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Wodonga TAFE learner charter and code of conduct

Welcome to Wodonga TAFE. Our vision is to be a strong and vibrant institute, building success through learning. While you are a learner with us, we ask you to demonstrate behaviours that would be expected in a workplace. You can expect to:

- be treated fairly and with respect by institute staff and other students, in an inclusive environment free of harassment and discrimination
- enjoy a supportive and stimulating environment in which to pursue your goals
- have access to a range of Support Services to maximise your opportunity for success
- be offered the opportunity to have your previous skills and experience recognised
- have access to career advice and individual pathway planning
- have reasonable adjustments made to support any additional needs you may have
- have your privacy protected in relation to all institute records that contain personal information
- be fully informed about assessment methods and timelines at the beginning of each unit of work
- be given timely access to current and accurate records of your participation and progress
- have access to institute policies and procedures that will affect you while you are a student
- be able to lodge a complaint or grievance without fear of retaliation or victimisation, and to have access to dispute or discrimination resolution processes.

General Conduct

We are committed to providing you with the opportunity to study, learn and develop skills in a safe and healthy educational and social environment.

You have a responsibility to:

- respect diversity and treat other students and staff with fairness and respect
- follow any reasonable direction from a member of staff
- refrain from smoking anywhere while on campus
- behave responsibly by not littering, damaging, stealing, modifying or misusing any institute property
- return or renew library and/or other resources by the due date
- behave in a manner that will not offend, embarrass, threaten, injure or harm others
- be free from the influence of alcohol and/or other drugs while on campus or participating in any TAFE related activities
- refrain from accessing social media sites while in class – this is to ensure that you gain maximum benefit from your learning experience
- be considerate and not allow the use of mobile phones, or other electronic devices to interfere with the learning of others
- follow standard safety practices, by wearing approved clothing, protective equipment and following both written and verbal directions given by institute staff
- make the most of your learning activity through proactively accessing the full range of institute services

Leave of absence from study

Absence from study (not attending scheduled classes or other activities, or engaging in online learning or assessment) for a period of two (2) weeks or more must be approved by the students’ teacher or course coordinator. Students that may require a leave of absence should discuss the possibility of this with their course coordinator at least two (2) weeks prior to the planned period of study leave. If the leave was unexpected it is the students responsibility to notify the course coordinator as soon as possible noting that a student who is absent from study for a period of four (4) weeks without notification, may be withdrawn from their study program.
**Academic Integrity**

Academic integrity is about presenting academic work in a moral, ethical and honest way. It means using ideas, knowledge and information to develop your own insights, not presenting someone else's work as your own. It also means acknowledging the work of others when you include it in your work.

Academic integrity is a fundamental principle in vocational learning and teaching. The Wodonga TAFE learner charter code of conduct reflects the institute’s intent to promote academic integrity among its staff and students and to detect and manage academic misconduct.

You have a responsibility to:

- complete all assessment tasks and examinations honestly, according to rules and directions
- not engage in plagiarism, collusion or cheating
- not engage in any activity intended to gain unfair or unjustified advantage
- ensure that you understand how to reference your sources correctly in assignments
- not share your work with any other student - unless it is a teacher directed group activity and you have been instructed to contribute to a group assignment, project or product
- store your assignments and other documents securely to prevent others from reading them
- remove discs and USB storage devices from computers when you leave the computer
- submit all assessment tasks by the due date (under some circumstances you may ask for an extension of time).

**Relevant Institute procedures are available from Student Central (the student portal).**
Contact details

General Information

Registered Business Name  Wodonga Institute of TAFE
Postal Address  PO Box 963
                Wodonga Vic 3689
Website  www.wodongatafe.edu.au
Bank Details  BSB: 083-971

Account number: 027786373
Account name: Wodonga Institute of TAFE

Note: Please use your full name or student ID as a reference so your payment is easily matched to your account.

General Enquiries

Phone  1300 MY TAFE / 1300 698 233
General information  info@wodongatafe.edu.au

Main Campus

Address  87 McKoy Street
        Wodonga West Vic 3690

Course Contacts  Insert contacts for Teachers and Course Coordinator
Resources

Wodonga TAFE has excellent resources available to support your learning. Some of the main resources include the following;

Support Services

Wodonga TAFE’s commitment to learners is to provide guidance and support to reach your potential, to assist you through uncertainty and change, and to encourage you to embrace education including personal and professional development. We provide a range of services to support you as a student, with academic, financial and personal needs, including the following;

- Koorie Support
- Academic Skills and Study Support
- Accommodation – information
- Apprenticeship Support Officer
- Careers Counselling and Job Seeker assistance
- Centrelink assistance
- Disability Support
- Equity information
- Student loans (emergency)
- Generalist Counselling
- Health and Wellbeing Support
- Pathway Support
- Child Safety
- Culturally and Linguistically Diverse (CALD) Academic Support
- Translating and Interpreting Service (TIS)

Contact Support Services to discuss your needs or to make an appointment. Phone 1300 698 233 for confidential assistance, or drop in to Support Services located within Skills and Jobs HQ on the ground floor of Building A.

Student Central

Student Central is an online one-stop shop where you can access the information that you need while you are studying at Wodonga TAFE. Information available on student central includes:

**My details** – provides information about the course(s) in which you are enrolled, your units of study and your results.

**Services** – provides information about the support services available for you as a student and includes many links to other services and resources for students.

**Academic and study skills** – provides you access to a range of information and tools to help you with your studies including assignment writing, research skills, computer skills and information about tutorials and workshops.

**Moodle** – Wodonga TAFE’s online learning platform for any online learning activities that form part of your studies.

You can also access policies and procedures that relate to students through Student Central at https://sc.wodongatafe.edu.au/
TUTORspace

TUTORspace is a student support drop-in centre offering assistance, such as:

- Organising and structuring an essay or report
- Answering questions about assignments, assessments, and homework
- Developing reading skills or basic IT skills
- Preparing for exams
- Study tips and advice on summarising, time management and citing and referencing
- Culturally and linguistically diverse (CALD) academic support

TUTORspace is located in the LIRNspace (upper level) of Building A at the McKoy Street campus. Check Student Central for current opening hours.

Ask a Librarian

‘Ask a Librarian’ will be available at TUTORspace to assist with research skills, referencing, and basic IT skills including MS Office programs and Moodle navigation, as well as general library services and resources. Check Student Central for current opening hours. Assistance is also available by visiting the library during opening hours, by phoning 02 6055 6694 or emailing library@wodongatafe.edu.au.

Studioity

Wodonga TAFE students have access to Studioity which offers students some additional help when working through assessments, gaining additional skills or to gain reassurance about essay structure, writing or referencing. Two services are available to assist depending on how urgent you need help and what sort of help you need.

ConnectLive is a live, on-demand, one-on-one chat service with a tutor. This is accessible via the link in Moodle, six days a week from 3pm until midnight.

CheckMate is where you can upload a document and ask for feedback which you will receive within 24 hours.

You can find Studioity in Student Central https://sc.wodongatafe.edu.au/ or Moodle.

Skills and Jobs Centre

The Skills and Jobs Centre offers a range of services aimed at supporting people to find employment. This includes face-to-face personalised careers advice and weekly workshops. As well as skills and training advice, we will support and help you navigate to new and exciting skills development opportunities and employment.

The Wodonga TAFE Skills and Job Centre is located within Skills and Jobs HQ, Building A, 87 McKoy Street, Wodonga and one day week at TAFEspace, 158 Lawrence Street, Wodonga. For all enquiries call 1300 MY TAFE (1300 698 233).

Army School of Electrical and Mechanical Engineering (ASEME)

The Wodonga Institute of TAFE and the Australian Defence Force (ADF) Army School of Electrical and Mechanical Engineering (ASEME) have signed a five-year training contract that will see the TAFE and its partners deliver key technical trade training requirements for Defence personnel. The training contract includes courses for Army Vehicle Mechanics, Engineers, Electrical & Electronic Technicians, Refrigeration Mechanics, Carpenters, Plumbers, and will deliver other specialised Army training courses.
Facilities

Purpose-designed workshops and training centres
Wodonga TAFE has excellent on-campus training facilities that help you to be work-ready when you graduate. Specialised workshops and training centres, including computer laboratories and ‘hands-on’ relevant industry facilities are located across our campuses. Keep up-to-date with the latest offerings for discounted haircuts, fitness clinics or massages in the News and Events page on the Wodonga TAFE website.

Logic campus
The Logic campus is where you will find the Driver Education Centre of Australia (DECA), Motorsports Training Australia (MTA) and various Industry Skills and Trade (IST) courses. Offering purpose-built resources, the facilities at logic campus have been designed to enhance your learning experience.

TAFEspase
Conveniently located in central Wodonga, TAFEspase has a number of rooms of various sizes which are fitted with projectors and smartboards. The rooms are used for the delivery of classes and external stakeholders. There are also a limited number of personal computers and free WIFI available for student use.

TAFEspase is located at 158 Lawrence Street, Wodonga. For all enquiries call 1300 MY TAFE (1300 698 233).

LIRNsace
Housing more than 30 networked computer workstations with internet access and printer facilities, the LIRNsace is an ideal place to study, research and complete out-of-class assignments. There are discussion spaces available and access to drink and snack vending machines. This facility is open Monday to Friday during Wodonga TAFE business hours.

Library
The David Mann Library is a shared-use library facility between Wodonga Institute of TAFE, La Trobe University and the Murray Darling Freshwater Research Centre. The Library is located in Building O next to North Park Road between the main campuses of Wodonga TAFE and La Trobe University. You can search the Library’s print and electronic resources from the Library website – available via Student Central or Moodle.

The Library provides quiet or group study spaces, computer access, printing and photocopying, and Wi-Fi is available. The Library is open most evenings and on weekends during semester. Check the Library website for current opening hours: https://www.wodongatafe.edu.au/library.
Cafeteria

Wholesome meals or quick snacks are available from the cafeteria which is located on the ground level of Building A on Wodonga TAFE’s main campus. The cafeteria also provides access drink and snack machines, an ATM machine, public pay phone, and indoor and outdoor seating.

A student lounge located at ground level in Building W is also available for use. Students have access to a kitchenette and hot water located next to the student lounge.

Child care – Kids on Campus

Located in picturesque gardens between Wodonga TAFE and La Trobe University, Kids on Campus Child Care Centre delivers high-quality, fully accredited long day care for children from six weeks of age to school age. Places are available for the children of students, staff and other community members. For further information call 02 6055 6635 or email kidsoncampus@wodongatafe.edu.au.

Car parking

On-site parking is available for staff and students. Please park in designated car-parking areas and obey all parking signs. Campus maps provide further guidance for parking.

Wodonga TAFE also has designated disabled car parking spaces located in the main car park next to Building A and the car park in front of Kids on Campus.

Security

You need to be aware of your safety and of the security of your personal belongings while you are on campus. A security service is available

Contacts;

McKoy Street Campus – 0418 656 440 – security guard onsite in the evening Monday to Friday, or ring 1300 742 742 anytime

Logic Campus and TAFEspace dial 1300 742 742 anytime

Brockley Street WSSC – dial the security number provided by Wodonga Senior Secondary Campus

Shepparton – 0419 219 677 - anytime

Student Residences

La Trobe University offer on-campus student accommodation with 69 beds in 12 units situated between the 2 institutes. For more information and applying for student accommodation go to the La Trobe University website, or use the link from the Wodonga TAFE website on the Support Services page and select the East End option.
Learning and teaching at Wodonga TAFE

Course delivery
Learning and teaching at Wodonga TAFE is designed to best meet the needs of the student, the qualification and relevant industry. Your learning journey might include the following approaches:

Face-to-face learning
Learning occurs through attendance at regular scheduled classes or workshops. Attendance at these face-to-face classes is required. Learning may be supported by the completion of other directed learning activities in the students’ own time.

Online learning
Learning predominantly occurs in an online setting such as Moodle, Wodonga TAFE’s online learning platform. Engaging in the learning activities is flexible and takes place through teacher-directed and self-directed online activities.

Blended learning
Learning is undertaken through a combination of face-to-face and online activities. This means that attendance of face-to-face learning activities is required, however learning also takes place through teacher-directed and self-directed online activities in the students’ own time.

Workplace based learning
Students are engaged in either a formal training arrangement (e.g. traineeship or apprenticeship), or the training has been organised for a specific organisation and their employees at their premises.

Learning
Timetables will be issued by your delivery department and will show all scheduled classes, locations and timeframes. Every effort is made to ensure that the timetable does not change during the year, however occasionally changes are unavoidable and will be communicated as soon as possible.
The learning environment

Physical learning spaces
Classroom/workshop spaces are fitted with the latest resources and equipment and provide learning and teaching opportunities based on current education theory and practice. You are able to work directly with other students and teachers as you engage in a range of relevant learning activities.

Online learning spaces
Moodle is Wodonga TAFE’s online learning platform. Prior to commencing study you will be provided with a Moodle login (student ID) and password.

The Moodle hub is a vital communication point for all staff and students. Notices regarding timetable alteration, messages for students, or employment and placement opportunities may be placed on Moodle.

Teachers may utilise the ‘forum’ sections within the Moodle platform to keep you up-to-date with current information regarding your course.

A Moodle app is available for download. The app offers a number of great features to help students and teachers interact with Moodle while out and about. Click on the link to the Moodle app on the Moodle log in page https://online.tafevc.com.au/wodonga/.

Practical sessions
Practical sessions are often organised to enhance learning. These give you the chance to apply new skills and knowledge. These sessions may take place:

- on campus in purpose built classrooms, laboratories or workshops;
- as part of a work placement;
- during an excursion, camp or clinic.

You are expected to attend and participate in the practical sessions that are scheduled. Practical sessions are linked to competencies that are being undertaken and form part of the assessment for that unit.

Note: To attend these sessions you must be enrolled and committed to payment of all fees.

Excursions
Excursions may be undertaken to enhance your studies by providing you opportunities to link theory to practice. Excursions may range from half day to overnight activities and students will be given adequate information regarding intended dates, costs etc.

Placement
Placement hours are often required to be completed as part of some courses. Your course coordinator will provide information regarding each of the required placement activities.
Student information

Attendance
As well as being an important part of your learning, participation in classes and other learning activities provide you with an additional opportunity to demonstrate your competence. Some of your assessments may require your class attendance.

Student absences result in missed learning, and/or assessment opportunities. Non-attendance may therefore lead to unsuccessful completion of a unit. If you miss a class, it is your responsibility to notify your teacher, find out what work is required to catch up, and to organise with teachers to complete any assessment tasks if required.

If you are aware that you will be unable to attend a particular class you are expected to:
- notify the teacher or department prior to the commencement of the class;
- make arrangements with someone to take notes and collect handouts;
- negotiate with the teacher for make-up tasks to be completed.

Punctuality
Punctuality is essential in the workplace. You are expected to be punctual at Wodonga TAFE for the same reasons. Your admittance to class upon late arrival will depend on the actual situation in class. If the teacher deems that your late arrival will interrupt the group’s learning process, presentations, guest speaker or create a potentially unsafe situation, such as in a practical session, you will not be admitted to class.

Being late for classes may result in you missing important learning in the unit or an assessment activity. It is your responsibility to negotiate with the teacher the task required to catch up on work not completed.

Mobile phones
During class time mobile phones are NOT to be used for receiving or making calls, playing games, taking photographs, using social media, or recording dialogue. If access to a phone is required, this should be discussed with the teacher prior to the commencement of class.

The teacher will determine if phone use is appropriate for a particular learning or assessment activity.

Academic and study skills
There are guidelines about how you are expected to present your work whether that be in written, oral, or another format. This is called ‘academic style’. It is important that you acknowledge your references correctly and that you follow guidelines for text formatting. You may be required to use a particular template for presentations, or be asked to use specific headings or a particular formatting style if you are preparing a report. Guidance on academic and study skills can be found on the Student Central portal or by visiting TUTORspace. Consult your teacher for further information.

Changes to personal details
Changes to addresses can be made at any department or the enrolment centre. You will need to produce your ID card in order to do this.

Changes to names MUST be made with appropriate legal documentation, such as a marriage certificate, drivers licence and/or birth certificate.
Information technology

ICT Helpdesk

Helpdesk is located in LIRNspace, on the upper level of Building A, McKoy Street campus. ICT Helpdesk provides support to staff and students to access the network and troubleshooting of TAFE-owned equipment and services.

Computer access

A campus login account enables you to access any of the computers in the computer laboratories and LIRNspace. This account will be maintained for you while you remain a student at the Institute, but will no longer be available once your course is finished. Your network account will give you access to standard software applications, printers, internet, and limited storage for your files.

Printers

Your enrolment will include some print credits. If you wish to purchase additional credits, contact the Helpdesk.

Internet

Internet access is provided as a support for your learning. While a limited amount of personal use does not create any problems, you may be penalised for improper or excessive personal use.

File storage

A limited amount of temporary storage space is provided on the Wodonga TAFE network. This space is to store working files relating to your course and is not to be used for non-course related material. This storage space will be removed when your course is finished and data will be deleted.

For ongoing storage of coursework that is accessible at any time, please utilise your Microsoft OneDrive cloud storage. This personalised storage is associated with your Wodonga TAFE email address (your email address will be Student ID@wodongatafe.edu.au) and can be accessed anywhere by signing into http://webmail.wodongatafe.edu.au/ with your Student ID and password and navigating to OneDrive using the menus provided.

Wi-Fi access

All students and guests are able to access the TAFE-Wi-Fi network free of charge during business hours. To access the Wi-Fi network please connect to the network named TAFE-Wi-Fi on your device and then read and accept the Terms and Conditions that will automatically be presented to you. Activity on this network is logged and filtered. Breaches of the Terms and Conditions will result in your device being automatically and permanently banned from the network.

Passwords

Access to the network will require a username (which will be your student ID) and a password that you must keep confidential at all times. You will be held responsible for any activity on the network that uses your network account so please don’t share your account access details with anyone else.

To assist you in maintaining the security of your account, you will be asked periodically to change your password. If you forget or don’t know your password, please visit https://reset.wodongatafe.edu.au/ or contact the Helpdesk via helpdesk@wodongatafe.edu.au

Some important rules:

Please do not use the Internet improperly, including visiting pornographic sites, engaging in illegal activities, accessing live radio, chat rooms, games sites, or any sites that could be deemed offensive, downloading games, programs or large files or use broadcast messaging. Non-course related use of social media is also prohibited.

Please do not email or forward SPAM or junk to all or any students, including sales, offers, home products, raffles, chain letters, investment opportunities, offers or deals, newsletters or anything that could be regarded as disruptive to other students or users.

Please do not install any software application on any of the Institute’s computers.

For further information regarding ICT please consult the Student Central portal or the ICT Helpdesk.
Assessment

What is assessment?
Assessment is the systematic process of collecting and evaluating evidence that allows your teacher to make an informed judgement as to whether or not you have achieved the competency required.

Throughout your course, you will be assessed regularly in each unit (or group of units) you are undertaking. This is a necessary part of the qualification and it is your opportunity to demonstrate the skills and knowledge you have acquired during the unit.

How will I be assessed?
As you commence each unit or block of units, your teacher will give you a unit outline (Learning program) which will describe:

- the content of the unit;
- how and where learning will occur;
- the resources required to support learning; and
- how and when you will be assessed.

This is an important document and should be kept and referred to during that unit. In some cases, units are assessed independently and in other cases, they can be assessed in conjunction with others.

Assessment methods are varied and in most cases, more than one assessment method will be used. Assessment methods may include (but are not limited to):

- Questioning (may include):
  - series of written questions
  - interview
  - essays
  - tests/exams

- Observation (may include):
  - presentations
  - role play
  - working with classmates
  - work placement which may be organised as part of your program
  - the completion of practical tasks at TAFE under conditions that simulate what you would encounter in an actual workplace

- Project/product or assignment (may include):
  - projects
  - reports
  - assignments
  - completion of products
  - responding to case studies

- Third party assessment
  - A workplace supervisor or peer is asked to assess your performance.
Assessment feedback

You will be given feedback for each assessment activity you undertake.

Individual assessment tasks will be rated using the codes:

S  Satisfactory – you have met the requirements of the assessment task
NS Not Satisfactory – you have not met the requirements of the assessment task.

Your assessor will work with you to ensure you have an opportunity to resubmit part or all of the task, or negotiate a different assessment activity.

A final result against a unit will be either:

CA Competency Achieved - The required level of competency has been demonstrated on this unit.
NC Not Competent - The required level of competency has not been demonstrated on this unit.

Your assessor will provide feedback and information about your options to complete further learning and assessment tasks.

What happens if my assessment task is not satisfactory?

You will be given the opportunity to repeat assessment tasks if it is deemed that you have not demonstrated the required level of competency on the first attempt. In this situation, your teacher will provide you with feedback that will be useful in helping you to prepare for your second attempt.

Note that failure to attend a scheduled assessment task, or failure to submit assessment work by the due date, will be considered as an assessment attempt. While your teachers will be as flexible as possible in planning the assessment process and will take into consideration any special needs you may have, it is your responsibility to communicate to them as early as possible, any circumstances that may affect your participation in an assessment event.

If you do not demonstrate competency, you may be required to re-enrol in that unit (and pay any additional fees incurred) before further assessment can be undertaken.

Consult with your teacher or course coordinator to learn more about how reassessments or resubmissions occur within your course.

Assessment appeals

If you feel that you have been treated unfairly in an assessment activity, or that the assessment result you have received does not accurately reflect your ability, you may appeal. Before you initiate this process, you should discuss your concerns directly with your teacher. If this is not possible, or if your concerns have not been resolved after this discussion, you should then take the issue to your course coordinator.

Your course coordinator will request a review of your assessment from the relevant teacher. If this does not resolve the issue, then an independent assessor will be appointed to review the assessment process and result. You will be notified in writing of the result of this review.

If you are still not satisfied with the assessment outcome, you could then raise a grievance according to CP006 Student Grievance Procedure. This procedure can be accessed on the Wodonga TAFE website.
Meeting deadlines

Some assessments are scheduled in advance to occur on a particular day (for example, practical assessments or tests etc.). These may be scheduled to occur in a workplace or in a timetabled class or laboratory session. If, due to extenuating circumstances you are unable to attend on that day, then you are required to contact your teacher in advance of the scheduled time.

For extended assessments (e.g. assignments or portfolios) there will be a submission date that will have been negotiated when the task is set. If, due to extenuating circumstances you are unable to meet this deadline, you must take action before the due date.

Consult with your teacher or course coordinator to learn more about how extensions are managed within your course.

Special consideration

If you experience personal difficulties of a short-term nature (e.g. illness or personal circumstances) that impede your ability to complete assessments in the required timeframe, special consideration may be available. Talk to your teacher or course coordinator to find out more.

If the circumstance you experience is long-term, then you may be able to access some ongoing support. Contact Support Services on 1300 MY TAFE. See information under Resources in this booklet for the full range of support services available.

Final result codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA</td>
<td>Competency Achieved</td>
<td>All assessments have been completed and the required level of competency has been demonstrated</td>
</tr>
<tr>
<td>NC</td>
<td>Not Competent</td>
<td>All assessments have been attempted but <em>either</em> the required level of competency has not been demonstrated <em>or</em> not all of the required assessment was submitted/completed</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td>Did not finish the unit <em>or</em> did not complete <em>any</em> of the required assessment for the unit</td>
</tr>
<tr>
<td>EW</td>
<td>Early Withdrawn</td>
<td>No attempt or engagement was made for the unit</td>
</tr>
<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
<td>Competency demonstrated through the recognition of previous study, work and life experience (application required)</td>
</tr>
<tr>
<td>CT</td>
<td>Credit Transfer</td>
<td>Recognition that the same unit or module was completed as part of a previous course, either at Wodonga TAFE or another Vocational Education provider (application required).</td>
</tr>
</tbody>
</table>
Policy and procedure

There are many institute policies and procedures which may impact you while you are a student at Wodonga TAFE. These are publicly accessible documents and can be viewed on the institute website at www.wodongatafe.edu.au or via the Student Central portal.

These procedures have been summarised here for your information, but for more information please see your teacher or course coordinator.

Assessment

Assessments are the methods used to evaluate your skills and knowledge. For further information refer to DP025 Assessment (including appeals) Procedure.

Equal opportunity

Wodonga Institute of TAFE is dedicated to the equality of opportunity for students and staff. We aim to act with integrity, treating all with honesty, fairness and discretion while showing respect for diversity and difference. For further information refer to POL04 Equal Opportunity Policy.

Improvement opportunity and complaints

To continuously improve Wodonga TAFE’s operations the institute will act on improvement opportunity and complaints. Complaints, suggestions and feedback will follow an investigation process to provide a resolution to the issue and to provide learning opportunities to allow for the continuous improvement of our processes. Should you wish to lodge a complaint or provide feedback please complete CF090 Have Your Say (client feedback) form. For further information refer to LP003 Improvement Opportunities and Complaints (IOC) Procedure.

Grievances

Wodonga TAFE has grievance and appeals procedures in place for students and staff. These procedures generally come into effect after all other attempts to resolve grievances and appeals have been exhausted. The CP006 Student Grievance/Appeals Procedure reflect substantive fairness and natural justice processes. All grievance and appeals matters and issues are handled confidentially by someone who is accepted by each party as being impartial. For more information contact the Equity Coordinator on 1300 MY TAFE.

Resolving disputes

Wodonga TAFE has a resolution procedure in place to resolve complaints about unfair treatment, bullying, harassment and discrimination. If the issue can be resolved through mediation or negation the process is initially an informal one. If the issue cannot be resolved at this stage or if the issue is too severe to be managed in this way, formal procedures will be implemented. The Chief Executive Officer of Wodonga TAFE is involved when formal resolution processes are implemented. For more information contact the Equity Coordinator on 1300 MY TAFE and refer to CP013 Student Harassment, Discrimination and Conflict Resolution Procedure.
Student discipline

The CP008 Student discipline procedure outlines the steps to be taken in the event that a student is deemed to have engaged in any behavioural or academic misconduct.

Behavioural misconduct

Behavioural misconduct is broadly defined as actions which breach the Wodonga TAFE learner charter and code of conduct (or the intent of the charter), or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the institute. Examples of behavioural misconduct include but are not limited to:

- any act or failure to act that endangers the safety or health of any other person;
- engaging in bullying or harassment;
- stealing, destroying or impeding the accessibility of or defacing any part of the Institute or its resources;
- conduct which unduly disrupts or interferes with a class, meeting or any other official activity with the Institute;
- acting in a way which causes students, staff or other persons within the Institute to fear for their personal safety.

In the event that a student’s behaviour is deemed to be dangerous or illegal, then this procedure does not apply and police or other emergency services will be notified immediately.

Academic misconduct

Is that which ‘gives unfair advantage or disadvantage to a student(s) in their training or assessment’. Plagiarism and cheating are two forms of academic misconduct. To plagiarise is to ‘take and use the thoughts, writings, and inventions etc. of another person, as one’s own’. To cheat is ‘to gain unfair advantage by deception or breaking rules, especially in an assessment or examination.

For further information refer to CP008 Student discipline procedure.

National police record and Working with children check for students

This applies for students undertaking course(s) for which this is a mandatory requirement, for example, courses within the transport, childcare or healthcare industries. The procedure describes how the checks will be conducted and how the privacy of the individual students will be protected. Refer to DP027 National police record and Working with children check (for students) procedure.

Work placement

You may be required to undertake one or more practical placements as part of your program. This element is included so that you can experience first-hand how some of the skills you have gained can be applied in a real workplace situation and/or so that you can be assessed in this environment instead of in a classroom. Such placements must be organised through the Institute because there is considerable documentation required to manage the legal and insurance aspects. For further information refer to DP033 Work placement procedure.

Child safety

Wodonga TAFE has a framework of procedures and processes aimed at ensuring that the institute provides an environment where children are protected from abuse including; physical violence, sexual offences, serious emotional or psychological abuse and serious neglect. For further information regarding child safety refer to PC010 Child safe code of practice.
Safety

First aid
Wodonga TAFE has a number of Level 2 qualified First aid officers located within all areas and departments.

If you require a first aid officer dial 6055 6600 to connect with reception. Reception personnel will ensure that the nearest available first aider attends to the sick or injured person.

Emergencies
Students should familiarise themselves with site emergency plans, which are on display within each building.

Students must respond to alarms and follow instructions given by teachers, wardens and emergency services personnel.

Wardens:
Chief and Deputy Wardens Red Helmet / Yellow Vest
Area Wardens White Helmet / Yellow Vest
First Aid Officer Orange Vest
Maps showing campus locations and transport information can be found on the Wodonga TAFE website.
Course specific information

Course welcome
To be inserted

Course information
To be inserted