TAFE Queensland SkillsTech offer a range of free services to support students throughout their study journey.

**LEARNING SUPPORT**

TAFE Queensland SkillsTech is committed to ensuring the success and progress of every student, from enrolment through to graduation.

Learning Support is available to all students to assist with: trade-specific maths, writing and structuring assessments, and study skills. The Learning Support team provide one-on-one, in-class and group support at all training centres.

**CAREER AND PERSONAL COUNSELLING**

Our counsellors offer assistance to help students with career pathways, program and course information and job search techniques.

Counsellors also offer support for personal issues which may be affecting a student’s studies or wellbeing.

**DISABILITY SUPPORT**

We want to ensure everyone at TAFE Queensland SkillsTech enjoys an inclusive and accessible learning environment.

Students may access disability support if they disclose an:
- intellectual/physical or sensory impairment;
- a medical, neurological or psychiatric condition;
- or a development disorder.

To ensure that learning resources are available in their chosen training program, students should contact the Disability Support Team prior to enrolment.

Our dedicated Disability Support Officers identify students’ specific requirements, liaise with teachers regarding the students’ needs, and organise equipment and specialist personnel.

We can help with facilitating assistive technologies to support learning including specialised computer software, keyboards, learning aids and hearing devices.

**Personal support services**

The following personal support services are available to students with a disability:
- AUSLAN sign language interpreters
- coaches, note takers, readers and scribes
- tutors to support course work
- professional assessment services
- adjusted exam conditions
- reasonable adjustments to delivery.

**INDIGENOUS STUDENT SUPPORT**

We understand that as an Aboriginal or Torres Strait Islander you may have specific needs.

TAFE Queensland SkillsTech acknowledges Aboriginal and Torres Strait Islander people as the traditional owners of the land on which we provide our services. All of our Student Support Services are available to Indigenous students, including pre-enrolment course advice, financial counselling, disability support, literacy and numeracy support and liaison with teaching teams regarding individual learning needs.
INTERNATIONAL STUDENT SUPPORT

The International Student Support Officer is here to assist all international students enjoy their time in Australia and achieve their study goals.

Our friendly Support Officer is here to assist with any general enquiries, providing an orientation, advice on living in Australia and settling into your local area, accommodation options, transport, banking, and help with cultural adjustment.

HELPFUL INFORMATION

Unique Student Identifier (USI)

Anyone undertaking a nationally-recognised training program (ie. you) must have a Unique Student Identifier (USI). Your USI gives you access to your own online USI account that contains all your training records and results from 1 January 2015 onwards.

You can create your USI online at usi.gov.au

If you haven’t already done so, please let TAFE know your USI by dropping into customer service, emailing us, or calling us on 1800 782 000.

Student ID card

Student ID cards are available from Client Service Centres. For locations, refer to your training centre site map.

Don’t forget to carry your card at all times, as you will need it to:

• borrow from the resources centre/library
• sit exams
• use TAFE Queensland SkillsTech facilities such as printers.

Go wireless!

Use your own laptop or device to connect to the internet and education network.

Resources centre/Library

Students have access to modern libraries at all training centres and online.

Don’t forget, you will need your Student ID card to borrow resources.

Canteens

TAFE Queensland SkillsTech’s canteens are open weekdays from 7.30 am, offering a range of hot and cold foods, drinks and snacks.

Some items of PPE are also available.

For library and canteen locations, refer to your training centre site map.

CONTACT US

Student Support
1800 782 000
studentservices.skillstech@tafe.qld.edu.au

Disability Support
disability.skillstech@tafe.qld.edu.au

General Enquiries
1800 654 447

Counselling
counsellingservices.skillstech@tafe.qld.edu.au

Indigenous Support
indigenoussupport.skillstech@tafe.qld.edu.au

International Student Support
Intss.SkillsTech@tafe.qld.edu.au