opportunity to study a higher education qualification that combines industry practice with theory at either a diploma or associate degree level. Studying an associate degree course will enable you to acquire knowledge and skills that will equip you to research and analyse key concepts and theories that are evolving within the relevant scientific, social, technical and cultural contexts of the discipline area in which you intend to work, and to integrate these with the necessary practical skills to prepare you for employment.

A diploma or associate degree course at SM TAFE also provides you with a pathway into bachelor degree programs through articulation arrangements with Edith Cowan, Murdoch, Curtin and other universities. In addition, these higher education courses provide a point of entry into employment at technician, associate professional and supervisory levels.

This handbook provides important information that you need to know to make your studies at SM TAFE enjoyable and hassle free. If after reading this handbook you have any questions I suggest that you approach your lecturer or contact one of our Higher Education Student Services staff.

I am excited about SM TAFE’s unique approach to applied, practical higher education and believe that it will provide you with a competitive and desirable alternative to traditional theory-based university programs.

Terry Durant
Managing Director
South Metropolitan TAFE
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ABOUT SOUTH METROPOLITAN TAFE

OUR MISSION
Our mission is to provide contemporary tertiary education and training to enhance the career opportunities and personal growth of individuals and enhance the productivity of workplaces.

THE ORGANISATION AND HIGHER EDUCATION
South Metropolitan TAFE has established itself as a leading provider of vocational education and training (VET) in Western Australia and a key contributor to improving the skill level and productivity of the Australian workforce and the social and economic wellbeing of individuals.

The SM TAFE Strategic Plan, reflects our key strength in developing high quality graduates equipped with the right skills, knowledge and attributes to make a positive future.

As an organisation, SM TAFE is driven by the following values:

RESPONSIVENESS
We are responsive to our clients, providing services that meet their needs in a friendly and courteous manner.

EXCELLENCE
We support the pursuit of excellence, creativity and the sharing of knowledge by our staff to nurture a culture of sustained improvement.

SUSTAINABILITY
We work to protect the environment, promote social advancement and contribute to the economic prosperity of Western Australia.

INTEGRITY
We conduct our business in an ethical, open and honest manner that treats our clients and colleagues with respect and understanding.

DIVERSITY
We recognise and build on the strength and understanding that comes from working with and for people from different backgrounds, circumstances and life experiences.
HIGHER EDUCATION
PHILOSOPHY AND
GRADUATE ATTRIBUTES

All Higher Education courses at South Metropolitan TAFE are approved and accredited by the Tertiary Education Quality and Standards Agency (TEQSA), Australia’s independent national regulator of the higher education sector. TEQSA regulates providers of higher education in Australia under legislation aimed at protecting the interests of Australian domestic students studying in Australia and overseas, as well as international students studying in Australia.

SM TAFE’s higher education courses are applied courses that aim to prepare graduates for dual opportunities of work and further study. We ensure our courses combine the development of practical skills with study of the underpinning theories and knowledge in a discipline area and we aim to produce graduates who have:

1. KNOWLEDGE AND TECHNICAL SKILLS
The ability to:

• Draw on a comprehensive body of knowledge related to the discipline area studied and apply this to practice in familiar and unfamiliar situations
• Have a high level of technical skills appropriate to the field studied
• Apply scholarship and research practices including:
  – Accessing and evaluating existing research and scholarship
  – Collecting, collating, displaying, analysing and reporting observations in a systematic way
  – Applying experimentally obtained results to new situations
  – Testing hypotheses experimentally.

2. COGNITIVE SKILLS
The ability to:

• Exercise judgement in their actions and decision making
• Be accountable for their actions and decisions
• Be capable of rigorous and independent thinking
• Adopt a range of problem solving approaches.

3. PERSONAL/BEHAVIOURAL SKILLS
   AND ATTRIBUTES
The ability to:

• Plan and achieve goals in both their personal life and professional sphere
• Organise and communicate knowledge in both written and oral English
• Work effectively with others
• Exhibit tolerance and integrity in working with others
• Reflect critically on their own performance and be self-aware
• Acknowledge their personal responsibility for their own value judgements and ethical behaviour towards others.

4. ORGANISATIONAL AND
   MANAGEMENT SKILLS
The ability to:

• Manage their time and prioritise effectively to ensure timeframes are met
• Apply management practices in their work
• Use a wide range of technologies including computing, communication and mobile technologies.

5. Social responsibility
The ability to:

• Work with people from a wide range of ethnic backgrounds
• Practice ethically
• Apply environmentally sustainable practices in work and life
• Value cultural diversity including that of indigenous peoples;
• Understand international trends and their impacts on Australia
• Support practices that build social cohesion.

Our courses are designed to help you develop these attributes so that on graduation you are prepared for the world of work and for on-going independent learning.
STUDENT CODE OF CONDUCT

The South Metropolitan TAFE Student Code of Conduct outlines the key responsibilities, which staff and students have to each other, and acts as a baseline for expected standards of service and behaviour. It can be used as a basis for an individual learning agreement.

SM TAFE promotes applied and practical learning, and in doing so seeks to form effective partnerships with students of all ages and cultures to ensure a supportive learning environment in which people are treated with respect and their learning and well-being are provided for.

SOUTH METROPOLITAN TAFE IS COMMITTED TO SUPPORTING YOUR ACHIEVEMENT

We will:
- Ensure our dealings with you are respectful, prompt, efficient, ethical and courteous
- Treat you as a partner in your education
- Treat you equally regardless of sex, marital status, pregnancy, family responsibility or family status, sexual orientation, race, religious or political conviction, impairment or age
- Ensure those of you with a disability have the same opportunity of access to education as all students by providing support and mobility access
- Provide a safe and healthy learning environment
- Provide an environment in which energy and resources are conserved
- Facilitate an atmosphere that encourages learning and that is free from harassment or discrimination
- Comply with the Privacy Act to safeguard information you give us
- Provide opportunities for flexible learning by fostering partnerships with Industry and offering modules of study at different times and in different ways
- Ensure staff are appropriately skilled and committed to fulfilling our mission to deliver practical relevant courses in a supportive learning environment
- Provide you with up-to-date and relevant teaching resources.

We expect students to:
- Be respectful, courteous, honest, co-operative and prompt in your dealings with us
- Act within the law and comply with SM TAFE regulations and by-laws
- Behave in an ethical and honest manner and not engage in any form of academic misconduct
- Work with us to maintain an atmosphere and physical environment that encourages learning by treating other students, staff and the campus facilities with respect and consideration
- Advise SM TAFE at enrolment of any support you may need during your study
- Advise SM TAFE at enrolment of Aboriginal or Torres Strait Islander heritage if you wish to receive mentoring and support throughout your studies
- Advise SM TAFE at enrolment of any impairment to your learning if you require assistance to ensure support is available where needed
- Behave in a way that does not impact on the ability of others to learn, or feel safe in their learning environment or workplace
- Not smoke or be under the influence of alcohol or illegal drugs when on campus or when undertaking any learning related activities
- Behave in a way that maintains a clean and attractive environment for other students, staff, visitors and residential neighbours
- Not damage or vandalise equipment, buildings or cars.
- Use computers responsibly and comply with computer use policies
- Be proactive in sourcing and reading information available
- Make sure you notify the college of any change of contact details
- Respect the privacy of others including not digitally recording any class or lecturing activities without first seeking the permission of staff and fellow students
- Treat workplace learning opportunities and employers with respect, complying with all workplace requirements
- Take your learning seriously and strive to fulfil all course requirements
- Respect the intellectual property associated with teaching materials and comply with all copyright requirements
- Acknowledge all third-party materials used in assignments and use appropriate referencing styles.
BEFORE YOU ENROL

South Metropolitan TAFE will:

- Ensure the information given to you is accurate and contains enough detail to help you make an informed choice about which course to study and the fit with your capabilities and circumstances
- Have available information on student financial assistance including access to FEE-HELP for eligible students
- Make available all study timetables, policies and regulations that directly affect you and inform you of necessary guidelines and procedures
- Process any applications for advanced standing, credit transfer or credit recognition including the provision of RPL, cross crediting and credit exemption in a timely manner

We expect applicants will:

- Make your own application for enrolment and provide verified documentation such as proof of identity, birth certificate, proof of citizenship and any other documents related to your enrolment
- Manage your application for FEE-HELP assistance, where applicable
- Read carefully all information provided and seek further assistance or clarification as required
- Provide all necessary information to enable credit recognition to be processed in a timely manner
- Make the organisation aware of any issues that may affect your enrolment throughout your course of study
- Pay, or make arrangements to pay, all appropriate fees as stipulated by the organisation.

DURING YOUR STUDY

South Metropolitan TAFE will support you by providing you with:

- A course induction/introduction and information on the support services that are available to you during your study including: Library resources, Learning Support, International student support, computer facilities, health and counselling services and resources for students with a disability
- Accurate and up-to-date information on the course: content, requirements, outcomes, criteria and timelines for assessment
- Written information on when and how you will be assessed
- Feedback on your progress and ways in which you can maximise your study success
- Opportunities for you to provide feedback on your experience at SM TAFE along with suggestions for improvement
- Access to information and resources that support your learning.
- Mechanisms to provide feedback or resolve issues that might arise during your study.

We expect students will:

- Attend, participate in or read any course induction and orientation sessions or information
- Make sure you know what the course requirements are by reading all information provided
- Where applicable, attend and participate in all teaching sessions and use the learning opportunities and resources that are made available to you, regardless of your mode of learning
- Ask about anything you do not understand or use a support person to access the information you need
- Submit all course work by the due date.
- Take responsibility for accessing support you need
- Take joint responsibility with SM TAFE for becoming an independent learner and developing your abilities
- Notify SM TAFE staff when you are absent for any reason or if you withdraw from a course or programme
- Be considerate of the needs of others when using resources
- Use the mechanisms provided to promptly resolve any issues affecting your study.

PLEASE NOTE:
We would like to make you aware that if a student fails to behave in accordance with the above expectations a penalty may be imposed.

(See South Metropolitan TAFE By-Laws http://www.southmetrotafe.wa.edu.au/currentstudents/forms)
SOUTH METROPOLITAN TAFE IS COMMITTED TO SUPPORTING YOUR ACHIEVEMENT

We will:
• Ensure our dealings with you are respectful, prompt, efficient, ethical and courteous
• Treat you as a partner in your education
• Treat you equally regardless of sex, marital status, pregnancy, family responsibility or family status, sexual orientation, race, religious or political conviction, impairment or age
• Ensure those of you with a disability have the same opportunity of access to education as all students by providing support and mobility access
• Provide a safe and healthy learning environment
• Provide an environment in which energy and resources are conserved
• Facilitate an atmosphere that encourages learning and that is free from harassment or discrimination
• Comply with the Privacy Act to safeguard information you give us
• Provide opportunities for flexible learning by fostering partnerships with Industry and offering modules of study at different times and in different ways
• Ensure staff are appropriately skilled and committed to fulfilling our mission to deliver practical relevant courses in a supportive learning environment
• Provide you with up-to-date and relevant teaching resources.

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• Behave in an ethical and honest manner and not engage in any form of academic misconduct
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• Advise SM TAFE at enrolment of Aboriginal or Torres Strait Islander heritage if you wish to receive mentoring and support throughout your studies
• Advise SM TAFE at enrolment of any impairment to your learning if you require assistance to ensure support is available where needed
• Behave in a way that does not impact on the ability of others to learn, or feel safe in their learning environment or workplace
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• Behave in a way that maintains a clean and attractive environment for other students, staff, visitors and residential neighbours
• Not damage or vandalise equipment, buildings or cars
• Use computers responsibly and comply with computer use policies
• Be proactive in sourcing and reading information available
• Make sure you notify the college of any change of contact details
• Respect the privacy of others including not digitally recording any class or lecturing activities without first seeking the permission of staff and fellow students
• Treat workplace learning opportunities and employers with respect, complying with all workplace requirements
• Take your learning seriously and strive to fulfil all course requirements
• Respect the intellectual property associated with teaching materials and comply with all copyright requirements
• Acknowledge all third-party materials used in assignments and use appropriate referencing styles.
UNDERSTANDING ACADEMIC-SPEAK

The following table contains explanations of terms that are used in organisations such as South Metropolitan TAFE, to describe what we do. It is intended as a guide to help you understand the academic world.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tr>
<td>Academic Misconduct</td>
<td>Cheating, plagiarism, fabrication or falsification of data, non-approved collusion or presenting other people’s work as your own. See the Academic Regulations.</td>
</tr>
<tr>
<td>Academic penalty date</td>
<td>The final day for withdrawal from a unit without incurring a fail for that unit.</td>
</tr>
<tr>
<td>Academic Record/Transcript</td>
<td>This is your academic record and is also known as a statement of results.</td>
</tr>
<tr>
<td>Advanced standing/Exemption</td>
<td>Credit given toward a SM TAFE HE course for previous learning obtained through studies at TAFE or another tertiary education provider.</td>
</tr>
<tr>
<td>Appeal</td>
<td>The process by which you may lodge a formal query of a result or grading for an assessment task or unit.</td>
</tr>
<tr>
<td>Assessment</td>
<td>The process by which your progress or achievement in a unit is evaluated. This can include assessment methods such as assignments, in-class tests, examinations, project work, practical exercises and tutorial participation.</td>
</tr>
<tr>
<td>Award</td>
<td>A diploma, certificate or associate degree qualification obtained when you have successfully completed all the requirements specified for the course.</td>
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<tr>
<td>Census Date</td>
<td>The final date for withdrawal from a unit without incurring a financial liability for that unit.</td>
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<tr>
<td>Confirmation of enrolment (CoE)</td>
<td>A document that confirms your enrolment as an international student at SM TAFE. It also shows the scheduled start and end date of your course.</td>
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<tr>
<td>Conditional standing</td>
<td>An enrolment status which acts as a warning that you have failed one or more units in one semester and that subsequent unsuccessful performance may result in your termination of your enrolment.</td>
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<tr>
<td>Contact hours</td>
<td>Hours that you are required to spend at lectures, tutorials and/or practical sessions, normally on-campus.</td>
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<td>Core units</td>
<td>Required units within a course structure which you must complete in order to fulfil the requirements of a particular course.</td>
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<tr>
<td>Course</td>
<td>A specified program of study necessary to qualify for an award at SM TAFE. Each course is a combination of units including core and, in some cases, elective units.</td>
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<tr>
<td>Course Coordinator/Head of Program</td>
<td>The person responsible for overseeing the delivery of the course. They should be your first point of contact if you have any issues you cannot resolve with your lecturer.</td>
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<tr>
<td>Course Guide</td>
<td>The document setting out the key information about the course, its structure and its requirements.</td>
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<tr>
<td>Course Standing</td>
<td>Your status with relation to your progress through your studies. There are four classifications – good standing, conditional, terminate and cleared to graduate</td>
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<tr>
<td>Deferred assessment</td>
<td>An extension or alternative assessment given when a student’s performance is impaired by illness or other unusual circumstances. A student must apply for a deferred assessment.</td>
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<td><strong>eCampus</strong></td>
<td>The on-line learning system used by SM TAFE to support students. eCampus will contain a “shell” for each unit that you are studying that will have additional resources to help you with your studies. In addition to this, higher education students have a “generic” shell that has information and guidance to help you get the most out of your higher education study.</td>
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<td><strong>EFTSL</strong></td>
<td>Equivalent Full Time Study Load. A 1.0 EFTSL is a one year full time study load.</td>
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<td><strong>Elective</strong></td>
<td>An optional unit in a course. Some higher education courses give students the option of choosing to study one or more units from a selection of available units. These are called electives.</td>
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<tr>
<td><strong>Exemption</strong></td>
<td>Where previous study or work experience is assessed as equivalent to a unit a student will be given an exemption for the unit. This will be recorded on their academic record with the grade E.</td>
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| **Plagiarism** | Plagiarism is the presentation of the thoughts or works of another as one’s own. Plagiarism includes the following:  
- Copying or paraphrasing material from any source without due acknowledgement;  
- Working with others without permission and presenting the resulting work as though it was completed independently. |
| **Pre-requisite** | A unit or study that must be completed successfully before you can enrol in the next specific unit for which the pre-requisite applies. |
| **Semester** | Refers to the organisation of teaching periods within the year. There are two semesters in each academic year (Semester one and two). Normally each semester includes 14 teaching weeks and a final assessment period (normally 2 weeks). |
| **Statement of Academic Record** | The official written statement of the units you have studied and the grades you have received, also referred to as the Transcript of Academic Results. |
| **Supplementary assessment** | An additional assessment given under special circumstances to students who have just failed their unit. |
| **TAFE International Western Australia (TIWA)** | TIWA is SM TAFE’s agent for recruiting international students |
| **Testamur** | The official graduation certificate which stipulates you have completed all requirements for a given course (award), typically presented at your graduation ceremony. |
| **Unit** | The smallest part of a course a student can enrol into. At SM TAFE associate degrees have 16 units studied over 2 years. Units may also be called papers. |
| **Subject Guide** | The detailed information about the unit including delivery timetable, textbook and resource lists, assessment information and unit outcomes. |
OVERVIEW

This Handbook is organised in a way that assists you to find the answers to frequently asked questions. If there is anything that you need to know that you can’t find an answer to, come and see us in the Higher Education Student Services Office on Bentley campus. Maps of each campus are contained at the end of this handbook. If you are an international student, you may want to contact the International Centre which is on the ground floor of B Block on the Bentley campus.

South Metropolitan TAFE’s higher education courses are offered from three different campuses – Bentley, Jandakot and Thornlie and it will not always be possible to come and see us in person. The other ways in which we can be contacted are listed below.

ADVICE AND SUPPORT

Higher Education Student Services staff can assist you with all study-related matters including:

- Higher Education course information
- Enrolment and re-enrolment
- FEE-HELP information for domestic students and refund of course fees
- Information on changes to courses or withdrawals
- Academic records and applications for graduation
- Information regarding applications for deferred assessment and advanced standing.

Higher Education Student Services is located in A Block, Bentley campus.

Opening hours: Monday to Friday
9:00am – 12:00pm
12:30pm – 4:00pm

Please call if you would like to make an appointment as staff may be visiting other locations. Call (08) 9442 8307 or email hess@smtafe.wa.edu.au

ACADEMIC SUPPORT STAFF

On each campus you will find a number of staff who can provide a range of academic support and advice.

The staff that can assist you on each campus include:

BUSINESS (BENTLEY CAMPUS)

Dr Ashley Aitken
Higher Education Discipline Leader
Damon Chernoff
Course Coordinator

FASHION BUSINESS (BENTLEY CAMPUS)

Lisa Pillers
Higher Education Discipline Leader

HOSPITALITY MANAGEMENT (BENTLEY CAMPUS)

Angela Lee
Higher Education Discipline Leader

INFORMATION TECHNOLOGY (THORNELIE CAMPUS)

William Kenworthy
Higher Education Discipline Leader
Frank Robson
Course Coordinator

AVIATION (JANDAKOT CAMPUS)

Chadwick Martin
Higher Education Discipline Leader
INTERNATIONAL CENTRE
South Metropolitan TAFE’s International Centre assists international students (those who enrol as international students under student visa) from all SM TAFE campuses with:

• Courses and pathways available for international students
• International student orientations (at the beginning of semesters)
• Change of course/campus queries
• Student records management – personal and academic information
• Intervention strategy coordination (student progress management)
• Payment of course fees
• Advice on refund of course fees and overseas student health care information.

The International Centre is located on the ground floor of B Block Bentley campus.

Opening Hours: Monday to Friday
9.00 am to 1.00pm
1.30 pm to 3.30pm

Alternatively, appointments can be made via email InternationalCentre@smtafe.wa.edu.au or phone (08) 9442 8331.

More information can be found on the website: http://www.southmetrotafe.wa.edu.au/futurestudents/internationalstudents

OTHER STUDENT SUPPORT SERVICES
Students have access to a range of services from external agencies, including:

• Crisis care/emergency services
• Specialised youth services
• Migrant services
• Finance and legal services
• Mental health and well being.

More information can be found at the SM TAFE Services for Students website at http://www.southmetrotafe.wa.edu.au/currentstudents/studentservices

CUSTOMER SERVICES CENTRES
Our friendly staff at SM TAFE Customer Service Centres at Bentley, Jandakot and Thornlie campuses are available to assist you with a range of services including payment of fees and issuing of parking permits.

Opening Hours: Monday to Thursday
8:00am – 4:30pm
Friday
8:00am – 4:00pm

General enquiries can be made by phoning 1800 001 001.

ABORIGINAL SERVICES
Aboriginal Services Officers are employed by SM TAFE to assist Indigenous people with information regarding entry to higher education diploma and associate degree courses. They can assist you with any difficulties you may be having with your course, accommodation, and financial or personal matters.

Contact the Indigenous Student Support Officers on 1800 001 001.

DISABILITY SERVICES
Disability Services can assist in minimising barriers to study caused by disability or a medical condition.

Disability Service Staff will:

• Coordinate services to meet individual needs
• Work to eliminate barriers which may disadvantage you
• Assist you to achieve your education and career goals
• Encourage you to be independent and take responsibility for your course of study.

Appointments can be made by contacting Disability support staff on 1800 001 001.
GETTING STARTED

HOW DO I COMPLETE MY ENROLMENT?

If you are a domestic student (an Australian or New Zealand citizen) then you should have received a “Letter of Offer”. If you are an International Student then you should have received a “Condition of Enrolment” letter from TAFE International. If you don’t have either of these, please come and see us in the Higher Education Student Services Office at Bentley campus or e-mail us on hess@smtafe.wa.edu.au

Before you attend class you must complete your enrolment and attend orientation. Make sure you:

• bring proof of identification in the form of a passport, drivers licence or birth certificate OR if you are an international student, bring your Condition of Enrolment letter
• bring original or certified copies of your entry requirement documents (ie Year 12 certificate, Certificate IV or Diploma)
• provide a Tax File Number if you are an Australian citizen applying for FEE-HELP (refer to http://studyassist.gov.au/sites/StudyAssist/ for further information)
• if you are an international student, bring proof of fees payment (you should have paid your fees or organised to pay your fees prior to orientation)
• bring results of previous study if you are applying for advanced standing.

For continuing students you should:

• bring your Statement of Academic Record if you require assistance selecting your units
• bring proof you have paid your fees or have arranged a mechanism to pay our fees for the year.

CAN I ENROL IN MORE THAN ONE COURSE AT THE SAME TIME?

In some instances you may be able to study two courses at the same time, however your study program will need to be approved before you can complete the enrolment and start your studies.

Please see the Higher Education Student Services Office if this affects you.

HOW CAN I PAY MY FEES?

If you choose to pay your tuition fee upfront, you have the option of paying by cash, cheque, money order, Mastercard or Visa (in person or via mail or phone), via EFTPOS.

If you want to pay fees by the FEE-HELP loan scheme you must complete the FEE-HELP Assistance form and supply your tax file number at the time of enrolment.

If you are an international student you are required to pay your fees directly to TAFE International Western Australia. This can be arranged through the International Centre at SM TAFE’s Bentley campus. Further information on payment methods can be found on TAFE International’s website at www.tafeinternational.wa.edu.au There is a link to this site from the SM TAFE international website http://www.southmetrotafe.wa.edu.au/futurestudents

WHAT IS FEE-HELP?

FEE-HELP is an Australian Government loan scheme that helps eligible domestic fee paying students pay tuition fees charged by their approved provider for their units of study.

When you take out a FEE-HELP loan, the Government pays the loan amount directly to your approved provider, in payment for your tuition fees. There is a loan fee for FEE-HELP loans for undergraduate courses of study. Currently this is a 25% charge to cover the cost of the loan.

There is a maximum amount you can borrow through FEE-HELP over your lifetime. This is known as the FEE-HELP limit.

You are required to begin repaying your loan through the taxation system when you reach the repayment threshold set by the Australian Taxation Office for compulsory repayments.

For more information on FEE-HELP, check the Study Assist website http://studyassist.gov.au/sites/StudyAssist/.

WHAT IS ADVANCED STANDING AND HOW DO I GET IT?

Advanced standing is the granting of credit towards the completion of a course based on previous studies or experience that has been judged to be equivalent to the units in the course.

SM TAFE’s Transfer of Credit and Recognition of Prior Learning Policy covers this and this can be accessed via the SM TAFE Higher Education website http://www.southmetrotafe.wa.edu.au/content/higher-education-students

If you believe that you qualify for advanced standing because of your previous study or experience you should complete an Application for Advanced Standing Form which is available from SM TAFE’s Higher Education website. The completed form and any supporting evidence should be forwarded to the Higher Education Student Services Office for processing.

If you are successful in gaining advanced standing you may be eligible for a reduction or refund of fees, however, in order to get this you must have submitted your application within two weeks of the course start date. Submission after this date may incur an administration fee and/or make you ineligible for a full fee refund.
WHAT HAPPENS IF I PAY FOR MY COURSE AND SOUTH METROPOLITAN TAFE CANNOT DELIVER IT?

To protect you if SM TAFE stops providing a course in which you are enrolled, SM TAFE subscribes to the TAFE Directors Australia (TDA) Tuition Assurance Scheme (TAS).

Under the TAS scheme, if SM TAFE stops offering the course for whatever reason after you have enrolled, you will be given the option of:

- transferring to a similar course with another provider, you will not to pay any additional fees for replacement courses or units; OR
- obtaining a refund of your up-front payments for any unit that you have commenced but not completed.

International student tuition is protected under the Tuition Protection Service (TPS). Refer to their website http://www.tps.gov.au

STATEMENT OF TUITION ASSURANCE

If SM TAFE cannot enable you to complete the full higher education course in which you have enrolled it will:

- refund any money that you have paid for any incomplete units or transfer (with your agreement) such fees to a TDA member institution offering you a place in a similar course.

The TDA member institution will:

- provide you with a place in the designated alternative course
- provide you with credit for all completed units;
- recognise all the grades awarded at SM TAFE
- upon completion of the outstanding units of study, enable you to receive the award for the course into which you have been transferred.

You will be under no obligation to enrol in the course offered under the TAS, however, should you choose to enrol in an alternative course, SM TAFE is not required to provide full credit transfer for units of study already completed.

Please be aware that other TDA member institutions may have a different student contribution/tuition fee. You will be responsible for meeting your own relocation expenses (if any) and costs associated with the purchase of textbooks and other learning resources or materials required by the other TDA member institution.

For information please refer to the TPS or TAFE International websites for more information.

WHAT HAPPENS IF I WANT TO WITHDRAW OR CHANGE MY ENROLMENT AFTER I HAVE ENROLLED AND PAID FOR MY COURSE?

You may apply in writing to withdraw from your course at any time but you will not always be eligible for a refund of fees or have no academic penalty on your record unless:

- you withdraw prior to course Census date – in which case you will be eligible for a refund of a portion of your fees and have no academic penalty recorded; or
- you withdraw after Census date but prior to last withdrawal without academic penalty date, in which case you will not be eligible for any refund of fees but will not have an academic penalty on your academic record.

A Withdrawal Form and a Refund Request/Remission of FEE-HELP can be obtained from the SM TAFE Higher Education website http://www.southmetrotafe.wa.edu.au/content/higher-education-students You may be required to provide additional documentation in support of your withdrawal application.

LOCAL STUDENT SCHEDULE OF REFUNDS

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Amount refunded</th>
</tr>
</thead>
<tbody>
<tr>
<td>The offer of a place is withdrawn by SM TAFE</td>
<td>Full refund</td>
</tr>
<tr>
<td>If SM TAFE is unable to provide the course</td>
<td>Full refund</td>
</tr>
<tr>
<td>If you withdraw after the commencement of the semester but before the Census Date</td>
<td>SM TAFE will retain 20% of tuition fee for one semester. Amendments will be made on the Application of FEE-HELP record.</td>
</tr>
<tr>
<td>If you withdraw after the Census Date</td>
<td>No refund</td>
</tr>
</tbody>
</table>

If you are an International Student and you wish to withdraw you must contact the International Office at SM TAFE. All requests for a refund must be submitted in writing (with supporting document) to the Manager, Admission of TAFE International. Further information and Refund Request Form can be found in the International Centre in B Block Bentley campus or on the website: http://www.tafeinternational.wa.edu.au
### INTERNATIONAL STUDENT SCHEDULE OF REFUNDS

<table>
<thead>
<tr>
<th>Event</th>
<th>Refund Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>If your visa application is unsuccessful</td>
<td>All the fees paid except an administration fee of AU $280.00</td>
</tr>
<tr>
<td>If SM TAFE is unable to provide the course (refund within two weeks)</td>
<td>All fees paid</td>
</tr>
<tr>
<td>If you supply incorrect or incomplete information and the offer is withdrawn by TAFE International</td>
<td>All the fees paid except AU$600.00</td>
</tr>
<tr>
<td>If you withdraw more than 10 weeks before the start of the semester</td>
<td>TAFE International will retain 10% of the full semester tuition fee.</td>
</tr>
<tr>
<td>If you withdraw 4 – 10 weeks before the start of the semester</td>
<td>TAFE International will retain 30% of the full semester tuition fee.</td>
</tr>
<tr>
<td>If you withdraw from a course 0 – 4 weeks before the start of the semester</td>
<td>TAFE International will retain 50% of the full semester tuition fee</td>
</tr>
<tr>
<td>If you withdraw 0 – 4 weeks after a semester starts</td>
<td>TAFE International will retain 60% of the full semester tuition fee.</td>
</tr>
<tr>
<td>If you withdraw after week 4 of the start of the semester</td>
<td>No refund</td>
</tr>
<tr>
<td>If you breach international visa conditions or SM TAFE regulations and are terminated from the course</td>
<td>No refund of the current semester fees. Refer to the TAFE International website <a href="http://www.fafinternational.wa.edu.au">www.fafinternational.wa.edu.au</a></td>
</tr>
</tbody>
</table>

### CAN I GET A REFUND IF I WITHDRAW AFTER CENSUS DATE?

Under special circumstances full refunds for withdrawals including withdrawals outside of the census date may be considered, including re-crediting a FEE-HELP balance.

Special circumstances are those medical, family/personal, work or study related circumstances that are beyond your control, do not make their impact on you until on or after Census date, and make it impractical for you to complete the requirements for your study.

Application for consideration of Special Circumstances must be made within 12 months of withdrawal from the course and must include independent supporting documentation and sufficient information to support the claims made.

Each application will be examined and determined on its merits. SM TAFE will consider your claims, together with any independent supporting documentary evidence that substantiates these claims.

You will be notified of the decision to grant a refund within 28 days of SM TAFE’s receipt of your application.

### WHAT HAPPENS IF MY FEES WERE PAID BY A FEE-HELP LOAN?

If your fees have been paid by FEE-HELP, and remission is granted, refunds will be credited to your FEE-HELP account.

### CAN I APPEAL A DECISION NOT TO GIVE A REFUND?

If you are unhappy with a decision made by SM TAFE you may apply in writing for a review of the decision not to grant a refund. Your application should include your reasons for seeking a review and any supporting documentation.

SM TAFE will acknowledge your application and convene a Review Panel to consider your case. You will be notified of their decision within 45 days.

If you are still not happy with the decision you may appeal to the Administrative Appeals Tribunal (AAT) [http://www.aat.gov.au/ContactUs/WA.htm](http://www.aat.gov.au/ContactUs/WA.htm)

### HOW DO I CONTACT AAT?

The full contact details for the AAT are:

**STREET ADDRESS**
Administrative Appeals Tribunal Level 5, 111 St Georges Terrace Perth WA 6000

**POSTAL ADDRESS**
Administrative Appeals Tribunal
GPO Box 9955 Perth WA 6848

**TELEPHONE:** 1300 366 700

**FAX:** (08) 9327 7299

**EMAIL:** Perth.Registry@aat.gov.au
You will be advised in writing of the approximate cost (if any) of applying for a review. When the review is completed, if the AAT decides that it is finalised in your favour, this fee will be refunded.

You do not have to pay the application fee if you:
- Are receiving legal aid
- Hold a health care card, a pensioner concession card, a Commonwealth seniors health card or any other card that certifies entitlement to Commonwealth health concessions
- Are in prison or lawfully detained in a public institution
- Are under 18 years of age; or
- Receive Youth Allowance, AUSTUDY or ABSTUDY.

WHAT HAPPENS IF I WANT TO CHANGE TO ANOTHER COURSE OR ANOTHER PROVIDER?
You may only transfer to another unit in your course or to another course prior to Census date for the semester in which you are studying or for study in a future semester.

In order to transfer you should contact the Higher Education Student Services Office and complete a Course Withdrawal Form along with a new Enrolment Form. If you are transferring to another provider you will need to complete their enrolment form. You may apply for an Academic Transcript to show a record of your academic achievement at SM TAFE.

International students are not allowed to transfer to another provider within the first six-months of study. Students changing to another provider inside the six-months will require a release letter in order to proceed with the change. Release letters are only issued in exceptional circumstances. To gain one you must make a request in writing to the Manager Client Services - Admissions at TAFE International and accompany your request with a Withdrawal Form. This request will be assessed and you will be advised of the outcome. Please refer to TAFE International’s website for further information regarding the definition of exceptional circumstances.

CAN SOUTH METROPOLITAN TAFE HELP ME TO GET WORK?
In some higher education courses at SM TAFE lecturing staff work closely with industry and can help you find paid employment or work placements that will help you to gain valuable experience about the industry you are planning to join. See your Discipline Leader if you would like to know if this service is available for your course.

BEING A STUDENT AT SOUTH METROPOLITAN TAFE
In addition to complying with the SM TAFE Bylaws, Regulations, Policies and Procedures, to get the most out of your time at SM TAFE you should:
- Fully engage with your study, attend all scheduled classes and activities and make the most of the learning opportunities available
- Undertake additional independent study including reading recommended texts, reading widely around the subject and doing your own research on what other information is available
- Maintain steady progress in your academic study and seek assistance if you are having trouble keeping up-to-date
- Display supportive and respectful attitudes towards staff, fellow students and visitors and treat SM TAFE property with respect
- Respond to reasonable requests from staff without undue delay
- Contribute to the on-going continuous improvement of the organisation by providing feedback and participating in the decision-making processes where possible
- Honour the rules about cheating, plagiarism, fabrication or falsification of data as well as proper use of copyright material.

A copy of the Bylaws, General and Academic Regulations for Students and Policies and Procedures can be accessed from the SM TAFE website http://www.southmetrotafe.wa.edu.au/ The Regulations are also at the back of this Handbook.

WHAT IS INDUCTION AND ORIENTATION?
Induction and orientation are held the week before classes start. Information on the date and location for orientation will be provided in your Letter of Offer/Condition of Acceptance letter. Information will also be available on the SM TAFE Higher Education website.

Orientation is mandatory for new students and optional for continuing students. The orientation, besides being a chance for you to meet other students, will cover various topics critical for your study and stay in Western Australia.

In addition to the Higher Education orientation, there is a separate Induction for International students.

In addition to orientation, you will receive an induction into your course from your lecturer in the first week of classes. This will introduce you to the subjects and provide you with advice on the support and services available. An onsite, more detailed library orientation can also be arranged for you by your lecturers.
HOW DO I GET A STUDENT ID CARD?
To get a student ID card, take your proof of enrolment or other form of ID, plus a Student ID Card Application form (signed by a Higher Education Officer) to any SM TAFE library and ask for an ID card.

HOW DO I GET ACCESS TO A SOUTH METROPOLITAN TAFE COMPUTER?
When you enrol at SM TAFE you will have an account on the Student Computer Network created for you giving you access to a personal directory, printing and the internet. There will be a time delay between your enrolment and the creation of your student network account.

You are able to login to the Network using the Student ID Number assigned to you and a password. To log into the Network use:
• Student ID@tafe.wa.edu.au
  For example P12345@tafe.wa.edu.au
• Your password is your TAFE ID and date of birth, TAFE ID/DD/YY
  For example P1234501012001

Note the capital P. Please change your password to protect the security of your account once you have activated it. To further protect your account, please logout when finished.

The Terms and Conditions of use of student computers on any SM TAFE campus are displayed on screen at every login attempt. Students must “Accept” these terms to proceed with logging in. If you break these rules and misuse computers, your account may be revoked and/or you may be fined. Serious misuse may lead to suspension or termination of your enrolment.

WHERE DO I GET MY TEXTBOOKS FROM? You may purchase your textbooks from a range of online suppliers, including The Co-op, Australia's leading academic and professional bookseller. Student membership is $25; this optional fee provides life membership access to the discounts of the Co-op.

Textbooks, uniforms, materials and toolkits can be purchased online with a valid credit card from www.coop.com.au or (08) 6144 5725 for phone orders or further enquiries.

Resources will be posted free of charge to your home address. The Co-op also provides a second hand book option and a lease arrangement for textbooks.

The Co-op will provide “pop up” shops during busy periods for sites that have large student numbers.

Our libraries provide a copy of essential textbooks on closed reserve.

WHAT SERVICES DO THE LIBRARIES PROVIDE?
Library services operate at the five main campuses of SM TAFE (Bentley, Carlisle and Thornlie) plus a reduced hours service at Jandakot. The Library Services website http://www.southmetrotafe.wa.edu.au/currentstudents/library/services provides you with information about our online resources, library catalogue, subject guides, study skills, referencing guide, training sessions, membership, borrowing rights and opening hours.

HOW MUCH TIME SHOULD I SET ASIDE FOR MY STUDIES?
At the start of the semester you will be given a Subject Guide which will set out the information you need to complete the unit. This guide will tell you how many hours you will have in lectures, tutorials and practical exercises. In addition to this, you should plan to spend another three to five hours in independent study each week on each subject you are studying. This will enable you to complete the necessary research, background reading and assignment work to successfully complete the unit.

WHAT IS eCAMPUS?
SM TAFE delivers eLearning through its eCampus learning management system to provide online access to delivery and assessment materials. You will have access to unit specific eCampus sites where your lecturers will post information, resources and activities related to your units.

Your login details will be provided to you at the start of your studies. If you do not have a log-on by then contact the e-Learning Help Desk eLearningHelpdesk@smtafe.wa.edu.au

WHAT IS THE STUDENT PORTAL AND HOW DO I USE IT?
The Student Portal allows SM TAFE students to check and modify personal details, check study arrangements, access results and, for many courses, enrol online. The Student Portal can be accessed on the main SM TAFE website www.southmetrotafe.wa.edu.au at the following direct link: http://www.southmetrotafe.wa.edu.au/student-portal. The Student Portal can also be accessed from the student network PCs once logged in.

WHAT IS MYCAMPUS AND HOW DO I USE IT?
MyCampus is an online service provided to all students at SM TAFE.

You can access a range of information and services through MyCampus including current enrolment information, qualifications previously completed, student study plan, important announcements and a staff search where you can find your lecturers contact information.
WHAT IS OFFICE 365 AND HOW DO I USE IT?

As a SM TAFE student, you are given free access to Office 365 Pro Plus which is a Microsoft service that enables you to access a range of online applications, email and storage.

It is important that you check your Office 365 email regularly as SM TAFE will send official correspondence via your Office 365 email account.

If you already have a personal email address, you can view the Office 365 account through your existing personal email by linking the account. Because there are a wide range of email services, you will need to consult your email service provider for instructions on how to link email accounts.

Your Office 365 account is not limited to use with your training, it is also available for your personal use.

Student ID@tafe.wa.edu.au
For example P12345@tafe.wa.edu.au

Your password is your tafe ID and date of birth, TAFE ID/DD/MM/YYYY
For example P1234501012001

Features of your student account include:

- 50GB email inbox
- 1TB online file storage space (OneDrive)
- Access to free web versions of Microsoft Word, Excel, PowerPoint and OneNote

Instructions outlining how to log into your account can be found at www.southmetrotafe.wa.edu.au - click on “Current Students” and then “Student Email”.

WHERE CAN I USE MY WIRELESS DEVICE?

There is WiFi (wireless) coverage available across most SM TAFE campuses which you can access with your personal devices where WiFi is available. In areas where wireless coverage is not available, computing, internet and printing facilities are available on student use computers within the libraries.

IS THERE SOMEWHERE I CAN STUDY AFTER HOURS?

SM TAFE’s Bentley campus has an after hours Study Lounge adjacent to the Library. If you want to use this area, please obtain a swipe card from the Higher Education Student Services Office.

There is also a Higher Education Study Lounge at Thornlie campus.

In addition to this, SM TAFE students can access the libraries at Curtin, Murdoch, Notre Dame and Edith Cowan Universities and use these spaces for study. The Library Service has negotiated Reciprocal Borrowing rights for SM TAFE students at Murdoch and ECU University libraries.

IF I NEED EXTRA HELP WITH MY STUDY WHERE CAN I GET IT?

If you need more help with your studies there is a range of other options available. You can seek help from your Discipline Leader/Course Coordinator for your course. The contact details for these people are on the page 4 of your Subject Guides.

Your lecturer and/or your Course Coordinator may recommend additional support for you including help with English language, remedial work for areas that you need extra help or additional tutorials.

The Library Service, at the request of your lecturers, can conduct training sessions on using the Library, finding resources and how to research and reference. South Metropolitan TAFE libraries provide access to many online resources to help you study, research and reference assignments. http://www.southmetrotafe.wa.edu.au/content/online-resources

In addition to this, SM TAFE has developed an eCampus study site which has many resources available to assist you with your studies. All higher education students have access to this and it can be found at http://www.southmetrotafe.wa.edu.au/student-portal

HOW WILL I KNOW WHAT I NEED TO DO TO PASS THE UNIT?

At the start of the semester you will be given a Subject Guide for each of the subjects you are studying. The Subject Guide contains all the information you need to know about the subject(s) including the topics covered by weeks, the text books and recommended readings you need, the subject assessments and the requirements to complete the subject. If you do not have a Subject Guide for the subject(s) you are studying, contact the Higher Education Student Services Office or see your Course Coordinator/Head of Programs.

Please retain a copy of your Subject Guide as you may be required to present it to obtain Advanced Standing in further studies at other institutions.

HOW DO I SUBMIT ASSIGNMENTS?

You must:

- Submit all assessment items by the due date
- Submit a cover sheet with all written work which includes a signed declaration that it is your own work
- Deliver the assessment and cover sheet to the secure location provided by your lecturer
- Keep a copy of all submitted work until at least the expiration of the appeal period.

Assignment cover sheets are available on the Higher Education website: http://www.southmetrotafe.wa.edu.au/content/higher-education-students
WHAT HAPPENS IF I CAN'T SUBMIT AN ASSIGNMENT BY THE REQUIRED DATE?
If you can’t complete an assignment by the date it is due, you must apply for a Extension/Deferred Assessment to your lecturer or Discipline Leader/ Course Coordinator at least 48 hours before the final date for submission. An Application for Extension/ Deferred Assessment form is available from Higher Education Student Services and on the Higher Education website. Your application must clearly set out the grounds on which deferral is sought.

HOW CAN I GET GOOD MARKS IN MY ASSIGNMENTS?
Read widely around the subject before starting your assignment. Make use of the recommended reading list in your Unit Guide and the books, journals and on-line resources available from the library.

You should always complete your assignments and submit them on time. Take time to check spelling and grammar and read your assignment through to make sure it makes sense and answers the questions asked. You are expected to use non-discriminatory language in all written and spoken communications and assignments. Information about non-discriminatory language can be found in the Style Manual for Authors, Editors and Printers from a SM TAFE library.

If you are using other sources of information (such as books, articles or websites) to prepare your assignment make sure you acknowledge the source of the information and reference these appropriately. SM TAFE uses the APA referencing style and information about this is available on the SM TAFE Library website http://library.polytechnic.wa.edu.au/referencing-and-plagiarism

WHAT IS ACADEMIC FRAUD AND HOW DO I PREVENT IT?
Academic fraud includes making false representation to gain an unjust advantage, and cheating. Academic fraud is classed as serious academic misconduct and if you are found to have engaged in cheating, plagiarism or another form of academic fraud, you may be suspended or terminated from the course.

To prevent academic fraud ensure the work you submit is your own and that all information or ideas that are not your own are appropriately acknowledged and referenced.

CAN I GET ACCESS TO PAST YEAR’S EXAM PAPERS?
Your lecturer can provide you with examples of previous exam papers.

WHEN DO I NEED TO KNOW ABOUT EXAMS?
An examinations timetable will be sent out at least one month prior to the scheduled examination weeks. It will also be available on the higher education website. Make sure you know when and where your exams will be.

It is your responsibility to:
- know the date, time and location of your examinations
- familiarise yourself with the examination rules in the Academic Regulations for Students.

Make sure you bring photo ID to the examination and do not bring any cell phones or digital devices that are not permitted in the exam room. If you do bring these devices you will be required to hand them in to the exam invigilator for the period of the exam. Breach of any exam rules or any form of cheating will be classed as Academic Misconduct and may mean that you will lose marks.

WHAT HAPPENS IF I MISS MY EXAM BECAUSE I AM SICK?
If you miss an exam due to illness or some other circumstance that causes your performance to be compromised you may apply for a Deferred Assessment. Applications for a Deferred Assessment must be made within 48 hours of the examination and be accompanied by a medical certificate signed by a registered health professional.

Your application for Deferred Assessment will be considered, and if approved by the Board of Examiners, you will be offered a Deferred Examination.

HOW WILL I BE MARKED?
Your assignments will be marked and returned to you as you progress through your unit. Each assessment will normally receive a mark that will count towards your final grade for that unit.

The final grade for your unit will be calculated taking into account all the marks you have received on assignments in your unit. Both the grade and final mark will be reported on your academic transcript. The final unit grades available can be found in a table at the end of this section.

Interim grades may also be awarded but will be changed once your grade is finalised.

As well as receiving marks and grades for a unit you will be given a “Course Standing” which sets out your progress towards completion of the course. The grades you may be given as your “course standing” are set out in the tables at the end of this section.

WHEN WILL I GET MY RESULTS AND WILL I GET FEEDBACK ON HOW I AM GOING?
Your results from your assignments and exams should be given to you within a reasonable timeframe after the assignment due date. Final results for your unit will be available on the Student Portal once they have been
approved by the Board of Examiners and processed. This will normally be around one month after the date of the final exam.

You may request the return of your marked assignment or exam so that you can see where you have gone wrong. You can also request a meeting with your lecturer to discuss your progress in the units you are studying.

**WILL I GET MY ASSIGNMENT AND EXAM PAPER BACK?**

Assignments submitted during the semester should be returned to you once marked. Final exams are not normally returned to you unless you request them.

**WHAT HAPPENS IF I FAIL A UNIT?**

You are expected to achieve satisfactory progress in your studies. If you fail to pass one or more units at the end of a semester you will be considered “at risk” and placed on an academic status of ‘conditional’ for the following semester. This means that you will be interviewed by your Discipline Leader/Course Coordinator and given an individual learning agreement to improve your academic performance.

You may face termination from your course if you:

- Fail a unit more than twice
- Fail to demonstrate adequate academic progress by not attending timetabled classes or failing to submit assessments within set timeframes
- Fail to pass a unit at the end of a semester, and have previously had at least one period of probation in their current course of study.

**HOW DO I APPEAL A RESULT?**

You may appeal against the final grade awarded in any unit. Appeals are heard by an Appeals Committee convened as a sub-committee of the Higher Education Board of Examiners. No staff member from the relevant discipline area will be on the Appeal Committee.

As part of the internal grievance process, International Students may wish to involve the State Conciliator from the Department of Education Services on 08 9441 1953. Should you still not be satisfied with the decision, you should refer the matter to the Ombudsman.

Any appeal which does not state the grounds for the appeal or where the grounds stated are listed as unacceptable will not be considered by an Appeals Committee. In such cases, you will be advised in writing and given the opportunity to submit a revised appeal within seven days.

Valid grounds for submitting an appeal include:

- The grade was not based on the assessment methods specified in the Unit Guide
- Work handed in on time was not marked
- Your progress in the unit was disadvantaged by not obtaining feedback on assessed work within a reasonable time
- Alleged bias affecting the assessment
- Alleged wrong advice from staff delivering the unit (e.g. advice on the content of the examination or approval of an extension for an assignment)
- The assessment was not fair or contained mistakes and errors.

The following are NOT valid grounds for appeal:

- The objectives of the unit
- The assessment methods approved for the unit
- The standard required to receive particular grades in the unit
- A study overload
- Personal and medical problems (these must be dealt with by deferred assessment)
- Breach of Academic Regulations for Students
- Financial implications of not passing the unit
- Grades received by the student in other units
- The amount of work the student has done
- A penalty imposed for plagiarism in accordance with SM TAFE Academic Regulations for Students.

The Committee will consult the relevant lecturer and the relevant Higher Education Discipline Leader /Course Coordinator before making a decision. Prior to the meeting of the Committee, you may request access to written staff comments on the appeal, and may provide a written response.

The Committee may confirm or vary a grade in any unit or cancel a grade and direct that your performance be re-assessed again following an additional performance review or assessment. Where your appeal is upheld and the situation would have impacted on other students in the Unit, the Committee can apply the same or equivalent remedy to those other students.

If an appeal is unsuccessful, you will be provided with a statement of the reason(s). The decision of the Committee on the merits of the appeal is final.

Further details on appeals and grievance can be found in the Student Feedback and Grievance Policy.

**HOW DO I GIVE FEEDBACK ON HOW I HAVE FOUND MY UNIT OR COURSE?**

You will have the opportunity to give feedback on your learning experience each semester. A Student Satisfaction Survey is conducted by the Higher Education Directorate and these are processed centrally so that your responses remain confidential. Results are used to plan for improvements in delivery.

In addition to this, each year you will be given the opportunity to participate in the Australian Student Experience Survey (SES) which is conducted across higher education providers in Australia. This enables comparisons of performance to be made.
### UNIT GRADES

<table>
<thead>
<tr>
<th>Notation</th>
<th>Grade</th>
<th>Percentage range</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>80-100%</td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>70-79%</td>
</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>60-69%</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>50-59%</td>
</tr>
<tr>
<td>UP</td>
<td>Ungraded pass or pass with Supplementary</td>
<td>n/a</td>
</tr>
<tr>
<td>N</td>
<td>Fail</td>
<td>49% or below</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td>n/a</td>
</tr>
<tr>
<td>E</td>
<td>Exemption</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### INTERIM GRADES

<table>
<thead>
<tr>
<th>Letter</th>
<th>Grade</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>Not available</td>
<td>A result of not available (NA) will only be reported where:                                                                                 • there is an avoidable delay in marking;  • the final grade is under consideration due to disciplinary action or administrative encumbrance;  • the assessment cannot reasonably be arranged within the semester period.</td>
</tr>
<tr>
<td>S</td>
<td>Supplementary</td>
<td>The award of the grade ‘S’ shall be at the discretion of the Board of Examiners. The opportunity for a supplementary assessment is usually awarded when the mark is greater than 45%.</td>
</tr>
<tr>
<td>Q</td>
<td>Deferred</td>
<td>A result of deferred assessment (Q) shall be reported only where deferred assessment has been approved by the Higher Education Course Coordinator/Head of Programs.</td>
</tr>
</tbody>
</table>

### COURSE STANDING GRADES

<table>
<thead>
<tr>
<th>Letter</th>
<th>Course Standing</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS</td>
<td>Good Standing</td>
<td>The student is permitted to continue in the course and to re-enrol with no academic penalty or concern.</td>
</tr>
<tr>
<td>CON</td>
<td>Conditional</td>
<td>Due to poor progress and/or breaches in SM TAFE regulations, the course standing may be downgraded to ‘Conditional’. The student is permitted to continue in the course and to re-enrol under such conditions as determined by the Chair, Board of Examiners. Students on a ‘Conditional’ status will be monitored and/or supported via an ‘Intervention Plan’ on future course progress. On authority of the Board of Examiners, and based upon subsequent semester/s of poor performance and/or breaches of SM TAFE regulations, the course standing may be downgraded to ‘Suspended’ or ‘Terminated’.</td>
</tr>
<tr>
<td>S</td>
<td>Suspended</td>
<td>The student is suspended from the course for a period of one (1) to two (2) semester/s due to breaches in SM TAFE regulations. The student may request to continue his/her studies at the end of the suspension period. If not permitted to return to studies, then the course standing will be downgraded to ‘Terminated’. If permitted to return, the course standing will be changed to ‘Conditional’. On return to study the student will be placed on an ‘Intervention Plan’. Alternatively, on authority of the Board of Examiners, and based upon subsequent semester/s of poor performance and/or breaches of SM TAFE regulations, the course standing may be ‘Terminated’.</td>
</tr>
<tr>
<td>T</td>
<td>Terminated</td>
<td>The student is terminated from the course and is not permitted to continue in the course or to re-enrol in the course without the approval from the Chair, Board of Examiners.</td>
</tr>
<tr>
<td>CL</td>
<td>Cleared to graduate</td>
<td>A student is deemed cleared to graduate if they have:                                                                                                  • passed all units within a course of study through assessment;  • where appropriate completed an Advanced Standing form and attached a copy of relevant Certificate;  • no fees outstanding; and  • no unresolved disciplinary matters.</td>
</tr>
</tbody>
</table>
Student Life

HOW CAN I GET TO SOUTH METROPOLITAN TAFE?
Public transport offers students the opportunity to avoid traffic and parking problems. Full-time students are also eligible for fare concessions.

To benefit from Transperth concession fares you need a valid Tertiary SmartRider. No other form of concession will be accepted.

Tertiary SmartRiders are available at Transperth InfoCentres and all authorised SmartRider Retail Sales Outlets.

For timetable information, contact the Transperth Infoline on 13 62 13, visit the InfoCentres at City Busport, Perth Train Station, Plaza 24 Arcade, Wellington Street Bus Station or go to transperth.wa.gov.au. Timetables for local routes are available from campus Customer Service Centres.

WHERE CAN I PARK MY CAR?
Please ensure you park your vehicle in designated parking areas.

IS THERE FOOD AVAILABLE ON CAMPUS?
SM TAFE has a cafeteria at each major campus offering a variety of food and beverages, including coffee. Opening hours of cafeterias may vary during off-peak periods, according to demand.

The Bentley and Thornlie cafeterias are open Monday to Friday (hours posted at the door) serving freshly made sandwiches and rolls, a changing selection of hot dishes and fast food favourites such as chips, hot dogs, sausage rolls and pies.

Other food outlets available at the Bentley campus include:

The Bistro on Bentley campus
This is a training facility and offers coffee from 8am until 2pm along with cake and lunch for those on the go on term days. No booking is needed but tables are limited. Lunch hours are 11.30am to 2.00pm.

Pines Restaurant
This is the training restaurant on the Bentley campus and a full three course a la carte menu is available for lunch and dinner during the study semesters. Tables are limited, and bookings are essential. To find out more on the operating hours and to make booking, please call 9267 7219.

Bentley Bakehouse
Baking and patisserie students at the Bentley campus produce a variety of products as part of their practical training. Products on offer vary depending on the modules being taught at the time, and may include top quality breads, cakes, biscuits or pastries. The bakery is usually open between 12noon and 3pm, Monday to Friday, during term.
WHAT OTHER FOOD AND DRINK OUTLETS ARE NEARBY?
At Bentley campus the nearest supermarkets and food outlets are at Waterford Plaza approximately 2km west of campus on the corner of Kent Street and Manning Road. Other outlets include La Mint at Technology Park, and the café strip of East Victoria Park which is just eight minutes away by car.

Cafes and food outlets are also available on the Curtin University campus across the road from the Bentley campus. If you are a member of the Curtin Student Guild you will be eligible for discounts at the food outlets on Curtin campus.

At Thornlie campus the nearest supermarkets and other food outlets are Centro Shopping Centre at Maddington approximately 3 km east of the campus.

At Jandakot campus the nearest food outlets are the Aviator Cafe situated next to the Control Tower and across the car park from the Annex on Eagle Drive (opening Times Monday to Friday 7.30am to 3.30pm and Saturday 9:00am until 2:00pm) and the Runway Cafe situated upstairs at the Royal Aero Club, 41 Eagle Drive, (opening times Monday to Saturday 9:00am to 3:00pm and Sunday 9:00am until 9:00pm). The Spud Shed supermarket is approximately 1km away, on Karel Avenue.

IS THERE A STUDENT ASSOCIATION? SM TAFE does not yet have a formal Student Association. We encourage all students to raise suggestions for improvement, ideas or issues arising to the Higher Education Student Services office. We encourage students to form a student association and to participate on South Metropolitan committees.

As a SM TAFE student, you are eligible to join the Curtin University Student Guild as an Associate Member. The membership will give you access to all Curtin Student Guild events, clubs, activities and discounts. You will be able to get discounts from Guild food outlets and access the Second Hand Bookshop and the computer outlet on Curtin campus. You will also be able to purchase or rent laptops through this outlet, get your computers repaired and purchase wireless devices and access.

WHERE IS THE NEAREST ATM?
For students at Bentley the nearest ATM is at Curtin University across Hayman Road from the main entrance. There are a number of different ATMs here. There are also ATMs available at Waterford Plaza.

For students at Thornlie the nearest ATM is in the Centro Maddington shopping centre about 3km east of the campus.

IS CHILD CARE AVAILABLE?
There are child care facilities located in close proximity to the Bentley and Thornlie campuses, however, SM TAFE does not provide child care services on campus.

IS CAREER COUNSELLING AVAILABLE?
Career Counsellors can assist with decisions about your course and/or career choice. Appointments with an external Career Development Counsellor may be arranged at the Career Centre which is located on Level 2, Murray Street Mall, Perth (above Woolworths). Internal appointments (where available) may be booked through the Customer Service Centre on your campus.

ARE THERE SECURITY SERVICES ON CAMPUS?
SM TAFE employs security guards at Thornlie and Bentley campuses who make every effort to protect property; however, all personal belongings and vehicles should be secured at all times. SM TAFE takes no responsibility for the damage or theft of any personal effects or vehicles and is unable to provide insurance cover for individuals sustaining financial loss from theft or damage.

If you are concerned about leaving the campus alone at night please speak to your lecturer and arrange to leave the class in the company of others or the security guards.

• Bentley campus 0438 229 270
• Thornlie campus 0418 916 249

WHERE CAN I GET HELP FOR PERSONAL/HEALTH ISSUES?
If you would like advice on where to get assistance for personal issues or medical assistance, contact one of the Customer Service Centres on:

• Bentley campus 9267 7100
• Jandakot campus 9414 1590
• Thornlie campus 9267 7504
We can help you make your course application more competitive, help you with decisions around your course and career options, and support those of you experiencing personal problems or difficulty with study.

If we cannot help directly we will refer you to other staff or appropriate agencies which may be able to help. Appointments with Client Services staff may be arranged at a Customer Service Centre on your campus or by phoning (08) 9442 8233.

**ARE THERE ANY SOCIAL ACTIVITIES AVAILABLE FOR STUDENTS?**

There are two main formal social events for SM TAFE students each year. These are the Higher Education Orientation and the Graduation Ceremony. If you are interested in helping organise a social activity please either contact the Higher Education Student Services Centre or one of you Higher Education Liaison Committee representatives.

If you have joined the Curtin Student Guild you will have access to a wide range of academic, social, sports and special interest clubs. For more information see their website [http://www.guild.curtin.edu.au/](http://www.guild.curtin.edu.au/).

Other interesting events will be circulated to you through your email account and via noticeboards.
BEING PART OF THE SOUTH METROPOLITAN TAFE COMMUNITY

SM TAFE takes seriously its responsibility to provide a duty of care to all students and strives to provide a pleasant environment which is safe, enjoyable and conducive to learning. You must abide by the General Regulations of the organisation.

ACCIDENTS/INJURIES

All accidents on campus, work experience locations or organised SM TAFE excursions must be reported to your Lecturer IMMEDIATELY.

Any damage caused or faults found on campus must be reported to your lecturer immediately.

Safety rules must be observed at ALL times in simulated workplaces.

If injured during an organised field work activity or excursion your associated medical costs will be covered by SM TAFE. You can obtain a Personal Accident Claim Form from your lecturer or from Higher Education Student Services. In completing the form you should answer “NO” to all questions relating to workers compensation.

You will need to pay all medical accounts and seek reimbursement of expenses from Medicare or private health insurance. These accounts together with any receipts and statements from Medicare or private health insurance should be attached to the Personal Accident Claim Form and returned to:

Administration Officer
South Metropolitan TAFE
1 Fleet Street, Fremantle
Western Australia 6160

Once all documentation is received the claim will be assessed and if accepted, you will receive a refund.

If you receive a minor injury at SM TAFE you will be taken to a doctor in a taxi or campus vehicle. If you are under 18 years of age you will be accompanied by a SM TAFE staff member until a parent, guardian or authorised person can be contacted. For more serious injuries or life threatening situations an ambulance will be arranged. The cost of the ambulance or taxi will be your responsibility. We recommend insurance to cover such emergencies.

ALCOHOL AND ILLICIT DRUGS

You must be in a fit state for work/study while attending SM TAFE and must not be under the influence of alcohol or illicit drugs. The consumption of alcohol or use of illicit drugs within the campus precincts, including the adjoining car parks and roadways, is not permitted. Any offender risks suspension and will be reported to police.

BE SEEN TO BE GREEN

SM TAFE supports the Energy Smart Government Policy which is an opportunity to make real and ongoing energy cost savings, achieve reductions in greenhouse gas emissions and create jobs in the sustainable energy industry.

You can assist with energy conservation by actions such as turning off your PC, printer and the classroom lights if you are the last student using the room.

Similarly, in simulated workplaces, please turn off machines and equipment after use if the class has finished. Be aware that in employment situations you may be asked to do the same.

You should also put recyclable materials in the recycling bins provided.

BULLYING

Bullying is unlawful and can lead to prosecution under the Occupational Safety and Health Act 1984 and disciplinary action by SM TAFE. Types of bullying include:

- Loud and abusive language
- Yelling and screaming
- Unexplained rages
- Unjustified criticism and insults
- Regular humiliation, belittling or undermining of a person.

If you are being bullied you can get advice and help from either the Higher Education Student Services Office or from the Client Services staff.

CHILDREN ON CAMPUS

It is understood that you may occasionally need to have a child accompany you while you conduct brief business on a SM TAFE campus such as obtaining information, delivering or collecting documents, however, children under 15 are not permitted on campus for extended periods, e.g. while students attend lectures. Although you may have good intentions, there are serious risks associated with children on campus and SM TAFE could still be liable in the event of an accident or injury.

DRESS CODE

It is your responsibility to ensure that you dress appropriately for the course you are studying. Clothes printed with offensive wording, logos or motifs are not acceptable.
EMERGENCIES ON CAMPUS
There are Emergency Evacuation Procedures from all SM TAFE Customer Services Centres, Libraries and Higher Education Student Services. Help us protect your well-being by knowing what to do in any emergency and always follow the directions of the Area Wardens appointed to guide you to safety during an evacuation. Campus maps are available online.

EQUAL OPPORTUNITY
To ensure that SM TAFE provides equal opportunities for all and has a learning environment free from harassment and discrimination, you must comply with the legislative requirements of the Equal Opportunity Act 1984 WA and related legislation. This legislation makes it unlawful to discriminate against people on the grounds of:

- Age
- Pregnancy
- Family responsibility
- Race
- Family status
- Religious conviction
- Gender history
- Sex
- Impairment
- Sexual orientation
- Marital status
- Spent convictions
- Political conviction (or lack of)

The Act also makes sexual and other forms of harassment unlawful along with victimising someone who has made a complaint.

At SM TAFE, any form of harassment and/or discrimination will not be tolerated, overlooked or explained away. If you believe you are being discriminated against, bullied or victimised you should contact either the Client Services staff or Disability Services staff (for concerns relating to a disability or medical condition) at one of the campuses.

Client Services and Disability Services staff are trained to provide information on rights, policy and procedures and other processes related to Equal Opportunity, harassment and discrimination. Enquire at the Customer Service Centre regarding appointments.

FIRE HOSES AND EXTINGUISHERS
Fire hoses and extinguishers are provided for your safety. Please ensure that you know where these are located and that they aren’t damaged or vandalised.

FIRST AID
A First Aid Room is provided on each major campus and trained First Aid Officers are available on call. In the event that you are injured and require assistance, report to your lecturer immediately as unsupervised use of First Aid facilities or boxes is not permitted. Any accidents that require medical attention on campus must be reported to the campus management.

FITNESS FOR STUDY
Fitness for study means that you are in a state (physical, mental and emotional) which enables you to perform tasks properly and in a manner which does not affect the safety, health or well-being of yourself or others.

Fitness for study may be affected by a variety of factors, including tiredness, stress, medications, or the effects of using alcohol or other illicit drugs or substances. All of these factors may lower your level of performance. If you are assessed as not fit for study, you may be removed from class. Advice on counselling or other support available can be obtained from the International Centre, Higher Education Student Services or Customer Service Centre.

FITNESS FOR WORK WHILE ON WORK PLACEMENT
If you are on a work placement you will be subject to the rules of the company in which you are placed including random drug testing (usually by urine sample) where this is a requirement.

If you test positive to drugs while undertaking work placement as part of your SM TAFE qualification action will be taken. If you have a problem with misuse of alcohol and or other illicit drugs please contact your Student Services Officer, or Client Services staff for a confidential discussion on services available to help you.

HYGIENE
Please do not bring pets onto campus grounds unless you have arranged an appointment at the Centre for Animal Studies Veterinary Hospital on Bentley campus.

Food and drink should only be consumed in designated eating area and not in classrooms as this can create a health/hygiene hazard. Spitting within the campus grounds is unhygienic and which will not be tolerated.

You must place rubbish i.e. food scraps, wrappings, drink containers, and other litter in the bins throughout the campus. You are encouraged to use the recycling bins as appropriate.
MOBILE PHONES
As a courtesy to other students and staff, you are asked to turn off your mobile phones during all lectures and practical sessions.

SEXUAL HARASSMENT
Under the WA Equal Opportunity Act 1984, sexual harassment, including any unwelcome or uninvited physical or verbal sexual advance or degrading behaviour which includes the improper assumption of power by one person over another, is unacceptable.

Sexual harassment can include:
- Teasing, calling names or making rude signs
- Making suggestive comments or telling smutty jokes
- Ridiculing, leering, wolf-whistling or making sexual comments
- Spreading rumours or questioning someone’s private or sexual life
- Pesterling someone to go out or asking for sexual favours
- Sending inappropriate text messages or e-mails or posting inappropriate messages on social media sites
- Kissing, embracing
- Patting, pinching, touching
- Discriminating against people on the basis of gender.

For confidential help, support and information on how to deal with sexual harassment contact Higher Education Student Services or Client Services staff.

SAFETY
As a student of SM TAFE you are required to comply with the Occupational Safety, Health and Welfare Act 1984 and Regulations 1996, as well as relevant Commonwealth Legislation.

You must take reasonable care of your own health and safety on campus and avoid harming the health or risking the safety of others. If required for your course, you must wear appropriate safety clothing/footwear as specified and follow all safety procedures.

You are permitted to carry ceremonial blades for religious reasons (i.e. Kirpan) as long as it is accompanied by The Kirpan Card issued by the United Sikhs Association, is worn under your clothing, and the blade is not used to injure or cause any person to fear.

You may not ride bicycles, skateboards or roller blades on campus.

SPEEDING/MOTOR VEHICLE/MOTOR CYCLE ACTS
You must keep to the campus speed limits when driving on campus. If you endanger yourself or others by driving a motor vehicle/cycle dangerously (i.e. speeding, tyre burn outs or other unreasonable acts) within the campus precincts or adjoining roadways and car parks, you may be suspended and/or charged under local council by-laws.

SMOKING
SM TAFE campuses are SMOKE-FREE zones. Smoking will not be permitted anywhere on campus.

VANDALISM/ANTISOCIAL BEHAVIOUR
The use of offensive language on campus is unacceptable. Acts of vandalism or antisocial behaviour, including graffiti, carried out within the campus grounds or immediate precincts will be dealt with in accordance with SM TAFE By-Laws or the Police Act. Students are to treat SM TAFE property with care and will be held responsible for any damage that they cause. Please report such acts immediately to the Customer Service Centre.

EMERGENCY AND HELP NUMBERS
- General Emergency (Life Threatening) Fire, Police, Ambulance 000
- Police Assistance (Not an Emergency) 131 444
- Crime Stoppers 1800 333 000
- Lifeline Australia Counsellors 13 11 14
- Legal Aid WA Information Line 1300 650 579
- Tenants Advice Line 9221 0088
- Healthdirect Australia 1800 022 222
- Sexual Assault Reporting 13 14 44
- Crisis Care 9223 1111
- Royal Perth Hospital 9224 2244
- Alcohol and Drug Information Service 9442 5000
- Beyond Blue (Depression and Anxiety) 1300 224 636
- Poisons Information Centre 13 11 26
SOUTH METROPOLITAN TAFE HIGHER EDUCATION ACADEMIC REGULATIONS FOR STUDENTS

1. ENROLMENT AND FEE PAYMENT

1.1 Enrolment
i. Once accepted, you will be enrolled into the Higher Education course that you have selected.
ii. You will be able to have your previous learning recognised according to the Higher Education Transfer of Credit and Recognition of Prior Learning Policy.
iii. You must complete at least 50% of your higher education course with the SM TAFE higher education learning environment to graduate with a SM TAFE higher education qualification.

1.2 Fees
i. Your enrolment is accepted by SM TAFE and completed when you sign an enrolment contract, and/or complete an enrolment form (whether online or paper). Your tuition fees must be paid before the course census date.
   a. Census date is no earlier than 20% of the way through the period during which a unit of study is being undertaken.
   b. Census date is published in the Tuition Schedule and Higher Education Student Handbook).
   c. FEE-HELP is available to eligible students.
   d. International students must pay tuition fees to TAFE International Western Australia (TIWA).
ii. A tuition fee payment plan may be available in special circumstances.

1.3 Variation of Enrolment
i. You may vary your enrolment prior to the course census date with no penalty. Variations after the course census date, (including withdrawal, deferment or transfer of enrolment) may incur an academic and/or financial penalty.
   a. Please refer to the Higher Education Tuition Fee Statement for fee refund details.
   b. An administration fee will be charged for variation of enrolment after course census.
   c. The administration fee may be waived in special circumstances.
   d. International students must seek approval from the SM TAFE International Centre before a variation of enrolment may be granted.

1.4 Withdrawal of Enrolment
i. You may withdraw from a unit or course at any time. If you withdraw after course commencement, but prior to course census date, you may be eligible for a fee refund (Admission, Enrolment and Fee Management Policy). A
   a. An administration fee will be charged.
   b. The administration fee may be waived in special circumstances.
ii. Withdrawal after course census date may incur an academic and/or financial penalty. International students must seek approval from the SM TAFE International Centre before withdrawing from an enrolled unit or course.

1.5 Deferment of Enrolment
iii. You may request a deferment of your enrolment to the following semester in special circumstances.
   a. An administration fee will be charged.
   b. The administration fee may be waived in special circumstances.
   i. International students must seek approval from the SM TAFE International Centre before being allowed to defer an enrolment.

1.6 Transfer of Enrolment
iv. You may transfer your enrolment from one course to another by apply in writing prior to the course census date.
   a. An administration fee will be charged.
   b. The administration fee may be waived in special circumstances.
   i. International students must seek approval from the SM TAFE International Centre before being allowed to transfer an enrolment.
2. ATTENDANCE AND COURSE REQUIREMENTS
   i. You must meet all attendance and course requirements for the units in which you are enrolled.
   ii. You must be able to demonstrate that you are making academic progress in your study or you may be
classed as an “at risk” student.
   iii. “At risk” students will be required to attend a counselling session and will be placed on an Individual
Learning Agreement developed for them.
   iv. “At risk” students will be expected to participate and actively engage in support activities which have
been specified within their Individual Learning Agreement. Failure to meet the requirements outlined in the
Individual Learning Agreement may result in suspension or termination of enrolment.

3. ASSESSMENT
   i. It is your responsibility to:
      a. Submit your assessments by the due date unless an extension has been granted. A 5% penalty will
         be imposed each day for late assessment submission up to a maximum of 5 days, after which you will
         receive a Fail (N) for the assessment.
      b. Apply in writing for an assessment extension where special circumstances restrict you from
         submitting an assessment on or before its due date (documented evidence is required).
      c. Keep a copy of any submitted assessment on or before its due date (documented evidence is required).
      d. Retain any returned assessment items for a minimum period of 14 days after you receive your result.
         Should you lodge an appeal, retain your assessment item until the appeal is finalised.
      e. Ensure that all assessments and examinations are completed honestly and without any form of
         academic misconduct.
      f. Abide by SM TAFE procedures for submission of assessments.

3.1 Alternative Assessment
   i. If you consider you will be disadvantaged due to a disability or special circumstance you may request an
   alternative assessment. These requests:
      a. Should be submitted in writing directly to the lecturer or you may request a Client Services Officer,
         International Student Services Coordinator or Higher Education Student Services Officer to act as an
         advocate, and
      b. Will be verified with specialist staff, and will be approved/not approved by a delegated officer and
         documented by the lecturer.

3.2 Deferred Assessment
   i. You may apply to the relevant Course Coordinator (or delegated officer) in writing for a deferred
   assessment giving the reason for the request.
   ii. You must apply for a deferred assessment at least seven days prior to the due date of the assessment
   (you will need to provide evidence such as a medical certificate). In emergency circumstances or in cases
   of serious illness or injury and the assessment date has passed, the application for deferred assessment
   must be made within three working days of the concluding date of the medical certificate (or other
   evidence).
   iii. If the Course Coordinator (or delegated officer) is satisfied that you were unable by reason of illness or
   other special circumstances to complete an assessment task, they may approve a deferred assessment.
   iv. International students must also seek approval from the SM TAFE International Centre before being
   granted a deferment of assessment.

3.3 Examinations
   i. At the commencement of study you will be provided with information regarding the week/s in which
   examinations will be scheduled and you will receive a detailed exam timetable at least four weeks prior to
   the scheduled dates for exams.
   ii. Only students enrolled in the unit, the examination supervisor and other authorised personnel may enter
   or remain in an examination room during an examination session.
   iii. The examination supervisor may ask you to produce photographic identification (e.g. student ID card,
   driver's licence, or passport). Please ensure you have such ID with you.
   iv. If you are late for an examination, you will need the permission of the examination supervisor to enter the
   room.
      a. You should explain to the examination supervisor why you are late and they will record the reason for
         your lateness.
      b. If you are more than 30 minutes late, you may be refused entry.
v. To avoid distracting your fellow students, you may not leave the examination during:
   a. The first 30 minutes of an examination session of up to and including 1.5 hours duration;
   b. The first 40 minutes of an examination session of more than 1.5 hours duration; and
   c. The last 20 minutes of any examination session.
vi. If you are given permission to enter or leave an examination room, you must comply with all conditions
    upon which the permission is given.
vii. Unless approved by the examination supervisor prior to the examination, you may not bring into an
     examination any devices capable of conveying information or containing information such as: textbooks,
     notes, electronic devices and other devices.
viii. If you bring an unapproved electronic device/s to an examination you must ensure that electronic device/s
      are placed in the designated area of the examination room and are turned off prior to the commencement
      of the examination. All unapproved written materials brought into an examination venue must also be
      placed within this designated area.
ix. You are required to comply with all directions:
   a. Detailed in examination material supplied,
   b. Set out on any notice displayed in the examination room, and/or
   c. Given by the examination supervisor.
x. During an examination session you may not:
   a. Communicate by word or otherwise with any person other than the supervisor,
   b. Assist any other person to communicate with another person, and/or
   c. Willingly receive a communication from any person except with the approval of the examination
      supervisor.
xi. Unless permitted by the examination supervisor, you may not take from the examination room any papers
    or other materials provided for use during the examination.
xii. The examination supervisor may question you to ascertain whether there has been a breach of
     examination rules.
xiii. If, in the opinion of an examination supervisor your behaviour is inappropriate, the examination supervisor
     may require you to leave the examination. If you refuse to leave, you may be dealt with as a trespasser.
xiv. You are expected to be considerate of other students when entering or leaving the examination or when in
     the vicinity of an examination room.

3.4 Re-evaluation of Assessment Item or Examination
i. If you are dissatisfied with the judgement of any assessment activity:
   a. You may submit a written application for re-evaluation of the result to the relevant Course Coordinator
      (or delegated officer) together with reasons or supporting evidence, within 10 working days of
      notification of the result. An assessor other than the original assessor (where possible) will undertake
      the re-evaluation.
   b. You will be notified of the outcome of the re-evaluation of assessment by the Course Coordinator.
ii. If you are dissatisfied with the re-evaluation process of an assessment outcome:
   a. You have a further right to appeal under the Higher Education Assessment, Moderation and Appeals
      Policy (rule 8.2).

3.5 Supplementary Examinations
i. The Higher Education Board of Examiners may approve a supplementary examination if you fail a unit
   but achieve an overall mark of 45% or higher.
ii. The supplementary examination will be run under standard examination conditions (rule 3.3) and where
    possible, a person other than the lecturer involved in delivering the unit will mark the supplementary
    exam.

4. RESULTS AND GRADES
i. Unless accredited otherwise, to gain a pass in a higher education unit you must attempt every summative
   assessment and gain a minimum mark of 50% in the unit overall.
ii. Approved final results are released no later than 4 weeks after the final day of examinations.
iii. Schedule 1 provides a Guide to SM TAFE Higher Education Grading System.
5. ACADEMIC PROGRESS
   
i. If you maintain good academic progress you will retain an academic status of Good Standing.
   
ii. Failure to make satisfactory academic progress may result in restricted enrolment resulting in a reduced number of units in the following semester.
   
iii. Subsequent poor academic progress may lead to termination of enrolment.
   
iv. If you are an International student you have an obligation under the Education Services for Overseas Students (ESOS) Act and Student Visa requirements to make satisfactory academic progress. Poor progress over two consecutive study periods will result in your being reported to the Department of Immigration and Border Protection (DIBP) through TAFE International Western Australia (TIWA).
   
5.1 Conditional Academic Status
   
i. If you are a student who has failed one or more units at the end of a semester, you will be placed on an academic status of “Conditional” for the following semester and will be required to undertake an Individual Learning Agreement.
   
ii. An academic status of Good Standing will be reinstated if you pass all units and meet your obligations under the Individual Learning Agreement in the subsequent semester.
   
5.2 Suspension or Termination of Enrolment
   
i. Your enrolment may be suspended or terminated if you:
   
   a. Fail a unit more than twice; and/or
   
   b. Fail to demonstrate adequate academic progress by not attending required classes or activities, failing to submit assessments within set timeframes, or failing to meet your commitments within an Individual Learning Agreement; and/or
   
   c. Fail to pass a unit/s at the end of a semester, and have previously had at least one period of conditional academic status in your current course of study; and/or
   
   d. Demonstrate disruptive behaviour, misconduct or engage in activity classed as academic misconduct; and/or
   
   e. Provide fraudulent documents as a justification of absence from class, and/or
   
   f. Fail to comply with the regulations and/or policies of SM TAFE.
   
   iv. If your enrolment is suspended you will not be permitted to attend classes or undertake study in the units from which you were suspended or allowed to re-enrol in the same unit for a period of at least one standard semester.
   
   v. If your enrolment is terminated you will not be permitted to attend classes or undertake study in the course from which your enrolment was terminated or re-enrol in the same course without the approval from the Academic Board.
   
6. AWARDS AND GRADUATION
   
i. You are eligible to apply for graduation from your course when you successfully complete all prescribed units, any recognised electives, and any other prescribed requirements.
   
   ii. On graduation you will be issued a Testamur and a Graduate Statement.
   
6.1 Cancellation of Award
   
i. SM TAFE may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations.
   
ii. If SM TAFE cancels your Award you will be advised in writing and you must return the cancelled award to SM TAFE within 21 days of receiving written notice.
   
6.2 Regalia
   
i. The following compulsory regalia are to be worn by students on graduation:
   
   a. Bachelor gown (black, without mortarboard) compulsory
   
   b. An approved sash
   
   i. BLUE – Aviation graduates
   
   ii. GREEN – Information Technology graduates
   
   iii. MAROON – Business graduates (Business, Fashion Business and Hospitality Management)
7. ACADEMIC MISCONDUCT

i. Academic misconduct includes, but is not limited to, academic fraud, plagiarism, collusion, electronic plagiarism and falsifying information.

ii. Academic misconduct will be dealt with as per the Higher Education Academic Misconduct Policy and guidelines.

7.1 Academic Fraud/Cheating

i. Academic fraud is making a false representation to gain an unjust advantage. Without limiting the generality of this definition, it can include:
   a. falsification of data;
   b. using a substitute to undertake, in full or part, an examination or other assessment item;
   c. reusing one's own work that has been submitted previously and counted towards another course (without permission);
   d. making contact with another person, contrary to instructions, during an examination or other assessment item;
   e. bringing material or devices into an examination or other assessment item other than such as may be specified for that assessment item;
   f. making use of computer software or other material and devices during an examination or other assessment item other than such as may be specified for that assessment item.

7.2 Plagiarism/Collusion

i. Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:
   a. Copying, paraphrasing material or using another's ideas from any source without due acknowledgment;
   b. Working with others without permission and presenting the resulting work as though it was completed independently.

7.3 Dealing with Academic Misconduct

i. If a lecturer believes you are involved in academic misconduct during an assessment, the lecturer may:
   a. immediately inform you of such, but, if in the process of an assessment item, you may be allowed to finish;
   b. Prepare a written report on the alleged academic misconduct and attach this to the Lecturer's Report which is submitted to the Higher Education Board of Examiners;
   c. If this is a first instance of academic misconduct, you will normally be given a formal written warning, and/or you may be required to resubmit work, and/or you may be failed for that assessment/unit.
   d. If it is a repeated case of academic misconduct you will receive written notification and the case will be subject to a formal disciplinary process.
   e. In cases of severe or repeated misconduct the matter will be referred to the Director Teaching and Learning (or their delegate) for appropriate action.

ii. If under examination conditions, and an examination supervisor believes you are involved in academic misconduct during an examination, the examination supervisor will:
   a. immediately inform you of such, but if in the process of an examination you may be allowed to finish;
   b. Prepare a written report on the alleged academic misconduct and attach the report to your examination item;
   c. Refer the matter to the Manager Higher Education (or their delegate) for appropriate action.
   d. If this is a first instance of academic misconduct, you will normally be given a formal written warning, and/or you may be failed for that assessment/unit.

iii. If an allegation of academic misconduct has been made:
   a. You may be required to demonstrate evidence of working towards the final assessment production. This evidence must be provided by the student within 24 hours of the lecturer's request.
   b. Your text/data/tables/figures that have led to the allegation of academic misconduct may be shared with a third party (such as another university or higher education provider). Confidentiality will be maintained via the removal of any student identifiers (e.g. name, ID, metadata).
   c. A lecturer and/or Discipline Leader may authenticate your assessment via interview. The interview will be designed to assess the content and meaning of the assessment task.
iv. If an allegation of academic misconduct has been made the following procedure will be enabled:
   a. Lecturer gathers evidence of alleged academic misconduct event
   b. Lecturer makes assessment of alleged academic misconduct using standard criteria
   c. Lecturer provides a collection of evidence and assessment to Discipline Leader
   d. Within 10 working days of assessment due date the Discipline Leader validates evidence and
      assessment outcomes
   e. Within 10 days the Discipline Leader is to notify the student that they are subject to a formal allegation
      of academic misconduct
   f. Within 12 working days of assessment due date evidence, lecturer and Discipline Leader assessment
      outcome/s compiled and internal independent review is completed
   g. Within 15 working days of assessment due date formal communiqué to student on outcome of the
      allegation of academic misconduct
   h. Academic penalties will be applied based upon the severity of the academic misconduct event/s (rule
      7.4.iii).
   i. Instances of academic misconduct are cumulative over the duration of your study and may lead to
      termination of enrolment (rule 5.2) as per the Higher Education Academic Misconduct Policy and
      guidelines.
   j. You have the right to appeal the decision (rule 8.2) or make a grievance (rule 8.4)

7.4 Formal Disciplinary Process
   i. If formal disciplinary action is taken against you, the Manager Higher Education (or delegated officer) will
      advise you in writing of the formal disciplinary matter and commence the following formal disciplinary
      process:
   ii. You will have five working days to make oral or written representations regarding the alleged incident.
   iii. Within five working days after this period, the Manager Higher Education (or delegated officer) may modify
       or dismiss the charge or impose one or a combination of the following penalties in cases of misconduct
       related to assessment:
      a. fail the assessment item or be marked as “Fail” for that unit;
      b. be required to undertake a further assessment task;
      c. be reprimanded and warned against repetition of the breach of discipline;
      d. be placed on a conditional academic status requiring an Individual Learning Agreement;
      e. be suspended from attending classes for a period not exceeding 14 days which shall include any
         period of enrolment suspension already imposed;
      f. have your enrolment terminated and request revocation of your student visa (For Internationals students);
   iv. The Manager Higher Education (or delegated officer) must provide you with a written statement detailing
       the decision, including information on your right to appeal the decision.
   v. Where you have been found guilty of misconduct, information relevant to the case may be shared with
      other learning organisations.

8. COMPLAINTS, FEEDBACK, APPEALS AND GRIEVANCES

8.1 Complaints and Feedback
   i. You may express concern if you feel that the level of service, facilities or support you expected or were
      promised by SM TAFE have not been met.
   ii. To make a complaint or provide feedback you may complete and submit a feedback form in a Feedback
       Box located in prominent student areas on each campus. Your feedback is confidential and only
       designated staff at each campus are authorised to remove feedback forms for transmission to the
       Planning and Reporting Directorate of the College.

8.2 Appeals
   i. You may appeal any academic decision relating to your studies if you believe there are sufficient grounds
      for an appeal.
   ii. You should seek resolution of the matter through the informal process as outlined in (rule 3.4) in the first
       instance.
   iii. If you are unsatisfied with an academic related decision, or you are uncomfortable in undertaking an
       informal appeal, you may undertake a formal appeal. To make a formal appeal you must:
      a. Place your appeal in writing and submit with supporting documents, to the Manager Higher Education
         (rule 8.4) within 10 working days of an academic decision, outlining the decision and reasons for
         the appeal, including any compassionate or compelling circumstances, and you may provide
         documentary evidence (originals or certified copies) in support of your appeal.
iv. If you need to defer the appeal process through illness or injury, you must make this request within three working days of the concluding date of the relevant medical certificate.

v. The Manager Higher Education will provide a written response to your appeal within 3 working days of receipt of your formal appeal.

vi. An Academic Appeals Committee (AAC) will be convened within 15 working days of your written formal appeal.

vii. You may invite an advocate or SM TAFE staff member to support you through this process. If required, SM TAFE will provide an interpreter to assist you during the academic review process.

viii. You will be provided with a written statement of the outcome of the AAC within 15 working days of the AAC, including details of the reasons for the outcome, and any actions to be undertaken.

ix. You may request that an appeal is referred to an external body that has powers or authority to investigate and determine the legitimacy of the academic decision (rule 8.5).

8.3 Grievance

i. You may lodge a grievance with SM TAFE for academic or non-academic matters, in which you express serious concern or distress in relation to your course of study or study at SM TAFE.

ii. You should seek to resolve your grievance as close to the occurrence as practicable, involving discussions towards a fair and reasonable resolution. Where a grievance cannot be resolved via an informal process, or you are uncomfortable in undertaking an informal grievance, you may undertake a formal grievance.

iii. To make a formal grievance you must:
   a. place your grievance in writing and submit this document, and supporting documents, to the Manager Higher Education (rule 8.4) outlining the decision and reasons for your grievance, including any compassionate or compelling circumstances, and you may provide documentary evidence (originals or certified copies) in support of your grievance.

iv. If you need to defer the grievance process through illness or injury, you must make this request within three working days of the concluding date of the relevant medical certificate.

v. The Manager Higher Education will provide a written response to your grievance within 3 working days of receiving your formal grievance.

vi. A Grievance Review Committee (GRC) will be convened within 15 working days of your written formal grievance.

vii. You may invite an advocate or SM TAFE staff member to support you through this process. If required, you may have your advocate prepare/lodge/represent your case at the GRC. If required, SM TAFE will provide an interpreter to assist you during the academic review process.

viii. The Manager Higher Education will provide a letter to you (or your advocate) of the outcome and decision of the GRC within 15 working days of the meeting.

ix. You may request that a grievance be referred to an external body that has powers or authority to investigate and determine the legitimacy of the decision (rule 8.5).

8.4 Lodging a formal appeal or grievance

To lodge a formal appeal or grievance, your request and supporting documentation must be sent:

By mail to:
Manager of Higher Education
South Metropolitan TAFE
1 Fleet Street
Fremantle WA 6160

In person to:
Manager of Higher Education
South Metropolitan TAFE
A Block, Bentley Campus
Hayman Road
Bentley, Perth 6101

By email to: hess@smtafe.wa.edu.au
8.5 External Appeal and Grievance review

i. If you are an international student, you may utilise the TAFE International Western Australia (TIWA) Appeals and Grievance review process by submitting a written request to SM TAFE International Centre.

ii. If you are not satisfied with the result of the internal appeals or grievance process, you have the right to pursue an external review process with the Western Australia Ombudsman’s office.

iii. If you are an international student, you must notify the SM TAFE International Centre, within five working days of receiving written notification of the outcome, that you wish to have your matter referred to an external body.

iv. As it may take several weeks to investigate your case, international students should seek advice from the SM TAFE International Centre at SM TAFE regarding the implications on visa conditions.

v. The external reviewer will investigate your case, make an assessment, and notify you and SM TAFE/TIWA of its recommendations.

vi. The Managing Director of SM TAFE will consider the recommendation of the external reviewer prior to confirming or amending the original decision. This decision will be communicated, with supporting reasons, in writing to all parties involved within 2 weeks.

The Western Australian Ombudsman’s office can be contacted as follows:

Fax: (08) 9220 7500
Phone: 08 9220 7555
Email: mail@ombudsman.wa.gov.au
By mail: Ombudsman Western Australia
PO Box Z5386
St Georges Terrace
PERTH WA 6831

9.0 SPECIAL CIRCUMSTANCES

i. SM TAFE utilises the definition of ‘special circumstances’ from the Higher Education Support Act 2003 ADMINISTRATION GUIDELINES 2012 which states that special circumstances:
   a. apply to the person that are beyond the person’s control,
   b. do not make their full impact on the person until on or after the census date for the unit of study in question, and
   c. make it impracticable for the person to complete the requirements for the unit of study during the period which the person.
BENTLEY CAMPUS MAP

Directorate Reception
Higher Education
Teaching and Learning
Marketing
Business Studies
ELICOS
Fashion & Textiles
International Centre
Library
Cafeteria
Customer Service Centre
Maintenance
Baking Trades
Hospitality
Foundation Programs
International Classrooms
Animal Studies
Veterinary Clinic
Procurement Services
ICT
ELICOS
Finance
Human Resources

A Block
A Block
A Block
B Block
B Block (Level 1)
B Block (Level 1 & 3)
B Block (Level 3 & 4)
B Block (Level 1)
B Block (Level 2)
C Block
C Block
D Block
E Block
F Block
F Block
F Block
F Block
F Block
G Block
G Block
H Block
I Block
J Block
M Block
M Block

Parking for people with disabilities (permit required)
Toilet for people with disabilities
Toilet
Bus Stop
Bike Racks
Lift
The Occupational Safety and Health Act 1984 and Regulations 1996 clearly identify that "(all) employees, self-employed persons, apprentices/apprentices and students ‘All shall take reasonable care to ensure his/her own safety and health at work’. Help us protect you and your colleagues by knowing what to do in any emergency and always follow the directions of the Area Warden appointed to guide you to safety during an evacuation.