



# Student Handbook 2025



# Welcome

## from the CEO

Welcome to TAFE Queensland, the largest and most trusted training provider in the state. For over 140 years we have had the privilege of helping our students change their lives, achieve their career aspirations, and make great happen.

As a member of the TAFE Queensland family, you now have access to opportunities that you may never have thought possible. Today is the first step on your pathway to greatness and we are proud to be with you, every step of the way.

You have made a great choice for your future, one that will have tangible, real-life outcomes. Almost 85 per cent of our graduates go on to work or further study – proof that our experienced teachers and practical learning environments prepare our students with real-world skills.

Whether you are completing an entry-level certificate or a bachelor degree, starting your

career or taking the next step, you will gain industry-relevant skills to hit the ground running. You will also learn how to be agile in an ever-changing workplace – this is what makes our training so valued by employers.

If you are ever in need, we are here to help. We provide the specialised support, individual attention, industry contacts and state-of-the-art facilities you need to succeed. No matter where you come from or where you want to go, everyone at TAFE Queensland is committed to helping you achieve your goals.

Welcome again. We cannot wait to see how you define your greatness.

**John Tucker**  
Chief Executive Officer  
TAFE Queensland

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**NOTE FOR INTERNATIONAL AND HIGHER EDUCATION STUDENTS** Some of the information contained in this student handbook applies to domestic and/or vocational education and training (VET) students only. International and higher education students will receive additional information provided at your time of enrolment.

**PRINTING INFORMATION** The information contained in this guide is correct at time of 01/12/2024. For the most up-to-date information please refer to our website at [www.tafeqld.edu.au](http://www.tafeqld.edu.au).

Aboriginal and Torres Strait Islander peoples should be aware that handbook may contain the names, voices and images of people who have since passed away.



# Getting started

## Orientation

We want to make sure you have everything you need to make a great start. Our orientation sessions will give you all the essential information you need to have a successful study experience.

For more information or to view upcoming events and sessions visit [tafeqld.edu.au/orientation](https://tafeqld.edu.au/orientation).

### Online orientation unit

All new students should be enrolled in TAFE Queensland's online orientation unit in Connect. In the unit you'll learn how to use Connect, have digital access to all your orientation materials and resources, and join discussions with other students.

### Access your student online orientation (SOO) 2025

Visit [connect.tafeqld.edu.au](https://connect.tafeqld.edu.au)

Click on the 'Select a Unit' icon at the top of the page to choose: TAFE Queensland "your campus".

Please be sure to complete the Student Declaration at the end of the SOO.

### TAFE Queensland Website

The TAFE Queensland website [tafeqld.edu.au](https://tafeqld.edu.au) is also a great resource for new students. Here you can find your campus map, access the student rules and policies, and view upcoming events.

The **Current Students** section is also a great place to get familiar with. It covers key student information such as the academic calendar, timetable information, and technical support options.

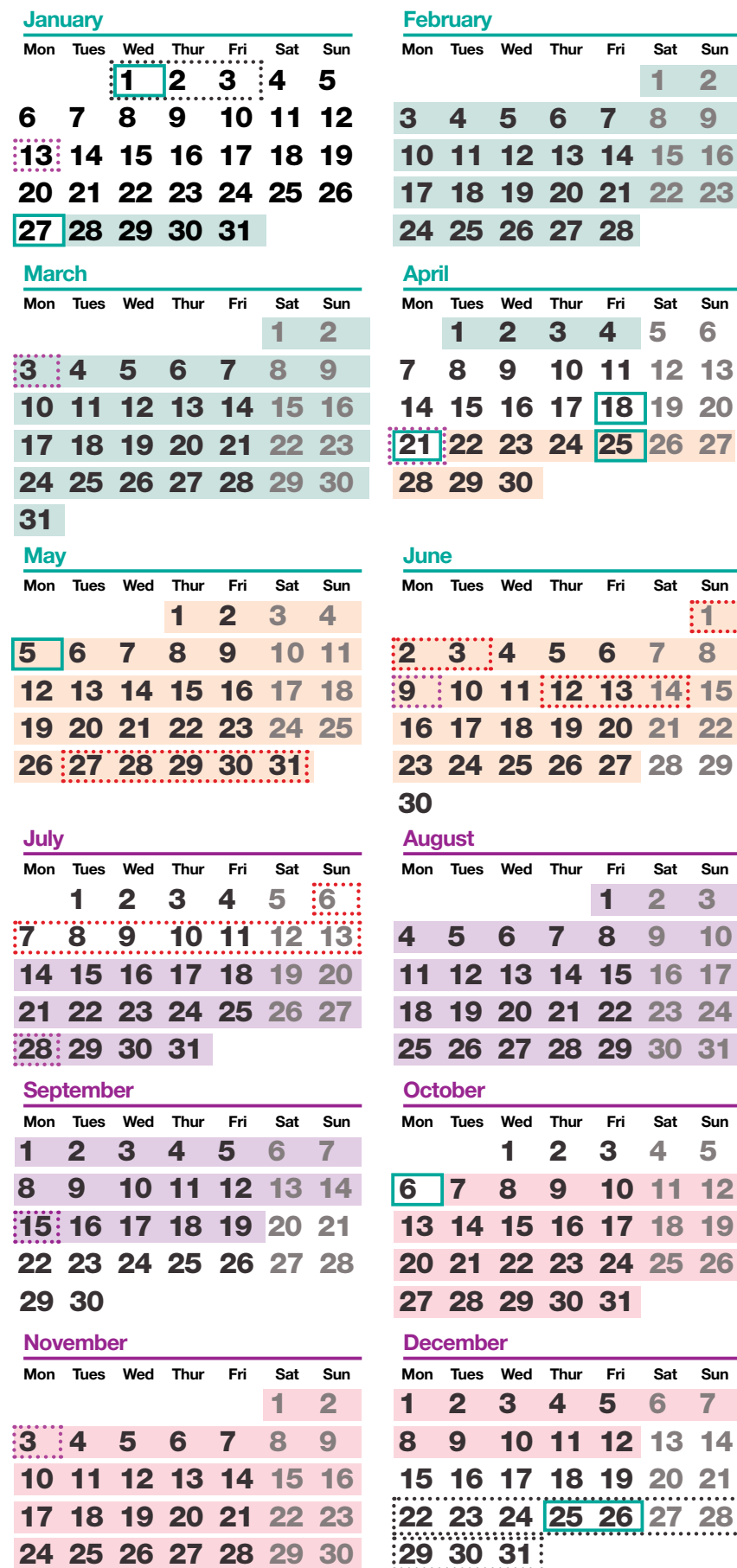
Visit [tafeqld.edu.au/current-students](https://tafeqld.edu.au/current-students) for more information.

### Credit transfer and RPL

If you've previously completed studies at TAFE, university, or another education provider it's worth checking to see if you're eligible for a credit transfer. A credit transfer can reduce the amount of units you need to complete to receive your qualification, saving you time and money.

Alternatively, if you have previous work or volunteer experience in your industry you may be eligible for Recognition of Prior Learning (RPL). Contact your local Customer Service Centre for more information or to see if you're eligible for credit transfer or RPL.

## 2025 Academic calendar



### Key dates

- TAFE Queensland Online intake 1  
13 January
- Start of Semester 1 | Start of Term 1  
28 January
- TAFE Queensland Online intake 2  
3 March
- Mid-semester break starts | End of Term 1  
4 April
- Semester 1 resumes | Start of Term 2  
21 April
- TAFE Queensland Online intake 3  
21 April
- National Reconciliation Week  
27 May - 3 June
- TAFE Queensland Online intake 4  
9 June
- WorldSkills Australia National Championship  
12- 14 June
- Mid-year break starts | End of Term 2  
27 June
- NAIDOC Week  
6 - 13 July
- Start of Semester 2 | Start of Term 3  
14 July
- TAFE Queensland Online intake 5  
28 July
- TAFE Queensland Online intake 6  
15 September
- Mid-semester break starts | End of Term 3  
19 September
- Semester 2 resumes | Start of Term 4  
6 October
- TAFE Queensland Online intake 7  
3 November
- End of Semester 2 | End of Term 4  
12 December

### Public holidays (Campus closures)

- New Year's Day Public Holiday  
1 January
  - Australia Day Public Holiday  
27 January
  - Good Friday  
18 April
  - Easter Monday  
21 April
  - ANZAC Day  
25 April
  - Labour Day  
5 May
  - King's Birthday  
6 October
  - Christmas Day  
25 December
  - Boxing Day  
26 December
- Please visit [bit.ly/qldshowholidays](https://bit.ly/qldshowholidays) for your local show public holiday.

### Legend

- Public Holiday (dotted border)
- Key Dates (dotted border)
- Semester 1 (light blue)
- Semester 2 (light orange)
- Term 1 (light blue)
- Term 2 (light orange)
- Term 3 (light purple)
- Term 4 (light pink)

For updates or to download a printable version of the calendar, visit [tafeqld.edu.au/academic-calendar](https://tafeqld.edu.au/academic-calendar)



## Student timetables

Your class timetable will let you know when and where your classes will be held. You'll receive your full class timetable during your course orientation session. Students in select campuses may also be able to access their timetable online at [tafeqld.edu.au/timetables](https://tafeqld.edu.au/timetables).

### Timetable changes

Please note that while we try and keep any timetable changes to a minimum, they may need to change due to unforeseen circumstances. We'll do our best to keep you informed of any changes, however we recommend you regularly check your timetable for any updates.

## Student ID card

TAFE Queensland uses both digital and physical ID cards. Most students will only need the digital ID card, so there is no need to carry a card – you can simply use your smartphone. For some student cohorts, you will instead need a physical ID card for certain courses, and if your course includes a vocational placement.

Your digital ID card won't allow you to access buildings or do printing and photocopying, but it will allow you to use the library.

### **i** Student ID card

For further information and to order your digital or physical student ID card, please visit [tafeqld.edu.au/idcard](https://tafeqld.edu.au/idcard)



## Your contact details

It's important that you keep TAFE Queensland up to date with any changes to your contact details, including those of your emergency contact. If your details are incorrect you may miss out on important information such as timetable updates, results and certificates, student surveys, and graduation invitations. If you change address, update your email address, or get a new phone number, remember to update your details in the Student Portal.

### **i** Student Portal

Keep your contact details up-to-date in the Student Portal: [tafeqld.edu.au/student-portal](https://tafeqld.edu.au/student-portal)



## Digital access

### What to expect when your enrolment is complete

1. TAFE Queensland will send you an email with your Confirmation of Enrolment (COE).
2. The COE contains your nine (9) digit student number.
3. The COE will be sent to the email you used when you enrolled e.g. a personal email.
4. Use your student number to create your network password.

### TAFE Queensland single sign-on

Required for select online access.

#### Username:

studentnumber@tqstudent.edu.au

#### Password:

Your network password

### Using a TAFE computer

You'll need these login details when using a TAFE Queensland computer in class or the library.

**Username:** Your student number

**Password:** Your network password

### Password Manager

Set or reset your network password:

1. Access Password Manager [passwordreset.tafeqld.edu.au](https://passwordreset.tafeqld.edu.au)
2. Enter your User ID/student number
3. Follow the prompts. Your password will remain valid for 60 days. Automatic reminders will prompt you to change your password as required.



### WiFi on Campus

Free WiFi is available for students at most TAFE Queensland campuses. You can use the WiFi to access your course materials, online services, and more.

**By using the WiFi you are agreeing to the student rules and policies.**

### Connecting to WiFi

#### Network name:

TQGuest

#### Password:

MakeGreatHappen!

Troubleshooting: [tafeqld.edu.au/wifi](https://tafeqld.edu.au/wifi)

### TAFE Queensland Student Portal

[tafeqld.edu.au/student-portal](https://tafeqld.edu.au/student-portal)

The Student Portal is your one-stop-shop for easy access to the information you need about your study with TAFE Queensland. You can access the portal via mobile and desktop to:

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

**Username:** Your student number

**Password:** Your network password  
(via single sign-on)

### **i** Technical support

For further information and assistance accessing TAFE Queensland's digital services, please visit [tafeqld.edu.au/technical-support](https://tafeqld.edu.au/technical-support)



### Microsoft 365 and Student email

[tafeqld.edu.au/microsoft-365](https://tafeqld.edu.au/microsoft-365)

#### Username:

studentnumber@tqstudent.edu.au

#### Password:

Your network password

## Customer Service Centres and Student Hubs

Our Customer Service Centres, Student Hubs and Information Centres are where you'll find our Customer Service Officers. They're here to help you:

- answer questions about and make changes to enrolments
- take payments and assist with payment plans
- provide course information and eligibility criteria.

You will find our Customer Service Officers at each TAFE Queensland location with a Customer Service Centre or Student Hub.

### **i** Contact Student Services

You can also get in touch with Student Services by phoning **1300 308 233**.



# Student rules and responsibilities

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

## Rules and policies

The full student rules and policies cover a range of areas:

- Personal conduct and behaviour including equity and diversity, use of facilities and resources, and health and safety.
- Enrolment and fees including student support, fees, and refunds.
- Assessment, progression and misconduct including articulation, extensions, and appeals.
- Results and awards including grades.
- Complaints and feedback.
- Further information for higher education students.
- Further information for international students.

We have provided a simple summary below. Please make time to read through the rules and policies in full at [tafeqld.edu.au/student-rules](https://tafeqld.edu.au/student-rules) and [tafeqld.edu.au/policies-and-procedures](https://tafeqld.edu.au/policies-and-procedures).

## What you can expect

As a TAFE Queensland student you can expect to:

- be provided with accurate information about your course and the requirements for enrolment
- be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability
- experience a safe learning environment where hazards are identified and controlled as far as is reasonably practicable
- be provided with the resources to complete your education and training
- have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law
- be assessed fairly and judged on the criteria outlined in course information
- be provided with timely and constructive feedback about the outcome of assessment and progress of study
- have complaints and appeals considered promptly.

## What you need to know

As a TAFE Queensland student you have a responsibility to:

- provide all documentation/undertake actions required at time of enrolment
- maintain documentation as required throughout course
- treat others with courtesy, respect and fairness
- respect the safety, well-being and property of others
- refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others
- respect TAFE Queensland resources and facilities
- use computing and electronic resources appropriately

- participate actively and positively in learning and assessment activities
- make every effort to meet assessment requirements and submit work on time
- meet the requirements for academic progression and completion for your course
- disclose relevant information to enable TAFE Queensland to assist you to undertake study
- proactively seek assistance from support services when needed.

Any breach of the TAFE Queensland Student Rules and Policies will be subject to a TAFE Queensland disciplinary process. A breach may also be considered unlawful under Queensland or Australian law and could result in further action being taken.

## Plagiarism and contract cheating

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism. If you use the words or ideas of others in your assignments you must reference them accordingly. Your educators will provide further information on referencing and plagiarism during orientation and/or in class. Students have a responsibility to ensure that they engage with generative AI ethically and sensibly, and adhere to the assessment conditions for each assessment task. Claiming authorship over work that is not your own, without acknowledgment, is a breach of academic integrity.

Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct and any student found to be engaging in these services will face disciplinary action. Supplying TAFE Queensland study materials or assessments to third party online platforms (such as Course Hero) is also considered major academic misconduct.



## Privacy and feedback

### Privacy

TAFE Queensland is committed to ensuring your personal information is safeguarded at all times. Your information is used only for the purposes for which it is collected and we do not provide information to third parties without your consent, unless required to do so legally. For more information, you can view our privacy statement at [tafeqld.edu.au/privacy](https://tafeqld.edu.au/privacy).

### Feedback

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



## Surveys

At TAFE Queensland we value your feedback. That's why you'll receive a series of student surveys at different points throughout your study journey. Surveys are a vital part of improving the student experience, so we encourage you to complete all surveys you receive. All responses are confidential.

### SAS Student Training and Employment Survey

#### WHO

Students receiving government subsidised training under Certificate 3 Guarantee (C3G) or Higher Level Skills (HLS).

#### WHEN

Quarterly  
(March, June, September, December).

### Early Experience Survey (EES)

#### WHO

All newly commenced Vocational Education and Training (VET) students completing accredited training (excluding RPL, off shore, AMEP, ELICOS, and third party provider students).

#### WHEN

Within three weeks of the start of semester (usually February and July).

### Student Satisfaction Survey (SSS)

#### WHO

VET students enrolled in accredited training within the semester, on shore (excluding higher education, AMEP, non-accredited training, credit transfer and RPL students).

#### WHEN

Six monthly (usually May and November).

### Learning and Teaching Survey (LTS)

#### WHO

Selected VET and international students undertaking accredited or non-accredited training.

#### WHEN

Mid-way through the course of your studies.

### NCVER Student Outcomes Survey (SOS)\*

#### WHO

Selected VET students issued with an award in the previous calendar year.

#### WHEN

Annually (usually May/June).

### Quality Indicator Survey (AQILEES)\*

#### WHO

All on, and offshore, students who have participated in VET activity during the specified calendar year.

#### WHEN

January.

NOTE: the above list is indicative only, you may also receive other surveys to complete.

\* deployed by external contractor or organisation



# Safety and security

## Safety on campus

As a student, there are steps you can take to help ensure the safety of yourself and others:

- Don't leave personal belongings unattended or bring valuable items onto campus.
- Be mindful of your sitting position as poor posture can lead to physical and mental fatigue, and possible injury.
- Be careful when lifting or moving heavy objects and remember to use your knees, rather than your back to lift the weight.
- Obey safety signage and wear appropriate personal protective equipment (PPE).
- Only use property, plant and equipment for its intended purposes.
- Follow directions given by TAFE Queensland staff.
- Report all injuries incidents, hazards or near misses to your educator.
- Follow all car park speed limits, and park in designated car parks. Be aware that people are moving around.
- Electronic bikes, scooters, skate boards are not permitted inside buildings.
- We share our campuses with resident wildlife, so be aware of your surroundings.

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

## Smoke-free campuses

Our number one priority is providing a safe, healthy and productive place for you to study. As part of our commitment to provide healthy, vibrant campuses for our students, all TAFE Queensland campuses are smoke free. This also includes burning tobacco products, herbs, drugs, oils, vapes, e-cigarettes, or other devices.

For more information, including support services to help you quit, visit [tafeqld.edu.au/smokefree](https://tafeqld.edu.au/smokefree).

## COVID-19 health advice

Safety and wellbeing is TAFE Queensland's top priority and we will continue to follow the advice provided by Queensland Health, who is leading the State Government's response to COVID-19.

For the latest information, visit [tafeqld.edu.au/health-advice](https://tafeqld.edu.au/health-advice).

## Emergency situations

In the event of an emergency, it's critical that you follow any directions from staff or emergency services personnel.

Fire wardens, identified by safety helmets and high-vis vests, will communicate safety instructions to students and staff.

If you hear the evacuation alarm, evacuate the building immediately as directed. Do not use the lifts or escalators\* and leave your personal items behind. Go immediately to the evacuation assembly location points. These can be found on campus maps found in the *Discover your campus* section of this handbook.

In the event of a campus lockdown your educator will locate a secure area within the building where you can remain out of sight. Ensure your mobile phone is set to silent in this situation.

In the event of a minor incident requiring first aid, notify your educator or nearest member of staff. There are a number of First Aid Officers on call and first aid kits available at each campus.

\*if you require assistance to ensure successful evacuation and response in emergencies, please speak to our customer service team, Student Support, or your educators about creating a Personal Emergency Response Plan (PERP).

## Sexual assault and harassment

At TAFE Queensland we have a zero tolerance policy for sexual assault and harassment.

We are committed to providing a safe and secure environment for our students and offer support services for students who have experienced sexual assault or harassment. This includes supporting victims of assault or harassment to continue to engage with their studies,

as well as taking appropriate action against perpetrators.

If you experience sexual assault or harassment you can contact your local Student Support services team, educator, or any other member of staff.

For immediate on-campus assistance, call campus security.

## Cyberbullying

Cyberbullying is the intentional use of technology to hurt, threaten, harass or humiliate a person and cause fear and distress. TAFE Queensland has a zero tolerance for cyberbullying and is committed to ensuring our learning environments are safe, respectful and inclusive. We are committed to addressing and resolving all incidents of student misconduct and encourage students to speak up if they are being bullied online.

If you experience cyberbullying during your studies, please contact your educator who can provide you with additional information and support.

## **i** Student support

For mental health, wellbeing and counselling services available through TAFE Queensland, turn to page 16 for more information.

You can also visit [tafeqld.edu.au/student-support](https://tafeqld.edu.au/student-support).

**In an emergency  
call 000.**



## Mental health and wellbeing

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

## Counselling

Free counselling services are available at select TAFE Queensland campuses.

Whether you want to debrief, gain strategies on how to manage a situation, or just need someone to talk to, our experienced and professional counsellors are here for you. The counsellors are also available to advocate on your behalf, especially if you're experiencing difficulties with your studies.

## Emergency support

If you're worried you may harm yourself or someone else, or need emergency help for someone else in this situation, please **call 000**.

### **i** Student Support

For more information on Student Support services visit [tafeqld.edu.au/student-support](https://tafeqld.edu.au/student-support)

## External support

A range of external support services are available

### Queensland Sexual Assault Helpline

1800 010 120

7.30am - 11.30pm, 7 Days

### DVConnect

1800 811 811

24 hour Domestic Violence Helpline

### 1800Respect

1800 737 732

[1800respect.org.au](https://1800respect.org.au)

National Sexual Assault, Domestic Family Violence Counselling Service

### Rape and Domestic Violence Services Australia

1800 211 028

[rape-dvservices.org.au](https://rape-dvservices.org.au)

### QLife

1800 184 527 | [qlife.org.au](https://qlife.org.au)

National LGBTI Telephone Counselling and Information line

### Mensline

1300 789 978 | [mensline.org.au](https://mensline.org.au)

Telephone and online counselling

### Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)

07 3391 6677

[qpastt.org.au](https://qpastt.org.au)

### Lifeline

13 11 14

24/7 crisis support line

### Kids Helpline

1800 551 800

Telephone Counselling Support 24/7

### Headspace

1800 650 890

[headspace.org.au](https://headspace.org.au) | [headspace.org.au/eheadspace](https://headspace.org.au/eheadspace)

National Youth Mental Health Foundation

### Reach Out

[ReachOut.com](https://ReachOut.com)

Online mental health support for Young People

### HEAD TO HEALTH

[HeadtoHealth.gov.au](https://HeadtoHealth.gov.au)

Digital mental health resources from trusted service providers



## Career and employment services

Getting your qualification is only half the story. At TAFE Queensland the real end game is job outcomes for our students. If you're studying at select locations, you may be able to access specific career and employment resources and services. You can also speak to your educators and our counsellors about planning your career pathway, applying for jobs, and your future career development.

For more information visit [tafeqld.edu.au/career-and-employment-services](https://tafeqld.edu.au/career-and-employment-services).

Helpful resources covering topics like resumes and cover letters are also available at [tafeqld.edu.au/blog](https://tafeqld.edu.au/blog).

## Learning support

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

- assignments, essay writing and referencing
- study skills and exam preparation
- English and maths

- time management and organisation skills.
- Depending on your location you may be able to access learning support in a variety of ways, from Student Hubs and libraries to online services and on-campus staff.

## Studiosity

Feeling overwhelmed, stuck, or not sure where to start? Whether you're struggling with writing, maths, or referencing, you can get 24/7 online support from Studiosity. Their subject specialists are available to give immediate, one-on-one help 365 days a year. Studiosity also provides a writing feedback service with a maximum turnaround time of 72 hours. You can upload a draft of your written assessment to receive detailed feedback on your work.

## Access Studiosity

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

### **i** Learning support

You can contact Learning Support on [StudentSupport.EastCoast@tafeqld.edu.au](mailto:StudentSupport.EastCoast@tafeqld.edu.au)





## Aboriginal and Torres Strait Islander support

We understand that First Nations people may have specific needs— that's why we provide tailored support to help you settle into your new life as a student. Our Indigenous Student Support Officers can offer specific advice and help on topics including:

- career options and employment opportunities
- choosing the right course or pathway
- enrolments, financial assistance, ABSTUDY, and funding opportunities
- accommodation, travel and welfare
- government departments, community service providers and advocacy services referrals
- learning and study support

### **i** Indigenous support

Contact Indigenous Student Support today on [StudentSupport.EastCoast@tafeqld.edu.au](mailto:StudentSupport.EastCoast@tafeqld.edu.au).

## AccessAbility support

At TAFE Queensland we are committed to making everyone's experience enjoyable and worthwhile. If you have a recognised disability and need help, we can provide practical assistance, support, and advice. Our AccessAbility support team will work with you to develop an individual support plan. This may include:

- communicating with educators on your
- recommendations on assistive technology
- coordinating alternative assessment arrangements
- creating and maintaining a Personal Emergency Response Plan (PERP)

### **i** Accessibility support

To book an appointment with our AccessAbility support team, please contact us on StudentSupport. [EastCoast@tafeqld.edu.au](mailto:EastCoast@tafeqld.edu.au). You can also submit an enquiry on our website at [tafeqld.edu.au/contact](https://tafeqld.edu.au/contact).

## Scholarships

Each year TAFE Queensland awards scholarships of up to \$5,000 to help cover the costs of courses fees, text books, and living expenses. There are two types of scholarships available:

- merit scholarships are aimed at supporting people who have demonstrated strong levels of academic achievement and/or work performance
- access and equity scholarships provide equitable access to study at TAFE Queensland and are designed to help students experiencing social or financial hardship.

For more information, including application dates and eligibility criteria, visit [tafeqld.edu.au/scholarships](https://tafeqld.edu.au/scholarships).

## Basic Key Skills Builder

Understanding your skills and knowledge levels is an important step in preparing for study success. The Basic Key Skills Builder (BKSB) is an approved online assessment tool that determines English and maths levels within the Australian Core Skills Framework (ACSF). We recommend all students complete the BKSB before commencing training to identify current learning strengths, and where additional support may be needed to help you achieve your study goals.

### Getting started

Completing your BKSB assessments unlocks free resources that you can access and complete anytime at your own pace.

**You'll receive an email invitation with your BKSB login details** and should complete the English and maths initial assessments as soon as possible. Get your BKSB assessment started today at [tafeqld.edu.au/bksb](https://tafeqld.edu.au/bksb).

### Who needs to complete the BKSB assessment?

TAFE Queensland students applying for a VET Student Loan who cannot provide an Australian Year 12 Certificate of Education (or equivalent) must complete a BKSB skills review. Other students may need to complete the BKSB to meet course pre-requisites or eligibility requirements for certain funding options or concession prices.





# Library services

The TAFE Queensland Library Network provides a wide range of resources and services to all TAFE students. Visit them at one of our campus libraries or online at [library.tafeqld.edu.au](http://library.tafeqld.edu.au) to take advantage of their services.

You can access:

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

Depending on your campus location, additional resources can include individual study spaces, group study areas and seminar rooms. For students studying a degree with one of TAFE Queensland's partner universities, you can access additional resources through the partner university library link, found on their website.

## Library databases

Access a wide range of databases

specifically selected to support your study, including ClinicalKey & Australian Standards Online.

[library.tafeqld.edu.au/az.php](http://library.tafeqld.edu.au/az.php)

## Have a question that needs answering?

Try our **Ask a Librarian** service by emailing [ask@tafe.qld.edu.au](mailto:ask@tafe.qld.edu.au) or use our Library Live Chat service at [library.tafeqld.edu.au](http://library.tafeqld.edu.au).

## Virtual library sessions

Get off to the best start possible with our series of virtual library sessions. These classes will show you how to:

- access the library's collection of more than 100 million resources
- research more effectively
- reference more efficiently
- get more from subject-specific resources like ClinicalKey and Australian Standards

Bookings are essential so visit the library website at [library.tafeqld.edu.au](http://library.tafeqld.edu.au) to book.

# Using Connect

Connect is TAFE Queensland's online Learning Management System (LMS). It has everything you need in one handy location, giving you the flexibility to study anywhere, anytime. As a TAFE Queensland student, you'll have access to the learning materials for each unit of study five days prior to Start of Study (SOS) and continued access to all units until you finish your course. When using Connect you will be able to:

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

## Access and logging in

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

You can access Connect online at [connect.tafeqld.edu.au](http://connect.tafeqld.edu.au).

**Username:**  
studentnumber@tqstudent.edu.au

**Password:**  
Your network password  
Simply log in with your username (Student ID) and network password. For information about creating or resetting your password, please see Digital access on page 8 of this handbook.



## Download the Connect App

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

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

## Resources and help

You can find support information and videos under the Help section in Connect. It includes short tutorials and guides on the tools and processes involved in navigating Connect, enabling notifications, submitting assessments, following your progress, checking grades and discussions with your peers. You can also check out [youtube.com/tafeqldconnect](https://youtube.com/tafeqldconnect).

# Bundaberg

118 Walker Street,  
Bundaberg QLD 4670



Bundaberg is a regional city that offers plenty of coastal attractions. Located on the Burnett River the city is known for its sugar plantations, the famous Bundaberg Rum factory, and nearby beaches. Centrally located five minutes from the town centre, our Bundaberg campus offers a range of practical courses in purpose-built facilities.

## Getting to campus

### Public transport

Duffy's City Buses services the local area with the closest bus stop located out the front of the campus on Faldt Street.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available on campus.

### Parking

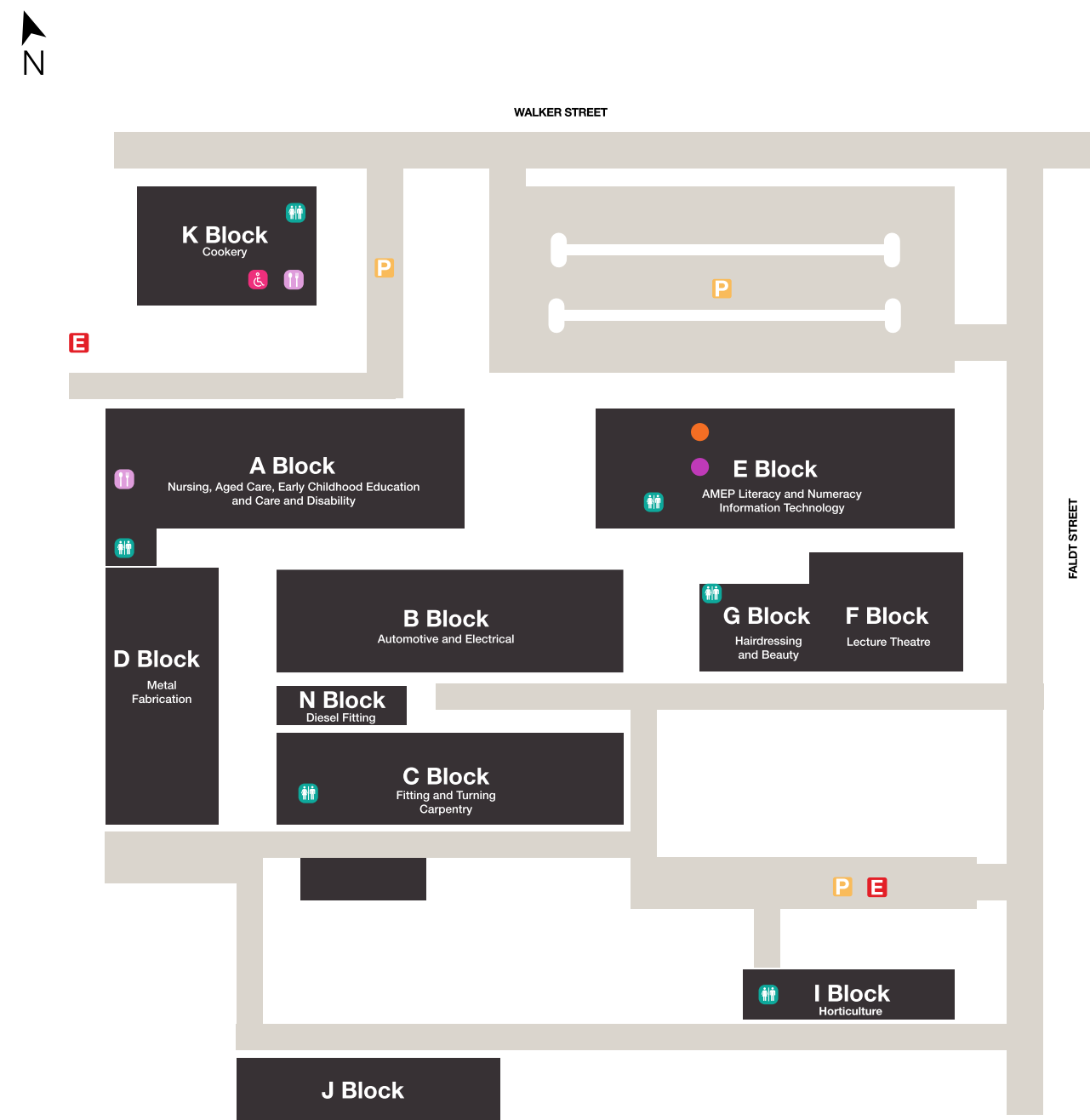
We have plenty of free on-site parking available for students at our Bundaberg campus.

## Facilities

- Beauty and hairdressing salon
- Canteen
- Training restaurant
- Library
- Student service centre
- Theatre

## Places to eat

On-site canteen.



Bundaberg is a **SMOKE FREE CAMPUS**

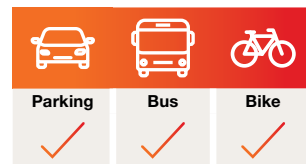
Key		
Buildings	Parking	Canteen/food service
Road	Emergency assembly point	Student Service Centre
Toilet facilities*	Wheelchair access	Library

\* If you require a unisex accessible toilet facility please contact our Student Service Centre.



# Hervey Bay

47-95 Urraween Road,  
Hervey Bay QLD 4655



Our Hervey Bay campus features specialist training facilities including an English language centre, hair and beauty salon, training restaurant, and horticultural training spaces. The campus offers courses across a range of study areas.

## Getting to campus

### Public transport

Wide Bay Transit operates bus services in the area with the closest bus stop located out the front of the campus on Urraween Road.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available on campus.

### Parking

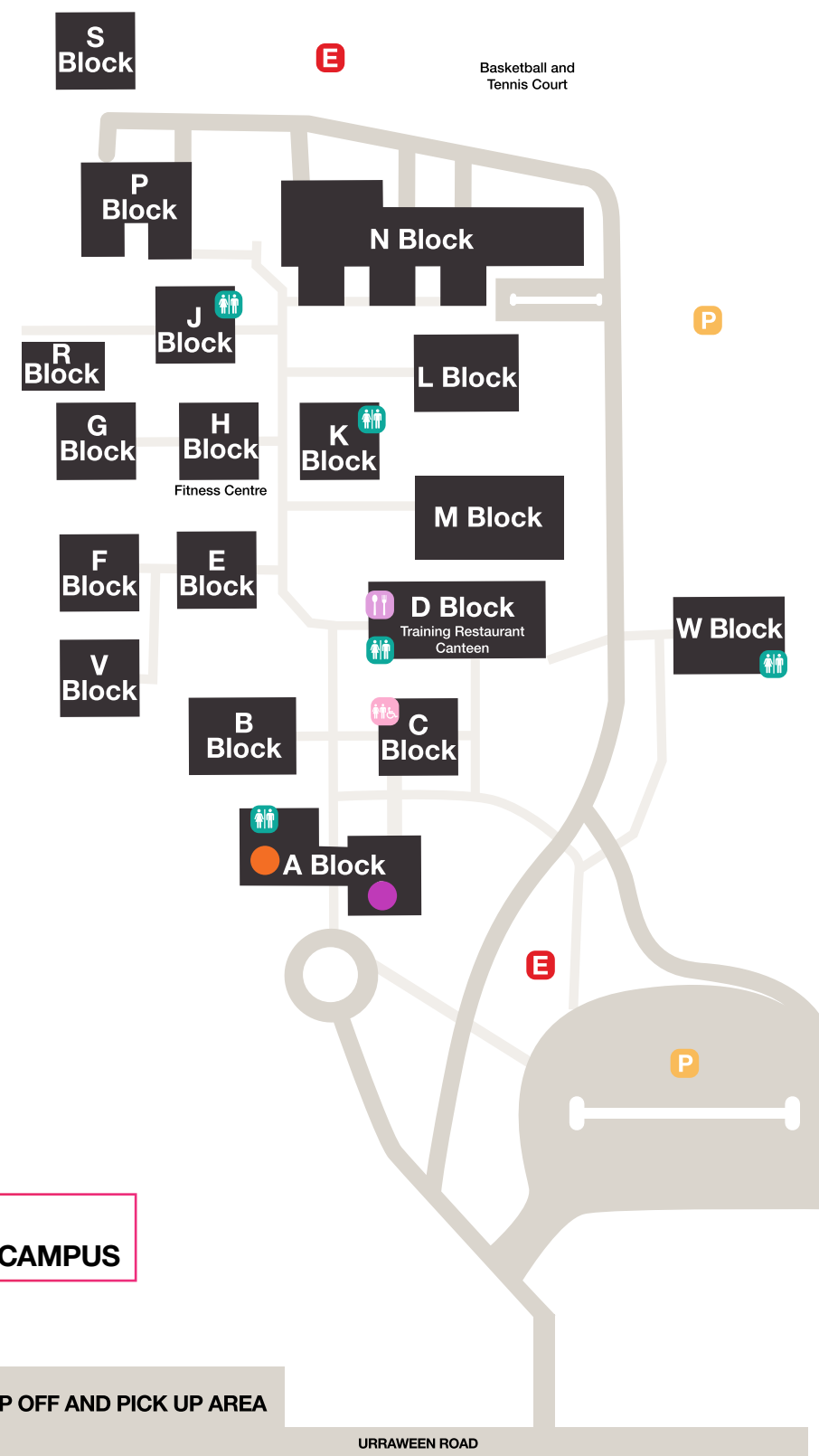
We have plenty of free on-site parking available for students at our Hervey Bay campus.

## Facilities

- Canteen
- English language centre
- Gym
- Hair and beauty salon
- Library
- Research and information centre
- Training restaurant

## Places to eat

On-site canteen.



Hervey Bay is a **SMOKE FREE CAMPUS**

Key		
Buildings	Parking	Student Service Centre
Road	Emergency assembly point	Library
Pathway	Unisex accessible toilet facilities*	
Toilet facilities*	Canteen/food service	

\* If you require a unisex accessible toilet facility please contact our Student Service Centre.

# Maryborough

1/131 Bazaar Street,  
Maryborough Qld 4650



Our Maryborough campus delivers selected programs online to maximise access for all students to learning and educational opportunities with a focus on health, community services and foundation skills.

## Getting to campus

### Public transport

Our Maryborough campus is easily accessible via public transport. Wide Bay Transit operates bus services in the local area with the closest bus stop just around the corner on Alice Street.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available nearby.

### Parking

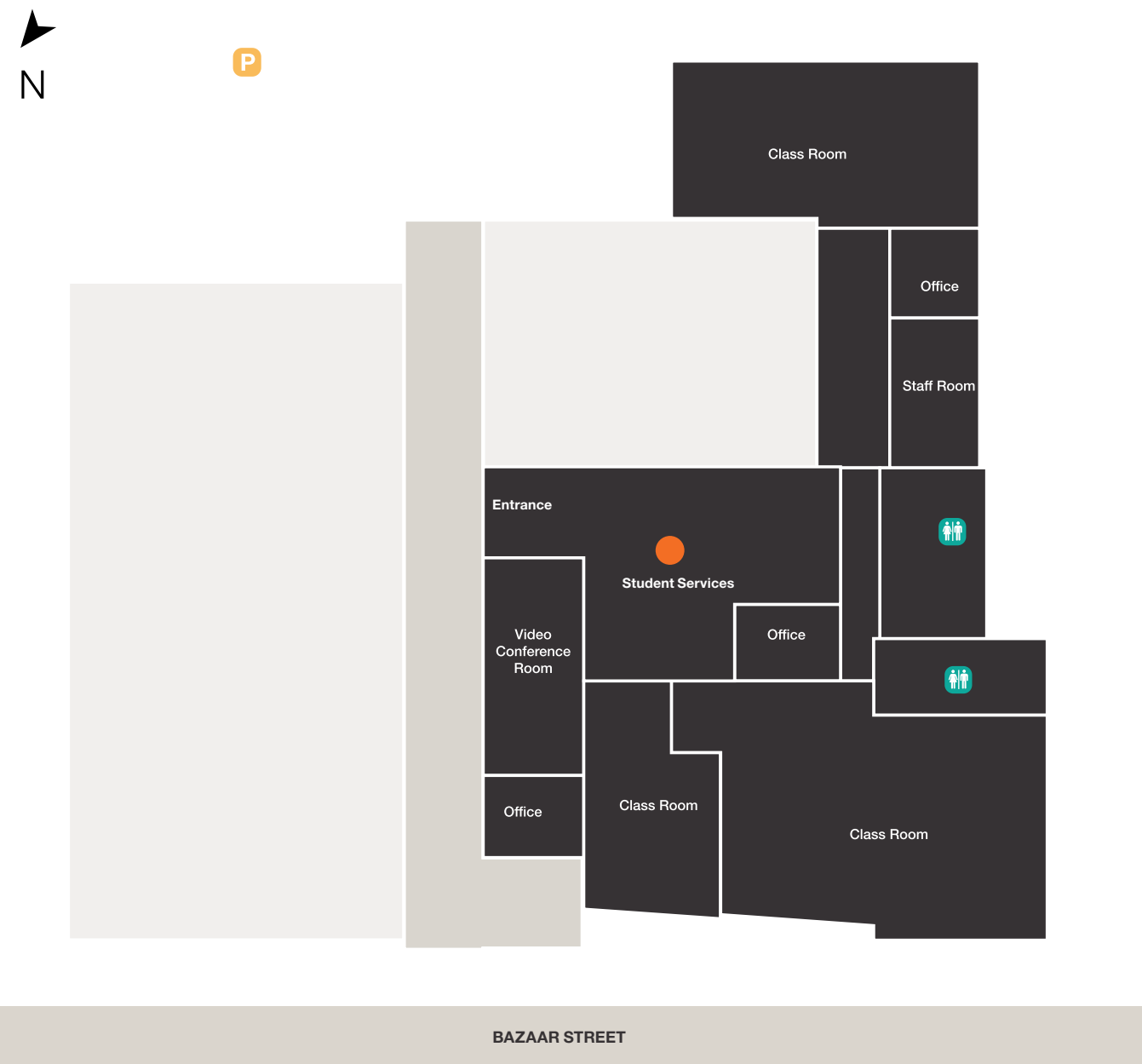
There is a car park behind our Maryborough campus with additional street parking available on Bazaar Street.

## Facilities

- Student Services Centre
- Virtual conference rooms

## Places to eat

Nearby cafes and food outlets



Maryborough is a **SMOKE FREE CAMPUS**

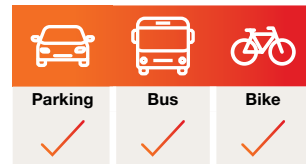
Key		
	Buildings	Parking
	Road/Walkway	Emergency assembly point
	Student Service Centre	Toilet facilities*
		Unisex accessible toilet facilities*

\* If you require a unisex accessible toilet facility please contact our Student Service Centre.



# Gympie

71 Cartwright Road,  
Gympie QLD 4570



Located adjacent to the University of the Sunshine Coast, our Gympie campus offers a range of practical courses in purpose-built facilities. Study areas include business, community services, hairdressing, retail, and trades.

## Getting to campus

### Public transport

Our Gympie campus is easily accessible via public transport. Local bus services are operated by Polleys Coaches with the closest bus stop located on Coinda Street.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available on campus.

### Parking

We have plenty of free on-site parking available for students at our Gympie campus.

## Facilities

- Canteen
- Hairdressing salon
- Library
- Student Service Centre

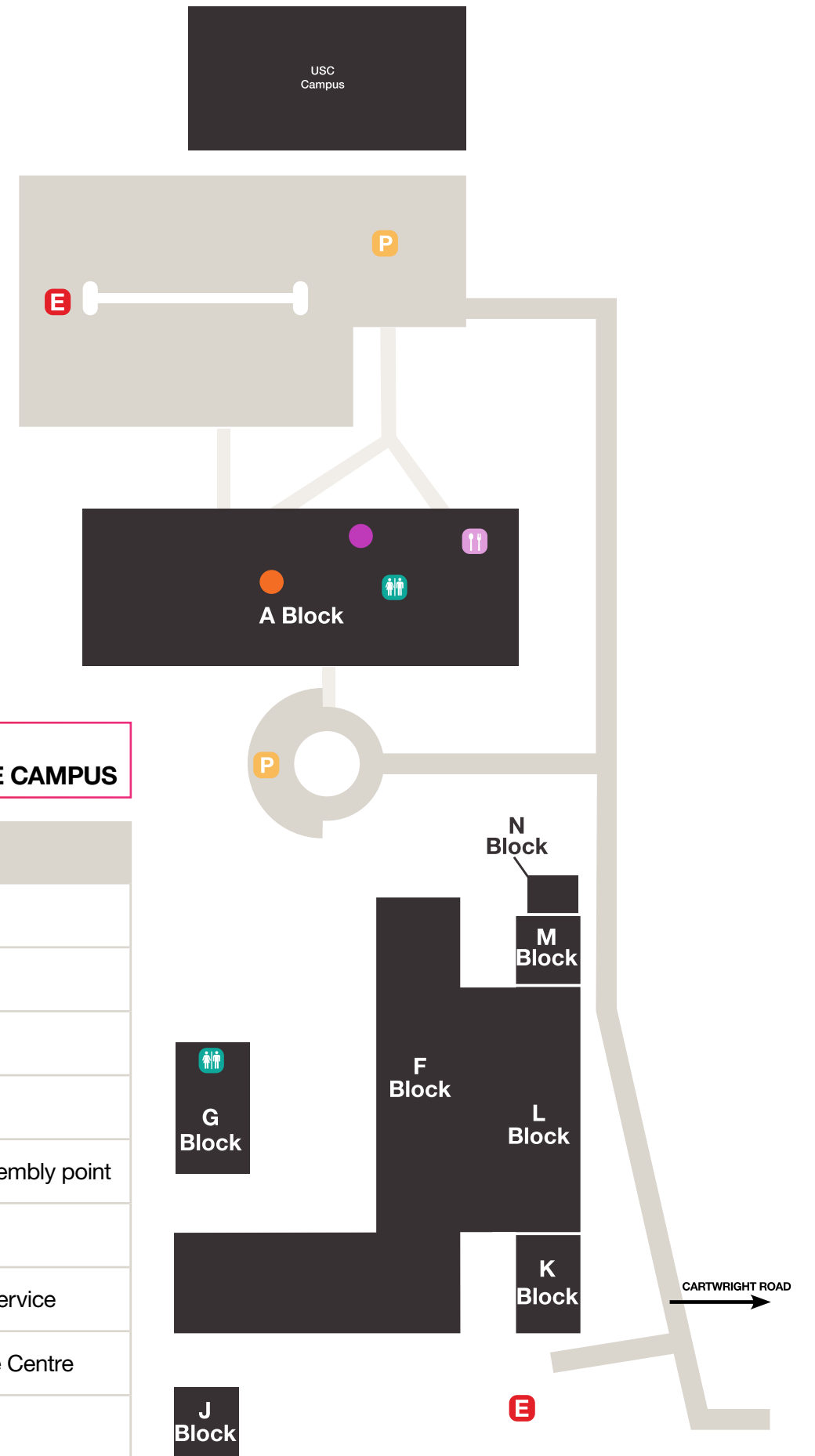
## Places to eat

On-site canteen.



Gympie is a **SMOKE FREE CAMPUS**

Key	
	Buildings
	Road
	Pathway
	Parking
	Emergency assembly point
	Toilet facilities*
	Canteen/food service
	Student Service Centre
	Library



\* If you require a unisex accessible toilet facility please contact our Student Service Centre.

# Nambour

91 Windsor Road,  
Nambour QLD 4560



Nambour is located in the hinterland of the Sunshine Coast at the foot of the Blackall Range. Nambour is the largest of our Sunshine Coast campuses and is located just five minutes from the town centre. Set among lush sub-tropical rainforest hinterland, the campus features beautiful landscaped grounds with gardens, lawns, native trees, and a winding creek.

## Getting to campus

### Public transport

Our Nambour campus is easily accessible via public transport. The closest bus stop is located out the front of the campus on Windsor Road.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available on campus.

### Parking

We have plenty of free on-site parking available for students at our Nambour campus.

## Facilities

- Canteen
- Flexible learning centre
- Library
- Student Service Centre

## Places to eat

On-site canteen.



Key	
	Buildings
	Road
	Parking
	Emergency assembly point
	Call point
	Toilet facilities*
	Canteen/food service
	Wheelchair access
	Student Service Centre
	Library

Nambour is a **SMOKE FREE CAMPUS**

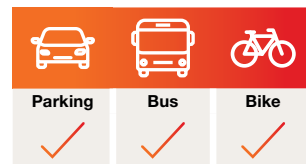


\* If you require a unisex accessible toilet facility please contact our Student Service Centre.



# Mooloolaba

34 Lady Musgrave Drive,  
Mooloolaba QLD 4557



Our Mooloolaba campus is located within easy reach of relaxed surfside cafes, vibrant nightlife, and shopping precincts. Featuring specialised training facilities including a gym, training restaurant, and hairdressing and beauty salon, the campus offers a wide range of study areas.

## Getting to campus

### Public transport

Our Mooloolaba campus is easily accessible via public transport. The closest bus stop is located out the front of the campus on Lady Musgrave Drive.

### Cycling

If you live nearby, cycling could be another cost effective option to get to class with bike racks available on campus.

### Parking

We have plenty of free on-site parking available for students at our Mooloolaba campus.

## Facilities

- Canteen
- Flexible learning centre
- Gym
- Hairdressing and beauty salon
- Library
- Student Service Centre
- Training restaurants

## Places to eat

On-site canteen.



Mooloolaba is a **SMOKE FREE CAMPUS**

Key		
Buildings	Parking	Student Service Centre
Road	Emergency assembly point	Library
Toilet facilities*	Call point	
Unisex accessible toilet facilities*	Canteen/food service	

# Sunshine Coast Health Institute

6 Doherty Street,  
Birtinya QLD 4575



The Sunshine Coast Health Institute (SCHI) features dedicated and integrated research and learning spaces allowing students to participate in learning, research and clinical practice in one convenient location. The institute has dedicated workspaces for TAFE Queensland students as well as specialised learning spaces equipped with the latest in audio-visual technology.

## Getting to campus

### Public transport

The Sunshine Coast Health Institute is easily accessible via public transport. A dedicated bus stop is located on Eccles Boulevard near the main entry to the institute.

### Cycling

Cycling is a convenient and cost effective option to get to class with bike racks and end-of-trip facilities available at the SCHI.

### Parking

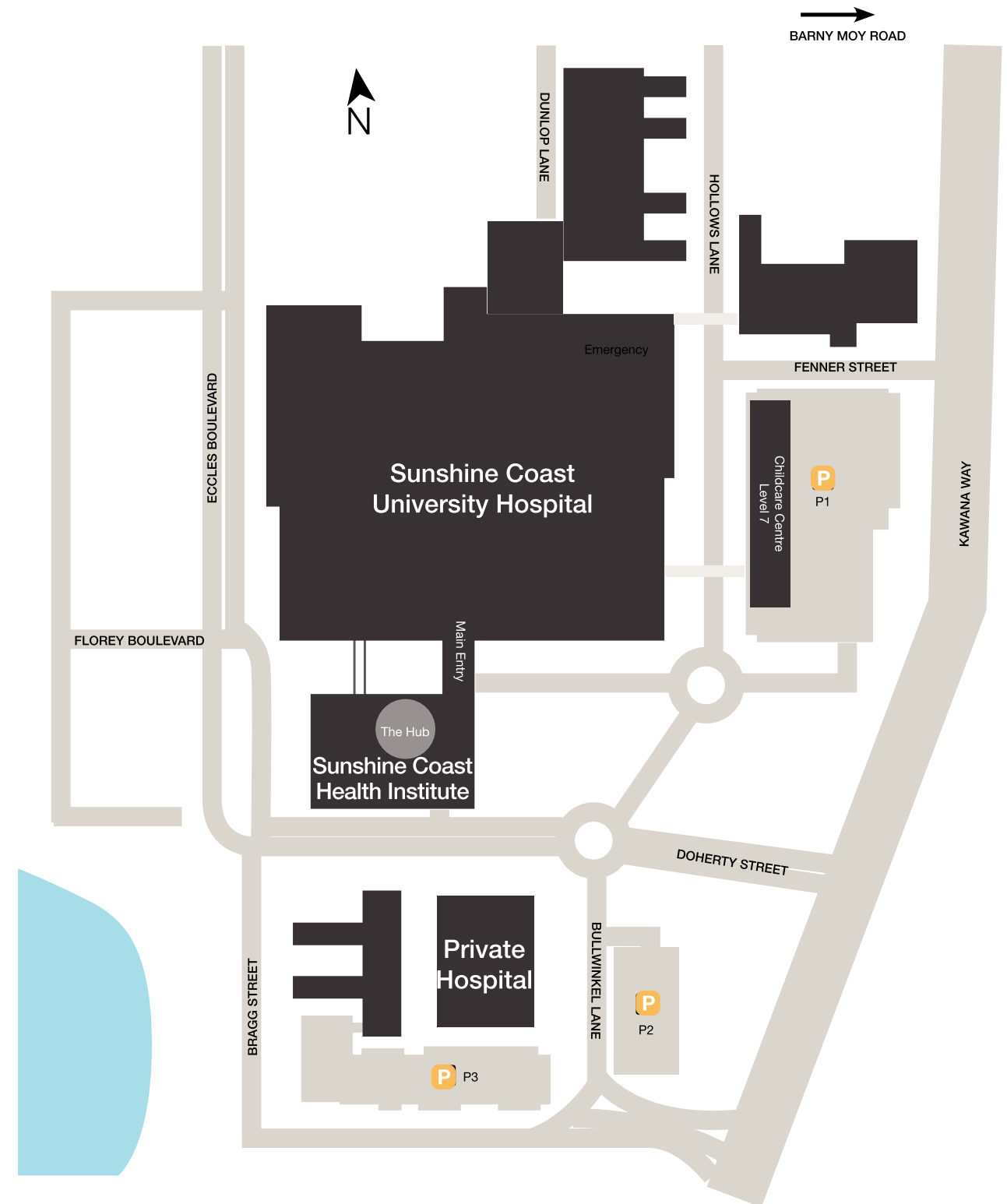
There is plenty of parking available for students at the Sunshine Coast Health Institute. Parking is paid and is operated by **Point Parking**.

## Facilities

- 370 seat auditorium
- 150-seat lecture theatre
- Bike racks and end-of-trip facilities
- Breakout spaces
- Communal lounge
- Flexible learning and study areas
- Library with computer kiosks

## Places to eat

Multiple dining options.



Key	
	Buildings
	Road
	Parking

Please refer to directories on-site for toilets and other facilities.

Sunshine Coast Health Institute is a **SMOKE FREE CAMPUS**





TAFE QUEENSLAND  
**STUDENT VOICE**

We are passionate about engaging collaboratively with TAFE Queensland's diverse student body to help shape and inform the teaching and learning environment. To facilitate this, Student Voice at TAFE Queensland framework has been developed to provide opportunities for students and alumni to actively participate in decision making.

Becoming an active part of Student Voice is an exciting opportunity that will enable you to expand your professional networks, develop personal and professional skills, and make a difference in your community. You will be well suited to Student Voice if you like:

- spreading the word about student engagement opportunities to your peers
- participating in opportunities to provide

feedback such as online meetings, student surveys, and pilot programs

- working collaboratively with staff to inform decisions and enact change.

The benefits you will receive by participating in the Student Voice include:

- having your voice heard and enacting real change
- improving the student experience for your peers and future students
- developing key personal, professional, and employability skills
- make connections and building relationships with staff, students and people of influence.

To learn more, visit [tafeqld.edu.au/current-students/student-voice](https://tafeqld.edu.au/current-students/student-voice)

 In 2023-24 we trained **144,000 students**

 **Over 60 training locations**

 **Over 86%** of our graduates go on to work or further study\*

 We have an **89.5% student satisfaction rating** (and we're working very hard on the other 10.5%)

 **100%** of our diploma and higher-level courses have diploma-to-degree pathways

 We have a **93.1% employer satisfaction rating**

 **Every \$1 spent** by TAFE Queensland supports **\$2.55 of added-value** in the Queensland economy









TAFE Queensland acknowledge the Traditional Custodians of Country throughout Australia and respect the continuing connection to land, waters, cultures and family that Aboriginal and Torres Strait Islander peoples uphold. We pay respect to Elders past, present and future. We recognise that teaching and learning has taken place on Country for over 60,000 years and two-way learning is an important part of our reconciliation journey.

**1300 308 233**  
**[tafeqld.edu.au](http://tafeqld.edu.au)**

