

Your skills. Your future.

Student Support

1300 655 307
www.tastafe.tas.edu.au

RTO 60142 | CRICOS 03041M





At TasTAFE we're committed to providing a learning environment that is safe, enjoyable and inclusive for everyone.

Whether you're at the very start of your training, returning to study after a long break, or looking to upskill, we're here to help you to be successful in your chosen field of study, apprenticeship or traineeship.

TasTAFE values and appreciates the rich diversity of our students and recognises sometimes you might need some extra help to achieve your study or career goals.

To help you through your course, support is available for all students and includes everything from counselling, career planning through to learning and study support.

If you need help

StudentConnect is our online quick link directory to help you connect to different areas of TasTAFE. You can:

- Access your course in the online learning environment
- Submit a request for study support
- Chat to a librarian about research materials
- Book an appointment for counselling, disability, international or Aboriginal support

To find out more visit www.tastafe.tas.edu.au/connect.

Acknowledgement of Country

We pay respect to the traditional and original owners of lutruwita/Tasmania, the palawa people. We pay respects to Elders past and present, along with today's Tasmanian Aboriginal community and we acknowledge their continuing connection to the land, air, sea and waterways which we all live, learn and work together on.

Career and course advice

We can help you plan your career pathway and training interests so you gain industry-recognised skills, knowledge and experience.

If you'd like help on selecting the best course to start your learning journey or just have some questions you'd like to ask, we encourage you to make an appointment with a Student Counsellor, Disability Liaison Officer or Aboriginal Support Officer.

Appointments are available on campus, by phone, online or by email. To book an appointment visit www.tastafe.tas.edu.au/students/support.

Study support

If your reading, writing, maths, computer or study skills present a barrier to participation and progress in your course, you can contact the Study Support team.

Study support sessions are available on campus, by phone or online. After-hours options are also available.

On campus study support sessions are available at all major campuses across the state. In these sessions, you bring your class work or assessment work to discuss with a study support teacher.

To find out more, or to submit a request for study support, visit library.tastafe.tas.edu.au/studysupport.

Foundation programs

If you need help to develop your skills and increase your career options, you might be interested in our range of foundation programs offered on campus, online and in the community.

Designed to help you develop your skills or work out your career pathway, foundation programs can also include introductory courses such as work experience placements to give you a taste of different careers, as well as the chance for you to:

- Explore options and build confidence before you start your study
- Receive extra help in some areas of learning
- Help you get back into learning after having had time away from study
- Learn or improve your English if you have recently arrived in Australia
- Receive more support and time to develop your skills if you have a disability or a learning barrier

To find out more visit www.tastafe.tas.edu.au/students/foundation-and-study-skills/vocational-preparation-programs.

Library support

Our library staff are here to support you on campus, off campus and online.

If you need help logging in to your student account or online learning environment, need a hand finding a resource, referencing an assignment or using technology, our library staff can help. You can do this at library.tastafe.tas.edu.au.

Chat and help

If you need help, talk to us on chat, which is available each weekday on the library website. If the chat is closed, you can still send a message and we'll get back to you as soon as possible. You can also call or email us – find each library's contact details at library.tastafe.tas.edu.au/location.

Our help guide at library.tastafe.tas.edu.au/help has tips on study skills, finding and evaluating information, helpful handouts and videos with links to information to assist you, from logging in to referencing an assignment.

Online resources

Your TasTAFE student login gives you access to variety of ebooks, streaming videos and other electronic resources, such as Australian Standards, an interactive science page, PlantFile and a reference generator.

You can access millions of journal articles available through our databases that support your studies. You can read or listen to articles, download, print, email or translate the content into one of 37 languages.

On campus resources

We have libraries at six campuses: Alanvale, Burnie, Campbell Street, Clarence, Devonport, and Drysdale Hobart.

If you're looking for a place to study or collaborate with other students, you can visit one of our libraries and use the study spaces.

We also have computers and Wi-Fi if you need access to a computer for online learning or research activities, as well as printers, photocopiers, and scanners.

The collection

Our library collection is available statewide, which means you can borrow and return books or resources at any of our six libraries.

You can search our catalogue at the library website. Your results will include a combination of physical and online resources. Logging into the catalogue with your library card number will allow you to renew your loans and place holds.

If you haven't found what you're looking for or have a question, ask one of your local library staff by chat, email or phone call.

Financial assistance

If you're experiencing financial difficulties that may prevent you from starting or completing your study, we have staff available who can provide information about payment plans, scholarships and study allowances. Financial supports may include:

- Payment plans (available to eligible students at all course levels excluding Diploma and Advanced Diploma)
- VET Student Loans (available to eligible students at Diploma or Advanced Diploma level)
- Scholarships
- Assistance with fees and other study costs (available to eligible students)
- Childcare subsidies (available to eligible students)
- ABSTUDY (available to eligible* Aboriginal^ students)
- Aboriginal study support (available to eligible Aboriginal students and courses#)

Get in touch with us early to see what options are available. To make an appointment visit www.tastafe.tas.edu.au/students/support, call us on **1300 655 307**, or drop into your closest Client Services office and ask to speak with a Student Counsellor.

^ All references to Aboriginal also include Torres Strait Islanders.

* Confirmation of eligibility for Tasmanian Government Aboriginal programs and services is required.

Contact your local Aboriginal Support Officer to discuss your options.

We're here to help

Our student support services are available for all students and prospective students. They aim to provide the support you need to make your learning experience just that little bit easier.

Appointments can be made with one of our Student Counsellors, Disability Liaison Officers, Aboriginal Support Officers or International Student Advisors, and are available on campus, by phone, online or by email. To book an appointment visit www.tastafe.tas.edu.au/students/support.

Counselling support

Our experienced and qualified Student Counsellors understand that educational and personal matters can sometimes impact your ability to participate or progress through your training.

Our service is free and confidential, and we'll work with you to explore options and solutions to any educational or personal issues.

Counselling services may include:

- Working with you to overcome personal issues affecting your studies
- Helping with strategies for coping with study stress, anxiety and depression
- Linking you to study or learning support groups
- Providing information and support if you're dealing with crisis or trauma
- Providing information on financial assistance
- Assisting with conflict resolution and problem solving
- Providing advice and guidance for making a complaint

- Supporting you to understand your responsibilities at TasTAFE

As part of our counselling services, we can also refer you to external agencies when specialist or ongoing support is required. This can include:

- Legal, health, accommodation, financial and welfare needs
- Linking apprentices and trainees into the mentoring support available through your apprenticeship network provider
- Helping apprentices or trainees find the right support to address concerns around your training contract

Find out more about counselling services or make a booking at www.tastafe.tas.edu.au/students/support/counselling-support.

Disability support

If you have a diagnosed disability, medical or mental health condition, our Disability Liaison Officers will work with you to assist in a range of areas that may include:

- Course planning and vocational preparation options
- Provision of specialist equipment and assistive technology (such as ergonomic chairs, computer accessories, wireless microphones and assistive software)
- Liaison with teachers to negotiate learning and assessment adjustments
- Access to designated parking spaces
- Access to participation assistants and note takers
- Referral to external agencies
- Auslan interpreters

Find out more at www.tastafe.tas.edu.au/students/support/disability-support.

Aboriginal support

We're committed to respecting and celebrating our local Aboriginal[^] community.

We acknowledge the palawa peoples' traditional learnings and teachings, which occurred for thousands of years on the land where our campuses and training facilities are now located. We pay respect to Elders: past, present and the Aboriginal community of today.

Our Aboriginal Support Officers are well connected within their local communities and draw on a wide range of Aboriginal and mainstream networks to assist and support Aboriginal students in the following areas:

- Course information and application advice
- Financial assistance for costs directly relating to studying at TasTAFE, including fees, materials, PPE and travel*
- Arranging tutorial support
- Assisting with career or course pathways
- Information on and referrals to Aboriginal and mainstream programs and services
- Information on Aboriginal community events, organisations, services and contacts
- Exploring solutions to overcome learning barriers
- General student support

Come in for a chat with your local Aboriginal Support Officer to explore your course options and learn about the services and support available.

Find out more at www.tastafe.tas.edu.au/students/support/atsi-support.

[^] All references to Aboriginal also include Torres Strait Islanders.

* Confirmation of eligibility for Tasmanian Government Aboriginal programs and services is required.

International student support

Leaving home to study in another country can be as overwhelming as it is exciting. This is why we ensure every international student has access to the support of an International Student Advisor.

Our International Student Advisors can assist you on your education and training journey, and do their best to make your stay in Tasmania as productive and enjoyable as possible.

They'll contact you before you arrive in Tasmania with information about orientation and the start dates of your course. They can also help you with:

- Accommodation and transport
- Orientation to Hobart or Launceston
- Enrolment in your course
- Study pathways
- Counselling support and advocacy
- Connections with other international students
- Any issues affecting your course participation or academic progress
- Accessing other support services available within and outside of TasTAFE

Find out more at www.tastafe.tas.edu.au/students/support/international-support.



Keep in touch

Staying connected and keeping you informed while you study at TasTAFE is important to us. We do this through our student newsletters, emails and SMS.

If you have a question or need some support, contact us via:

- [1300 655 307](tel:1300655307)
- info@tastafe.tas.edu.au
- www.tastafe.tas.edu.au

... and don't forget to be social!

Follow us on

DISCLAIMER: This information is correct at the time of publication (September 2023). Every effort has been made to ensure details are correct and accurate, however TasTAFE reserves the right to change information without notice.

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