

Your skills. Your future.

# Student Support

1300 655 307  
[www.tastafe.tas.edu.au](http://www.tastafe.tas.edu.au)

RTO 60142 | CRICOS 03041M





## **At TasTAFE we are committed to providing a learning environment that is safe, enjoyable and inclusive for everyone.**

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

TasTAFE offers a learning environment which 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:**

TasTAFE's StudentConnect page is a quick link directory to help you connect to different areas of TasTAFE where you can:

- access your course in the online learning environment,
- chat to a librarian about some research materials, or
- book an appointment for counselling, disability, international or Aboriginal support

To find out more, or to submit a request for learning assistance or study support, please visit [www.tastafe.tas.edu.au/connect](http://www.tastafe.tas.edu.au/connect).

## Study support

While your teacher should always be your first point of contact, TasTAFE offers a range of study and learning supports that you can tap into at any point throughout your course.

### Study support sessions

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

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Study support sessions are available on campus, by phone or online via videoconferencing; after-hours options are also available.

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### On campus study sessions

These sessions are available for students studying any course, and involve bringing your class work or assessment work to the study session to discuss with a study support teacher. This option is ideal if you need individual assistance.

Study support sessions are available at all major campuses across the state. There will be posters around your campus advertising what days and times these sessions are available, or you can just call in and ask your local Client Services or Library staff for more information.

To find out more, or to submit a request for study support please visit [www.tastafe.tas.edu.au/connect](http://www.tastafe.tas.edu.au/connect)

## 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 about our Foundation programs please visit: [www.tastafe.tas.edu.au/students/foundation-and-study-skills/vocational-preparation-programs](http://www.tastafe.tas.edu.au/students/foundation-and-study-skills/vocational-preparation-programs)

## Career advice

Education and training is more than just learning – it’s about finding or creating your place in the job market... now and for the future!

At TasTAFE we can help you plan your career pathway, and training interests so that you can gain industry-recognised skills, knowledge and experience towards achieving your current and future goals.

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If you are experiencing difficulty deciding on the best course to begin your learning journey or just have some questions you’d like to ask, we encourage you to make a confidential appointment with a Student Counsellor, Disability Liaison Officer or Aboriginal Support Officer.

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Appointments are available on campus, by phone, video-link or email. To book an appointment please visit: [www.tastafe.tas.edu.au/students/support](http://www.tastafe.tas.edu.au/students/support)

## Library support

On campus or online the library staff are here to support you.

If you need help logging in to your student account or online learning environment, or need a hand finding a resource, referencing an assignment, or using technology, our friendly library staff members are available to assist. You can do this online via: <https://library.tastafe.tas.edu.au>

## Chat & Help

Talk to us on chat, which is available each weekday. If the chat icon 'Ask the Library' is not orange we will answer your question as soon as we are back online.

If you prefer to call or email us, you will find each of the libraries details on <http://library.tastafe.tas.edu.au/location>

The Help guide contains how to's, videos and lots of links to help you. From logging in to referencing an assignment, you will find help here <https://library.tastafe.tas.edu.au/help>

## Study guides for you

Library staff collect the important links and news from your industry in the Study Guides. You will find material from our collections and across the web, specific to your study, in the guides.

## Resources Online

Your TasTAFE student login gives you access to a wide range of eBooks, streaming videos and Australian standards via the library website.

We have millions of journal articles available through our databases – you can read or listen to articles, and download, print or email them, and they can also be translated into other languages.

You will also find tools like the Reference Generator, 3D Science and Plantfile on our website.

## On Campus

We have libraries on six campuses across the state. Alanvale, Burnie, Campbell St, 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 TasTAFE libraries and use the study spaces.

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

If you find that you need support with basic IT skills, our library staff love to help – so please let them know if you need some assistance.

## The Collection

Our physical library collection is available state-wide, which means that you can borrow and return books or resources to any of our six libraries across the state.

The catalogue search box, top right on the library website, lets you search for both physical and online resources such as ebooks and streaming video.

Logging into the catalogue with your library card number will allow you to renew your loans and place reservations (called Holds).

If you haven't found what you are looking for, or have a question, please ask one of your local TasTAFE Library staff members, or visit our library desk online at <https://library.tastafe.tas.edu.au>

## Financial assistance

If you are experiencing financial difficulties that may prevent you from starting or completing your study, TasTAFE have staff available who can provide information and advice 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 studying at Diploma/Advanced Diploma level instead of payment plans
- **scholarships** – in partnership with industry/local government/community groups, TasTAFE offers a range of scholarships
- **childcare subsidies** – available for eligible students
- **ABSTUDY** – a financial payment for eligible\* Aboriginal^ students from Centrelink
- **Aboriginal study support** – available for eligible\* students and courses#.

Get in touch with us early to see what options are available. To make an appointment and discuss your options, please call us on **1300 655 307**, or drop into your closest Client Services office and ask to speak with a Student Counsellor. You can even book online via [www.tastafe.tas.edu.au/students/support](http://www.tastafe.tas.edu.au/students/support)

^ All references to Aboriginal also include Torres Strait Islanders.

\* Confirmation of eligibility for Tasmanian Government Aboriginal and Torres Strait Islander programs and services is required.

# Contact your local Aboriginal Support Officer to discuss your options.

## We are here to help!

Our student support services are available for all students – and prospective students – and 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, video-link or email. To book an appointment visit: [www.tastafe.tas.edu.au/students/support](http://www.tastafe.tas.edu.au/students/support)

## Counselling support

TasTAFE's Student Counsellors are experienced and qualified counsellors who understand that educational and personal matters can sometimes impact your ability to participate and/or progress through your training.

Our service is free and confidential, and we will 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 advice and support if you are dealing with crisis and/or trauma
- providing information on financial assistance
- assisting with conflict resolution and problem solving
- providing advice and support for undertaking a grievance process
- advocating for your rights through TasTAFE connecting you with student support groups
- supporting you to understand your responsibilities within 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 rights and responsibilities.

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To find out more about counselling services available at TasTAFE, or to make a booking, visit our Counselling page: [www.tastafe.tas.edu.au/students/support/counselling-support](http://www.tastafe.tas.edu.au/students/support/counselling-support)

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## Disability support

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

- course planning and vocational preparation options
- provision of specialist equipment and assistive technology, (e.g. ergonomic chairs and computer accessories, wireless microphones for hearing impaired, assistive software including Text to Speech software, screen readers etc)
- liaison with teachers to negotiate learning and assessment adjustments
- access to designated parking spaces
- access to participation assistants and note takers
- interpreters for Deaf students
- referral to external agencies

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This support is also available if you are undertaking training at TasTAFE as an apprentice or trainee with disability.

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Find out more about disability support at [www.tastafe.tas.edu.au/students/support/disability-support](http://www.tastafe.tas.edu.au/students/support/disability-support)

## Aboriginal support

At TasTAFE we are 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 emerging.

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

- course information and application advice
- financial assistance\* for costs directly relating to studying at TasTAFE
- arranging tutorial support
- assisting students to determine career/course pathways
- advice on and referrals to Aboriginal and mainstream programs/services
- information on Aboriginal community events, organisations, services and contacts
- exploring solutions to learning barriers
- general student support and/or advice.

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

We can also assist with information on in-service (on the job) training opportunities for staff and community members of local Aboriginal organisations or groups.

Find out more about the support available from our Aboriginal Support page at [www.tastafe.tas.edu.au/students/support/atsi-support](http://www.tastafe.tas.edu.au/students/support/atsi-support)

\* Confirmation of eligibility for Tasmanian Government Aboriginal and Torres Strait Islander programs and services is required.

## International student support

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

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

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

- accommodation and transport advice/options
- orientation to Hobart or Launceston and TasTAFE
- enrolment in your course
- study pathway advice
- advice about money, visas, legal and health issues, counselling support and advocacy
- connections with other international students through our social groups
- any issues affecting your course participation and/or academic progress
- accessing other support services available within and outside of TasTAFE.

Find out more about international student support at [www.tastafe.tas.edu.au/students/support/international-support](http://www.tastafe.tas.edu.au/students/support/international-support)



## Keeping in touch

Staying connected and keeping you informed while you study at TasTAFE is important to us. We do this through our student e-newsletters and sending relevant and important messages via emails and SMS.

If you need to ask a question or need some support, you can contact us via:

- **1300 655 307**
- **info@tastafe.tas.edu.au**
- **www.tastafe.tas.edu.au**

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

Follow us on  

*DISCLAIMER: The information contained in this publication is correct at the time of publication (December 2021). 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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