TAFE NSW Illawarra provides a range of services to support you to succeed in your study. Our Learner Support services are here for all students and can assist you to do well in your course; to achieve your goals and build a fulfilling career. This booklet provides you with detailed information about the range of services and programs that are available, including disability services, Aboriginal community, multicultural services, assistance with reading and writing, digital literacy skills and careers advice.

The Student Success Formula, on page 3, outlines some of the specific services or advice you might need to help you with your study.
**STUDENT SUCCESS FORMULA**

Training and education are powerful tools that you can use to get the life you want. Make the most of your opportunity at TAFE NSW Illawarra by accessing the Learner Support services we have to help you along the way. These services are part of your formula for success.

Here are some of the ways we can help. Circle the ones you would like to use. Bring this with you when you speak to a Customer Services Officer or Learner Support service.

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### BEFORE YOU ENROL

- Build confidence to study.
- Check your reading, writing, technology and maths skills and get help to improve.
- Help with career planning and course choices.
- Advice on recognition or credits for prior study or work experience.
- Connect with the Aboriginal education team.
- Talk to a Disability or Multicultural team member.
- Pay off your fines by participating in a Work Development Order.

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### ENROLLING

- Assistance to enrol.
- Help with fee exemptions, concessions and scholarships.
- Advice about fees, student loans, financial problems and travel concessions.
- Technology and study skills programs to help you learn.
- Childcare Centres.

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### LEARNING AND STUDY

- Orientation to study at TAFE.
- Tutorial support to help with your study and assessments. Personalised mentoring.
- On-campus student facilities.
- Libraries and Study Centres.
- Disability consultants – disability assistants and interpreters.
- Online and adaptive technology services.
- Multicultural services, translators and interpreters.
- Join an Aboriginal community group.
- Counselling and guidance advice.
- Tips for smarter study on the StudySmart website.
- Online, out-of-hours study and assessment support with YourTutor.
- Text to speech software and more.

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### Completing Your Course

- Graduation and alumni.
- Apply for awards and recognition to celebrate your success.
- Advice on education and employment pathways - going on to more study, jobs or university.
- Assistance with job applications and interviews.
- Help with your career development and work preparation skills.
Our team focuses on supporting successful educational and employment pathways for people experiencing learning barriers.

Our key values are driven by social inclusion.

We have highly qualified professional staff with broad industry experience and expertise and provide wrap around support for:

• Aboriginal and/or Torres Strait Islanders
• people with disabilities and medical conditions
• people from culturally diverse communities
• young people who are disengaging or who have emerging mental health issues
• people with a range of learning barriers
• people who have been unemployed or out of the workforce for long periods.

HOW WE CAN HELP

We can assist with fee exemptions for eligible people. Ask us to arrange tutorial support, note takers, Auslan or English language interpreters, adaptive equipment and technology, assessment modifications, literacy and numeracy classes.

We can help you plan the right educational pathway.

We use the latest technology to support your learning:

• talk to us about accessing software for your course, access to Dragon Naturally Speaking, a great tool that takes notes for you
• there is also a great range of screen reader software
• access to iPads, ergonomic chairs, tables, equipment and text books for loan
• access to a home licence for Texthelp Read & Write Gold software that will help you to overcome your literacy and learning issues.
GET THE EDGE
Build confidence, create a plan and inspire a better future with Get the Edge. A series of five conversation based workshops that don’t require much reading or writing. The main purpose of the course is to build confidence so that you feel ready to take the next steps on your pathway to education and employment.

GET WORK READY
A community program designed to develop your interpersonal skills, attitudes and confidence to participate in education and employment programs. Participating organisations include:

- Department of Juvenile Justice
- SY&FS - RAFT Nowra
- PHAMS Employment Ulladulla.

BASIC COMPUTER SKILLS
If you are a person with a disability, a medical condition or you experience learning difficulties, we can get you ready with our Basic Computer Skills Program.

This program will help you develop your basic computer skills and digital literacy to study or get a job.

You will learn how to use a computer and search the internet. The program also covers word processing, spreadsheets, presentations, emails and assistive technologies.

We can show you how to create an individual education plan and a resumé, as well as prepare for interviews and further study.

You will also learn how to use technology to overcome any educational barriers.
Our Aboriginal Education and Training Unit can provide advice about courses, study support and link with the community and TAFE Services.

Access a range of support services from our Aboriginal education team if you’re from an Aboriginal or Torres Strait Islander background. Support options include guidance to help you:

- choose the right course
- access enrolment and fee exemption information
- access tutoring services
- apply for Work and Development Orders
- find pathways to further education and employment.

WORK AND DEVELOPMENT ORDERS
GET YOUR LICENCE BACK WHILE YOU STUDY

Did you know your studies at TAFE NSW Illawarra can contribute to paying off your driving fines? This means you can get your licence back by studying with us.

We can help you find out if you are eligible for a Work and Development Order (WDO) to help pay off State Government fines.

Driving and parking fines, non-voting and littering fines or train offences are eligible for a WDO.

WDOs are made by the State Debt Recovery Office and allow eligible students to pay back their debt by enrolling in selected educational, vocational or life skills courses.
Talk to our Multicultural Education Coordinators if English is not your first language.

Support options include:

- interpreters
- advice on recognition of overseas qualifications
- study options and support services
- information on English language programs
- culturally specific community services.

Our Multicultural Education Coordinator can talk to you about getting your qualifications recognised, choosing the right course and using support services at TAFE NSW Illawarra and in the community.

**WORK AND DEVELOPMENT ORDERS**

*GET YOUR LICENCE BACK WHILE YOU STUDY*

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If you have a disability, our Teacher Consultants can provide you with additional support to achieve your study goals.

Access a range of services if you have a disability including:

- course selection and entry advice
- tutorial and group study centres
- communication aids, note takers and interpreters
- adaptive equipment or technology
- reasonable adjustment.

APPS FOR LEARNING
A Moodle site that provides you with suggestions for apps to help you study, get organised and improve your literacy and numeracy skills. It has apps for both Apple and Android platforms, and includes apps that help with accessibility. You can also recommend apps to be added that you find useful.

READ & WRITE GOLD
Read & Write Gold is a software package that lets you scan words or pages and hear the text read back to you in a natural human voice. It can tell you what words to choose - 'your or you’re', 'there or their', 'its or it’s'. It’s great for anyone who just wants some help getting started and it’s also great for people with dyslexia, low literacy or limited English Language skills. If you are thinking about enrolling in a course but don’t want your reading, spelling or writing to let you down, ask us about Read & Write Gold or come along to a hands on workshop to learn more about this amazing software.

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SKILLS FOR LEARNING
Book in for the free Skills for Learning program that will help you with digital literacy, time management and study skills.

STUDYSMART
This website supports students by providing information and tips to choose a career and course, get organised to study, learn and study, do assessments, keep calm and healthy and get ready for work.

studysmart.tafeillawarra.edu.au

APPS FOR LEARNING
A Moodle site that provides you with suggestions for apps to help you study, get organised and improve your literacy and numeracy skills. It has apps for both Apple and Android platforms, and includes apps that help with accessibility. You can also recommend apps to be added that you find useful.

LYNDA.COM
Free access to lynda.com is now available to you. There are over 3,500 online video tutorials to help you with software, technology, creative and business skills.

YOURTUTOR
YourTutor is an after-hours, online tutoring service that can provide live, one-on-one, anonymous academic study help for all students. All YourTutor online tutors are qualified and experienced teachers. Tutors in a range of subject areas are available for assignments and general study support.

YourTutor supports you when you’re studying after-hours, during holidays, weekends, or even offshore. YourTutor is here when your most important resource - your teacher - can’t be.

ONLINE TUTORING
Live, academic support. Students sign in for help using real-time chat and the interactive whiteboard.

24/7 WRITING FEEDBACK
Get comprehensive help with your writing at any time and at any stage of your draft.

Helping you focus on what’s important, connect with YourTutor for help with:

- English
- Grammar and writing
- Referencing
- Assignment research
- Accounting
- Economics
- Statistics
- and much more.
LITERACY AND NUMERACY SUPPORT
Sometimes you may need extra help with a particular subject or skill, especially if you haven’t studied for a while or are unsure how to complete your assessment tasks.

Whether you need help with reading, writing or using a computer, we are committed to assisting you to be successful in your course.

Our online assessments are the first step to identify any literacy (reading and writing), numeracy (maths) and digital literacy (computing) issues you may have. Our Literacy and Numeracy Support teachers will work closely with you to help you develop learning strategies so you can progress and achieve your study goals.

Depending on your needs, Literacy and Numeracy support can be provided:
- in the classroom
- at study centres
- in small groups
- one-to-one.

READ & WRITE GOLD
Read & Write Gold is a software package that lets you scan words or pages and hear the text read back to you in a natural human voice. It can tell you what words to choose – ‘your or you’re’, ‘there or their’, ‘its or it’s’. It’s great for anyone who just wants some help getting started and it’s also great for people with dyslexia, low literacy or limited English Language skills. If you are thinking about enrolling in a course but don’t want your reading, spelling or writing to let you down, ask us about Read & Write Gold or come along to a hands on workshop to learn more about this amazing software.
FOUNDATION SKILLS

R U READY
Take our online R U Ready assessment as the first step to identify any literacy (reading and writing) or numeracy (maths) issues you may have. Our Literacy, Language and Numeracy (LLN) teachers work closely with you to achieve your study goals through support:

• in the classroom
• at study centres
• in small groups
• one-to-one.

STUDY CENTRES
Our on campus Study Centres offer you free access to Learner Support to help you with your studies.

Features include:

• Wi-Fi so you can bring your own device
• Networked computers
• Connected laptop stations.

Qualified Learner Support teachers will be in the Study Centres to help you with:

• Assignments and assessment tasks
• Understanding course materials and text books
• Drafting and proofreading including grammar, spelling, vocabulary and sentence structure
• Writing reports, essays and other documents
• Research skills and finding resources
• Exam preparation
• Study skills including time management, planning and organising study
• Computing skills
• Moodle technical assistance with log on and orientation
• Mathematics help.
At TAFE NSW Illawarra, you have access to libraries where you can borrow a range of resources and get personalised help from our library team to support your learning.

Through individual or class sessions, you’ll be able to acquire lifelong learning skills. Your libraries also provide access to online resources (eBooks, eJournals, eVideos) that are available from any computer and most mobile devices. Free Wi-Fi and charged printing and photocopying are also available.

Discover information, resources and guidance about doing research and using technology at your local campus library. Our librarians are there to help you.

Visit your local campus library for:

- Assignment and technology help
- Expert staff
- Online subject guides
- eBooks
- eVideos
- eJournals
- Computers
- Textbooks
- Books and magazines
- Photocopying and printing
- Internet
- Wi-Fi
- Password resets
- Newspapers
- Study spaces
- Music CDs
- DVDs
- Equipment loans.
This service is free, confidential* and private. Our aim is to help you make good course and enrolment decisions, and to help you manage any problems that might affect your performance or prevent you from completing your training.

TAFE counsellors are professionally trained in psychology and are skilled career practitioners. They understand the difficulties you can experience as a student.

Speak with a TAFE NSW Illawarra counsellor for guidance and support with:

- educational or study problems
- further education choices and career planning
- personal issues that may impact on your studies.

Ask about the free weekly mentoring sessions to help you stay on track.

You are welcome to call in to the Careers and Counselling office or to phone. Where possible we encourage you to make an appointment. Career Development fee for service is also available at commercial rates. Please contact your closest location to make an appointment.

CAREERS

- Course and career planning
- Career development and next steps
- Using overseas qualifications
- Retraining
- Job application and interview preparation

EDUCATIONAL

- Study skills and time management
- Concentration and motivation
- Exam preparation and anxiety
- Learning difficulties
- Course dissatisfaction
- Entry to university

PERSONAL

- Crisis situations
- Stress
- Self confidence
- Emotional problems
- Thoughts of suicide
- Drug and alcohol
- Gambling
- Depression and anxiety
- Mental health concerns
- Assistance with fee payment plans and eligibility for Fee Free Scholarships
- Communication issues with teachers
- Harassment and bullying
- Violence
- Referral information

*Confidentiality in all cases except in serious matters of immediate safety to you or others.
TAFE NSW Illawarra is committed to helping you achieve your career and study goals by providing a wide range of support services to enable you to successfully complete your studies and transition to employment.

ABORIGINAL EDUCATION SERVICES
☎ 4229 0148

CAREERS AND COUNSELLING SERVICES
☎ 4229 0535

DISABILITIES SUPPORT
☎ 4229 0148

FOUNDATION SKILLS SUPPORT
☎ 4222 2859

LIBRARY AND INFORMATION SERVICES
☎ 4229 0464

MULTICULTURAL EDUCATION SERVICES
☎ 4229 0148

For more information on all of our Support Services, visit www.tafeillawarra.edu.au/support-for-students or call 1300 766 123.