



2026

Student
Handbook



Tauondi Aboriginal College
RTO Code: 2370

Tauondi Aboriginal College



The story is to entail the growth over the last 50 years of Tauondi Aboriginal College, the artist encapsulating the sentence “from little things, big things grow” representing the growth throughout each decade from left to right, similar to the Tauondi Aboriginal College’s logo (pictured to the right). The artwork is to be of high quality and of original artwork. Promote local, culture, creativity, pride, and identity and create a strong sense of place and belonging.

The art piece will incorporate Tauondi’s values of:

- *Trust – Building strong relationships*
- *Accountability – Being observable and authentic*
- *Uniqueness – Offering exceptional learning experience*
- *Open – Creating business for new ideas and opportunities*
- *Network – Growing community and stakeholders footprint*
- *Diversity – Valuing cultures through respectful engagement*
- *Integrity – Conducting business truthfully and ethically*

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SECTION 1

Welcome

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Welcome to Tauondi Aboriginal College

Welcome to Tauondi Aboriginal College, a truly unique home for all Aboriginal people seeking academic and employment success and the advancement of our people through education and training.

Here at Tauondi, we know that every Aboriginal person can be a vital agent for change. The foundations you are now laying down by seeking education for yourself will no doubt reap vast benefits as you as a student of today will become the parents, employers, educators, and leaders of tomorrow.

To assist you on your path, Tauondi takes great effort to provide you with the very best quality in vocational education and student support.

Tauondi has been educating our community since 1973 and we understand the unique challenges faced by the Aboriginal Community. Accordingly, Tauondi tailors its training, so that we can best assist our students in reaching academic success and we take enormous pride in the quality of the training that flows from this process.

Furthermore, we have developed a number of student support programs which span training, literacy and numeracy, employment and community development. As you progress through your studies, rely on these programs. They will lead you towards your goals and the successes we want to see you achieve.

If we work together there are no limits to what we can achieve for our community through hard work and education.

We look forward to seeing you on campus.

Sincerely

Tauondi Management

Acknowledgement

Tauondi is a Kurna word, meaning to penetrate or break through. The name of the College acknowledges the Kurna people, our hosts and the traditional owners of this land.

We acknowledge Aboriginal and Torres Strait Islander Peoples as the Traditional Owners of this country throughout Australia, and their connection to Land and Community. We pay our respect to them and their cultures, and to the Elders both past and present.

The College recognises and respects the diversity of Aboriginal and Torres Strait Islander First Nation Peoples from across Australia and beyond. The College values the diverse skills and knowledge including cultural knowledge that students and staff bring to the College.

Purpose

Empowering strong people and supporting strong communities through the strength of strong culture and education excellence.

Values

Trust	Building relationships on a foundation of reliability and integrity in all interactions and decision.
Authentic	Encouraging genuine self-expression and honest communication through respectful engagements.
Uniqueness	Embracing and celebrating individual differences and innovative ideas that makes our community strong.
Openness	Fostering a culture of transparency, accessibility, and receptiveness to create new opportunities for growth.
Network	Cultivating strong relationships and connections both within and outside the organisation
Diversity	Valuing and promoting a varied community that includes different backgrounds, perspectives, and experiences to enrich our social understanding.
Impact	Striving to make a meaningful difference in the lives of students, employers, and the broader community through purposeful actions.

Contact Details and Opening Hours

Telephone: (08) 8240 0300
Email: reception@tauondi.sa.edu.au

Campus Address:

Tauondi Aboriginal College
1 Lipson Street
Port Adelaide SA 5015

Postal Address:

PO Box 409,
Port Adelaide SA 5015

Opening Hours

Reception: 8:45 am – 4:30 pm (Monday to Friday)
Enrolments: 8:45 am – 4:00 pm (Monday to Friday)
Student Services: 8:45 am – 4:00 pm (Monday to Thursday)
9:00 am – 12 noon (Friday)

Website

www.tauondi.sa.edu.au

Facebook

<https://www.facebook.com/Tauondi>

What is VET?

VET stands for Vocational Education and Training. VET is a national system designed to prepare workers for industry, in areas such as business administration, hospitality, construction, conservation and land management, community services, health, visual arts and more. VET awards include four certificate levels, Diplomas and Advanced Diplomas within the Australian Qualifications Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way training providers are registered and monitored.

All VET Registered Training Organisations (RTOs), including Tauondi Aboriginal College, are regulated under the National VET Regulator Act 2011 and its standards regulated by the Australian Quality Skills Authority (ASQA).

Studying at Tauondi

Tauondi Aboriginal College offers Aboriginal and Torres Strait Islander people the opportunity to study a wide range of courses designed to support them in acquiring the skills and qualifications needed to gain employment and assist in the development of their communities.

All courses are developed collaboratively with individuals from Aboriginal and Torres Strait Islander communities, Aboriginal and Torres Strait Islander organisations, and employer and industries.

Many Aboriginal and Torres Strait Islander people have voiced the need for future generations to experience better employment prospects and have more autonomy over social, economic and political decision- making.

The staff at Tauondi Aboriginal College are committed to the principles of access and equity for all Aboriginal and Torres Strait Islander people.

Who needs this guide?

The 2026 Student Handbook is for individuals who are interested in completing an accredited Vocational Education and Training (VET) certificate or unit, non-accredited Vocational Pathways, and driver education courses are now available at Tauondi Aboriginal College.

Courses Available at Tauondi Aboriginal College in 2026

The College teaches accredited courses in the areas of Foundation Skills (Literacy & Numeracy); Community Services; Business; Aboriginal Language and Culture.

To view all VET courses offered by Tauondi Aboriginal College please visit www.tauondi.sa.edu.au

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SECTION 2

Enrolment

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Enrolment process

Enrolment Dates

If you are interested in enrolling at Tauondi, you will need to consider the below Academic Calendar and closing dates. A student may enrol at the beginning of all four terms. However, enrolment must be completed prior to the closing dates.

Please note, enrolment in courses is subject to availability. If courses are unavailable or full, prospective students may be placed on an enrolment waiting list.

2026 Academic Calendar

Term	Start Date	End Date
1	Tuesday 27 January 2026	Friday 10 April 2026
2	Monday 27 April 2026	Friday 03 July 2026
3	Monday 20 July 2026	Friday 25 September 2026
4	Monday 12 October 2026	Friday 11 December 2026

Entry Requirements

To enrol in a course at Tauondi Aboriginal College prospective students must:

- be minimum of 16 years of age
- be of Aboriginal or Torres Strait Islander descent
- Sign the Personal Information Consent Form
- Submit a valid Unique Student Identifier (USI)
- Complete and have resulted, a Tauondi Language Literacy & Numeracy Assessment (LL&N).
- Course specific requirements (For more information regarding entry requirements, please refer to your course information)
- Physical capabilities to successfully complete training and assessment as per the training package

These entry requirements are applicable to new students, continuing students and students transferring between courses.

How to enrol

The following six steps provide details of how to apply to study at Tauondi Aboriginal College.

1. Collecting information and making choices

The first step is to consider your personal interests and what kind of job you would like. Tauondi Aboriginal College offers training to assist you in entering many industries, including Business Administration, Community Services, Foundation Skills and First Nations Languages (Note: some courses may not be available).

To assist you in making the right decision, the Student Support Officers are available to discuss your study options in the Student Services Study Hub at the Tauondi campus. They will be able to provide you with information on each course and the potential career path options.

Alternatively, you can access all course information on our website at www.tauondi.sa.edu.au or use the QR code

2. Completing your form(s)

When you are ready to apply for a course, you will need to complete an enrolment form and an Upfront Assessment of Need (UAN).

The UAN helps Tauondi understand your training goals, existing skills, support needs and whether the course is suitable for you.

3. Submit a valid Unique Student Identifier (USI)

All VET students, new and/or continuing, need to provide Tauondi with a valid Unique Student Identifier (USI) prior to enrolment. The USI is verified through the student management system VETtrak, so ensure you have the correct name/s and date of birth you used when you first created your USI.

- If you do not have a USI, you may apply for a USI by visiting: <https://www.usi.gov.au/students/get-a-usi>
- If you have forgotten your USI, you can look it up at: <https://www.usi.gov.au/students/find-your-usi>

If you need assistance with this process, please see our helpful and knowledgeable Student Services Team.

For more information on the Unique Student Identifier please refer to 'Section 7 – Legislation'.

4. Complete a Skills Review and LLN Assessment

As part of the enrolment process, all students are required to complete a Skills Review and a Language, Literacy and Numeracy (LLN) Assessment. These processes help Tauondi confirm that the course is suitable for you and identify any support you may need.

This includes:

- A Literacy and Numeracy Assessment (SRNI or CSPA, depending on the course and funding requirements)
- A computer-based LLN assessment
- A conversation with our Literacy and Numeracy Assessor or Student Support Officer

Following these assessments, Tauondi will discuss your suitability for the course and any literacy, numeracy or learning support that may be available to you.

5. Interview with trainer (if required)

Some of our courses require prospective students to have an interview before being accepted into a course. This conversation might include topics such as vocational competencies, literacy and numeracy requirements and general suitability for the course.

If this is a requirement for your course, it will be listed as an entry requirement in the course information sheet.

6. Complete student induction

After completing the UAN and LL&N assessment, you will be required to undertake a Tauondi Student Induction with either the Student Services Team or your course trainer.

The induction will provide you with important information about:

- Your course
- Student support services
- Attendance and assessment requirements
- Your rights and responsibilities as a student

Once the enrolment process is completed and all requirements are met, your enrolment will be finalised.

I have enrolled. What now?

1. Confirmation

If you are successful in being accepted to study the course of your choice, you will be informed by Student Services of your course commencement date.

2. Purchase your PPE and clothes

You may be required to purchase specific PPE (Personal Protective Equipment) depending on the course you are enrolled in. A list will be located in your course information. These items must be purchased by you prior to commencing your course.

3. Pay course fees

Unless specified within the course information, all courses at Tauondi Aboriginal College are provided free of charge. If fees apply to your course, you must pay all fees before commencing your course.

You will be provided with a receipt from reception, upon any fees paid.

What happens on the first day?

Go to student services

When you arrive at Tauondi, head to Student Services and they will help you get started. Your trainer will take you to your assigned classroom and will give you information regarding your student ID number which stays with you for the duration of your studies with the college, and a Course handbook, Student handbook and complete a class induction with you.

If you are a continuing student with Tauondi Aboriginal College you will retain your previous Student ID Number.

Student ID cards

Full time equivalent students can receive a student ID card when you:

- complete a Student ID application
- provide 100 points of identification
- pay \$5.00 to reception and deliver the receipt to Student Services.
have your photograph taken by Student Services
- Collect your card from student services between 9am and 4.00pm

Changing my enrolment

Complete Course Withdrawal or Transfer of a course

If you wish to cancel your course enrolment, or transfer to another course you must first speak to your Trainer and Student Services and they will guide you through the process.

Notification of your withdrawal will be sent to your postal address once this has been processed by Student Services, and a copy placed on your student physical file.

Changing Courses

If you wish to change your course completely, you must speak with Student Services and they will guide you through the process. Please note you may be unable to transfer between courses if the closing date has already passed.

Refunds

Students enrolled at Tauondi College may, under certain circumstances, be entitled to a full or partial refund of their tuition, course fees or deposits. Any debts to the College must be paid before any refund can be issued. As a result, any outstanding amounts will be deducted from the refund.

Refunds are not automatic. Where a refund is due, fees are re-credited to the student's account and are held for a period of two (2) years, after which time, if the student has not applied for a refund, the monies may be forfeited.

Students may apply in writing to re-credit the forfeited amount to their student account or to their bank account. Refunds are remitted to the student after the appropriate form has been processed. Where a third party elects to pay student's fees, any refund will be paid directly to the third party.

For more information see VET Student Withdrawal and Fee Refunds Procedure at [Tauondi Aboriginal Community college](#) or contact Student Services.

ABSTUDY

The Commonwealth Government assists Aboriginal and Torres Strait Islander students to study by providing an allowance. The amount of money allocated for each student depends on many factors. Furthermore, there are limits on the number of courses that a student may study under ABSTUDY.

Students are responsible for reporting all details regarding their enrolment status to Centrelink. Please note that if you fail to inform Centrelink that you have withdrawn from your course or have been withdrawn from your course, you may accrue a significant debt.

Tauondi does not take any responsibility for Centrelink debts accrued as a result of a student's enrolment changes.

Call your nearest Centrelink Office on 1800 132 317 if you require more information, or visit their website at www.humanservices.gov.au

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SECTION 3

Student Services

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Tauondi Support Services

Student Enquiries

Student Services is the first point of contact for prospective and current students. The core functions of the Student Services area include:

- providing course information
- providing pre-enrolment and re-enrolment information
- providing learning support for successful completion of your training.
- providing social and emotional support for students
- providing induction sessions for students

For more information:

Location: Resource Centre (Tauondi College)
Phone Number: (08) 8240 0300 (ask for Student Services)
Email: reception@tauondi.sa.edu.au
Website: www.tauondi.sa.edu.au

Literacy and Numeracy Service (LNS)

LNS delivers initial and on-going Literacy and Numeracy Assessments to identify literacy and numeracy levels, and measure their progress over a period of time.

The LNS also assists in developing an individualised learning plan to improve literacy and numeracy skills effectively and efficiently according to the requirements of industries.

Any enrolling students who require literacy and/or numeracy assistance can access Tauondi's literacy and numeracy tutor assistance scheme which provides additional assistance in increasing the successful completion of your vocational studies.

For more information:

Location: Resource Centre (Tauondi College)
Phone Number: (08) 8240 0300 (ask for Foundation Skills Trainer)
Website: www.tauondi.sa.edu.au

Training Support Services

Assisting you to complete your training and gain employment is our key goal here at Tauondi. To assist you in this pathway, our Training and Employment Mentors begin working with you from the first day you commence your training.

They will be in regular communication and consultation to assist you eliminate or soften potential obstacles for your study.

Intensive assistance can be provided when necessary and may involve speaking to family members to assist solve any issues encountered by students.

For more information:

Location: Resource Centre (Tauondi College)
Phone Number: (08) 8240 0300 (ask for Student Services)

Employment Support Services

Employment Mentoring Services are designed to assist you in achieving all of your employment goals.

The service begins, the moment you start a work placement or gain employment. Your Employment Mentor may provide you with assistance including, but not limited to:

- Assistance with preparing job applications and interview skills.
- Assistance with finding a work placement
- Visits to your work-site to assist with concerns.

- Discussions with your employers to prepare for culturally appropriate working environments.
- Career development and Job readiness programs

For more information:

Location: Resource Centre (Tauondi College)
 Phone Number: (08) 8240 0300 (ask for Student Services)

Skills Development Programs and Traineeships

The Tauondi Skills Development Program aims to reward Aboriginal workers with a fully funded, nationally recognised qualification achieved through a formal process of Recognised Prior Learning.

For more information:

Refer to the RPL information provided in Section 4: Training

Location: Resource Centre (Tauondi College)
 Phone Number: (08) 8240 0300 (ask for Student Services)
 Email: reception@tauondi.sa.edu.au

Success and Wellbeing Services

Just as each student's journey is different, our services are never on-size-fits-all. This support is based on each person's unique needs. That means Success and Wellbeing Services can look different for every student and could include:

- Study skills support
- Talking to your trainers about disability adjustments you might need
- Helping to manage financial stress and connections to services
- Support with accessing domestic violence services
- Help to find accommodation
- Accessing carer support
- Connections to mental health services and support throughout the journey
- Supporting you to manage a tricky family relationship
- Support to work out transport issues
- A listening ear and an opportunity to regularly touch base
- Planning what's next to support to prepare for job hunting
- Support to work out what support you need
- And much more, nothing is off limits!

For more information:

Location: Resource Centre (Tauondi College)
 Phone Number: (08) 8240 0300 (ask for SWS Coaches)

Study Hub

Students have access to the Study Hub service at Tauondi.

Study Hub service includes:

- The study hub is for study purposes only, which includes Aboriginal students who are studying at other colleges. All students will need to sign in/out for WHS and safety purposes.
- Providing an option for students with no computer and/or internet at home with appropriate equipment and infrastructure
- Deliver additional practical face to face computer skills training
- Students can request training/learning support from the Tauondi Support Service Centre
- Access to learning support, including; literacy, numeracy and digital literacy support
- Access to career development services, including preparation of resumes, development of interview techniques, applying for jobs online

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SECTION 4

Training

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Who are your trainers at Tauondi?

Trainers do most of the course planning and teaching and may travel to communities to help you with your studies. They will discuss course content, workshop schedules and what is expected of you in regard to your assignments and tasks.

Qualified assessors assess your work to determine your understanding of course content and provide you with advice on ways to improve your work where necessary. If you find you are having difficulties with the course or an assessment, or cannot attend a workshop, your Trainer/Assessor should be your first point of contact.

How will you be assessed?

Upon commencement of each unit, trainers will provide details of assessment methods for each unit of competency to be completed as part of a formal qualification.

Assessment takes place after you have completed the learner training. In the case of practical observation assessments, students are given time to practice their skills before being assessed. If you are unsure of your readiness or understanding, it is important that you discuss any concerns with your trainer prior to being assessed.

Assessment methods vary from course to course and may include oral or written exercises, practical demonstrations, class discussions, portfolios, on-the-job training and/or project work.

Some qualifications will require students to participate in a compulsory work placement to complete the qualification and be awarded their certificate. For more information on work placement requirements, please refer to your course information and course handbook.

How will you be Resulted for assessments

Tauondi's training and assessment process aligns with the Standards for Registered Training Organisations 2025 and the relevant training package for your qualification.

These regulations require that we consider five elements when assessing your work. The five elements are listed below:

1. Is there enough evidence to show that the student will be able to work effectively in their chosen industry?
2. Does the evidence cover all the requirements for each unit of competency?
3. Has the student repeatedly and consistently performed at a standard expected in their given industry?
4. Is Tauondi confident that the evidence provided is the learner's own work?
5. Does the evidence suggest that the student's knowledge is current?

If your trainer(s) are certain that all of these questions can be answered yes, they will issue you a result of **Competency Achieved (CA)**. If they believe that one or more of the questions cannot be answered yes, they will issue you a result of **Competency Not Achieved (CNA)**.

Alternatively, if you cancel the course before you have completed all assessments, you will be given a result of **Withdrawn (WD)**.

Other types of Assessment

Credit Transfer

Tauondi Aboriginal College, as a Registered Training Organisation, recognises Australian Quality Framework Qualification and Statement of Attainments issued by any other Australian Registered Training Organisation.

If you have completed training at another Registered Training Organisation, or in a different course with Tauondi Aboriginal College, contact your trainer about possible Credit Transfer opportunities.

Online versions of Certification documentation can only be viewed as a USI transcript through <https://www.usi.gov.au/> A Tauondi staff member can **NOT** log in to a student's USI portal. In order to view an online USI transcript, the student must log in themselves with the Tauondi staff member present to verify their transcript. The Tauondi staff member must document their verification.

If you are granted a credit transfer, you will be given a result of **Credit Transfer (CT)** for the unit.

Recognition of Prior Learning (RPL)

What is RPL?

Tauondi Aboriginal College recognises the importance of skills and knowledge that you bring to the college. You may have gained these in the workforce, through previous study or even life experience.

Recognition of Prior Learning (RPL) is a process that tries to match these skills and knowledge to the outcomes of your chosen course.

The steps below describe the process of applying for RPL at Tauondi Aboriginal College.

1. Enquiry and application

When you contact Tauondi Aboriginal College to enquire about enrolment and/or RPL, you will be given information about the process and the name and contact details of the Trainer responsible for the course you are interested in and/or redirected to Compliance/Student Services. You will be sent an enrolment form and an RPL Request form by either email or post, which you will need to fill in and return.

Furthermore, you may apply for RPL at any time if you are enrolled in a course with Tauondi. If you are currently enrolled, speak to your trainer about the RPL opportunities.

2. Initial interview and RPL advice

A trainer or a Staff member from Compliance Team will schedule a time to meet with you (either by phone or in person) and guide you through the RPL process. They will:

- provide and explain the applicant's RPL Guide and the process for completing it.
- discuss conditions of enrolment (including fees if applicable)
- determine the units you wish to apply for RPL, and include them in your individual RPL Guide.

3. Completing forms and gathering evidence

You will fill in a personal details and self-evaluation form, along with a series of supporting documents which will assist you in demonstrating your skills and experience for all the relevant units.

4. Competency interview with assessor

In the interview, your assessor will:

- ask you in detail about your skills, knowledge and experiences
- check your foundation skills levels—this could mean completing a LLN assessment

During the interview, you will discuss and plan for the demonstration and observation step in the RPL process. This may require the assessor to attend your workplace to observe you and/or setting up a simulated (pretend) workplace.

5. Demonstration and observation of tasks

This step may involve you demonstrating your skills and knowledge, either in your workplace or in a simulated workplace. Your assessor will:

- need to ask permission from your workplace supervisor to enter your workplace.
- design tasks for you to complete that match the requirements of the unit.

6. Finalising the RPL (Recognition of Prior Learning) process

Your assessor in conjunction with the Compliance Team will make a decision about your RPL application and complete all the necessary paperwork.

If your application:

- is successful, you will be given a result of **(RPL- Granted)** for all relevant units and Tauondi Aboriginal College will issue you with a qualification or a Statement of Attainment.
- your assessor will arrange a post interview to provide you with feedback and any other training options should you have not been able to provide sufficient, current evidence to support your application.

Interested in RPL?

Speak to your trainer about the RPL opportunities available to you. If you are not a current student and you are interested in applying for RPL, please contact us at:

Phone: (08) 8240 0300 (ask for the Education Programme Officer)

Email: reception@tauondi.sa.edu.au

What if you need the assessments to be modified for your personal circumstances?

If you feel that you may need assessments to be adjusted for your circumstances, you can apply for reasonable adjustment. Reasonable Adjustments can take many forms including, but not limited to:

- allocation of additional time to complete assessments
- substitution of a task with another where existing ones pose a problem for student
- revision of assessment delivery methods e.g. performing written assessments orally
- adaption of the physical environment and equipment

However, students must be aware that there are limits to the level of which an assessment can be adjusted. Adjustments can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Reasonable adjustment in teaching, learning and assessment needs to be justifiable and uphold the integrity of the unit assessment requirements.

How to apply for reasonable adjustment

You may apply for reasonable adjustment at any time. To apply you must:

1. Speak with either your trainer or your Training and Employment Mentor about your desire to apply for reasonable adjustment.
2. Complete an application for reasonable adjustment. (Your trainer or mentor can help you complete an application.)
3. Your application will be reviewed by a panel of staff including:
 - a. The Training and Compliance Manager or delegate
 - b. Your trainer
 - c. Your Training and Employment Mentor

If your application for reasonable adjustment is successful, the panel will provide advice to your trainer on how to adjust your assessments and your application will be stored on your student file for future reference.

If your application is unsuccessful, you will be provided with feedback on why it was not successful and you will have to perform the assessments as instructed.

What if you are unhappy with your training or assessing?

We have two different ways of addressing student dissatisfaction with their training or assessing.

1. **Appeals:** If you do not agree with an assessment result and wish to have another party evaluate the assessment decision, you may apply for an appeal of your assessment.
2. **Complaints:** If you are unhappy with the training or facilities that you are provided with as a Tauondi student, you may lodge a complaint.

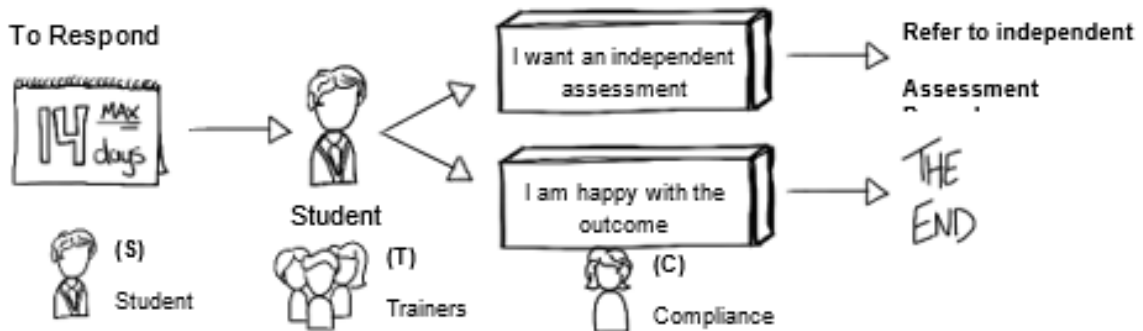
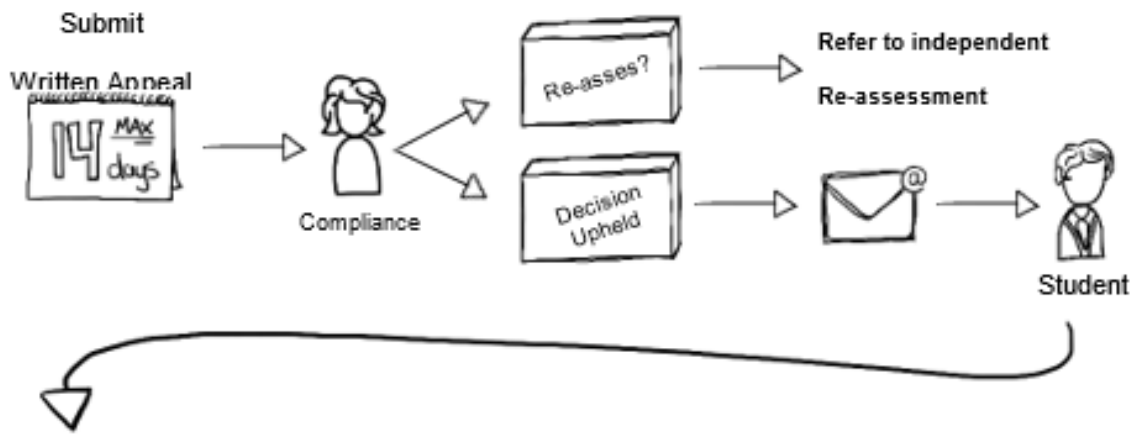
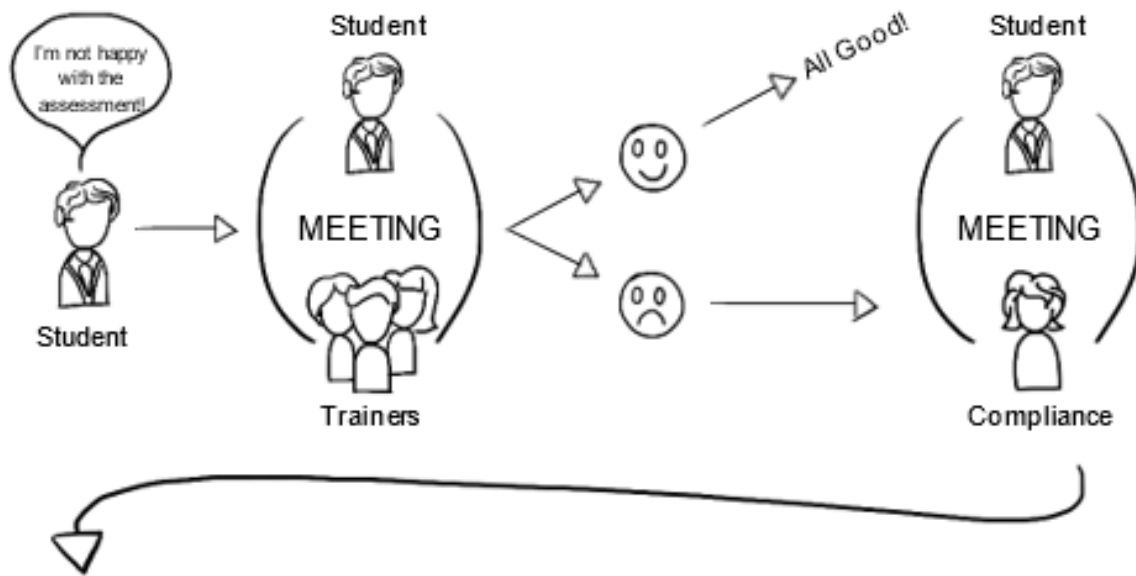
Appeals

Tauondi has a set appeals procedure that you can follow if you are not satisfied with your assessment result. If you find yourself in this position, please follow the below steps.

1. Speak to your trainer about the result. Ask them why they came to this decision.
2. If you are not satisfied with the explanation provided and believe that your result is unfair, speak to the Appeals Officer. You can make an appointment to see the Appeals Officer by emailing Appeals@tauondi.sa.edu.au.
3. They will guide you through the Appeals process.

For further information, either see the graphic on the next page or access the full procedure at www.tauondi.sa.edu.au.

Appeals Procedure (Students)



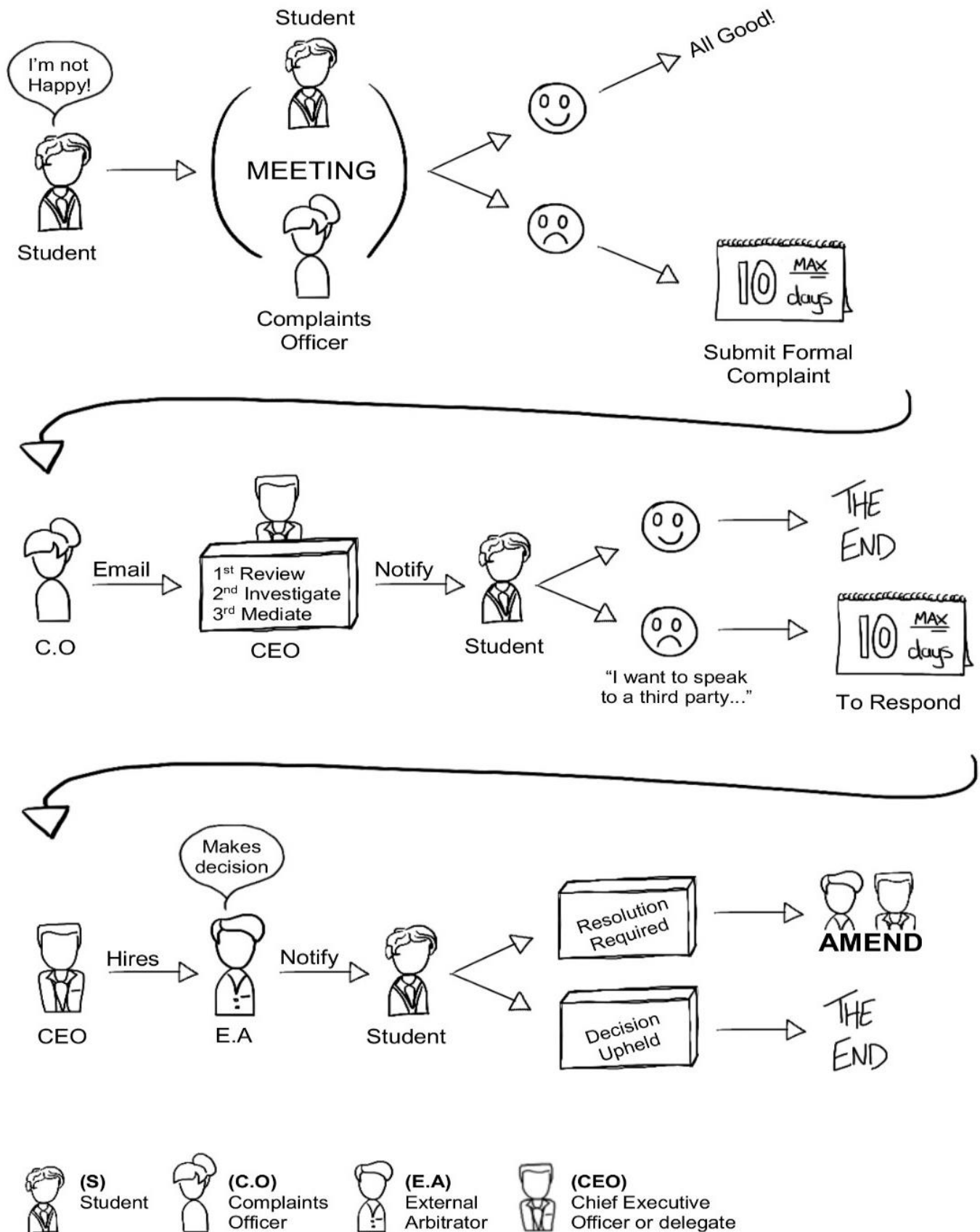
Concerns and Complaints

If you have a complaint about any of the training services or facilities that Tauondi Aboriginal College provides, follow the below steps.

1. Speak to your trainer, if the concern or complaint is a minor issue that is easily modified.
2. If the concern or complaint cannot be brought to your trainer or is of a more serious nature, contact the Complaints Officer at Tauondi on 08 8240 0300 and ask to speak confidentially with the Complaints Officer.
3. The complaints officer will make contact with you and either make a time to meet up with you and discuss your concerns or speak to you via another method. They will also discuss the options available to you and explain the formal complaint process and if required, assist you to lodge the complaint.
4. After speaking with the Complaints Officer, if you wish to lodge a formal complaint, you have ten (10) days to lodge.
5. At this stage, a formal complaints proceeding will begin. For more detail, please refer to the graphic on the following page or you may access the full policy and procedure at www.tauondi.sa.edu.au

Every formal complaint is taken seriously and actioned in a timely manner by Tauondi Management.

Complaints Procedure



What happens when you are finished your course?

Academic Record/National Qualification/Parchment

Upon completion of your qualification, your trainer will complete and submit a Parchment Verification form to compliance for processing and Management for finalisation. This process can take up to one week.

Tauondi's administration services will send you a letter requesting that you select a method of issuance.

Tauondi will provide you with the following free of charge:

- Statement of Attainment: when you successfully complete one or more units of competency or an accredited short course but do not meet the requirements for a qualification (as specified in the Training Package). The Statement of Attainment will list all the units you have completed.
- Academic Transcripts: evidence of the units you have studied towards the completion of a course.
- Parchment^{*}: the formal certification that means you have completed a VET qualification.

^{*}Parchments include the legal name of the student as provided at the enrolment and verification of the USI process. If you have a different name or alias, you will need to update that in the USI portal.

*If you have lost your parchment and would like a duplicate Parchment re-issued, an administration charge of \$5.00 is payable to the College.

Tauondi cannot issue you with a parchment or statement of attainment if you have not provided us with a valid Unique Student Indicator (USI).

2026

Tauondi Aboriginal College

Student Handbook

SECTION 5

Student Code of Conduct

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Student Code of Conduct

1. Preamble

1. Tauondi Aboriginal College has created the Student Code of Conduct to describe the responsibilities and rights, and associated expected basic level of conduct of all Tauondi Aboriginal College students. This ensures that the College remains a safe, healthy and harmonious academic and work environment, free from harassment for all members of Tauondi community.
2. By being admitted as a student of Tauondi Aboriginal College, each student is bound by Tauondi's Student Code of Conduct, Guidelines and other lawful directions.
3. A person who has lodged an application for enrolment is bound by and must comply with Tauondi's Student Code of Conduct, Guidelines and other lawful directions as if he or she were already admitted as a student, until the application has been finalised.
4. Any report of a breach of this Code brought against a student will be dealt with in accordance with the provisions of the Breach of Code of Conduct Procedure.
5. This Code applies to all students while they are:
 - a. on a College campus or facility
 - b. involved in a College activity or under the auspices of the College
 - c. undertaking travel to and from the College, paid for by the College
 - d. within accommodation paid for by the College
 - e. in the course of any field trip, workshop or practicum organised by or for the College.
6. Regardless of what is in this Code, all students and the College retain the right and responsibility to refer alleged breaches of the Student Code of Conduct to authorities external to the College at any stage.

2. Definitions and interpretations

Unless otherwise specified, for the purposes of this Code:

Academic misconduct - means conduct associated with assignments, essays, tests and other forms of assessment, and includes:

- a. cheating in a test, examination or other form of assessment;
- b. presenting another person's work for assessment as if it were one's own, or other forms of plagiarism;
- c. fabrication or falsification of data or research results; and
- d. falsification of an academic record.

3. Student conduct

- 1) Students are expected to:
 - make themselves aware of all Tauondi Guidelines and policies pertaining to their rights and responsibilities as students
 - observe all Guidelines and lawful directions concerning their conduct that are made and published from time to time by Tauondi
- 2) Students are expected to act at all times in a way that:
 - respects the rights, privileges and well-being of others
 - does not impair the functioning of the College
 - does not impinge on the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities at Tauondi or Tauondi facilities,
 - is not harmful, or likely to be harmful, to the reputation or to the standard operation of the College or its activities.
- 3) Students have a responsibility to participate, as far as is possible within each student's individual circumstances, in the functioning of the College, including through the provision of constructive feedback on the teaching-learning environment.
- 4) In the area of their learning at the College, students are expected to:
 - take responsibility for monitoring their own progress in the teaching and learning environment and the academic program, taking into account their level of access to staff and various support services provided by the College.
 - make themselves aware of all unit or subject information available to them
 - attend teaching-learning activities as required and participate actively and positively in the teaching-learning environment
 - comply with workload expectations and submit required work in accordance with protocols and procedures agreed with the appropriate trainer
 - make themselves aware of their individual rights and responsibilities regarding the proper use of copyright material
 - refrain from any form of academic misconduct
 - raise any questions or concerns with the appropriate staff member in a timely manner.
- 5) Students must not wilfully damage, misuse or use without authority the College's property or any other property lawfully connected to the College.

4. Breaches of the Student Code of Conduct

- 1) A breach of the Student Code of Conduct means conduct on the part of a student that:
 - a) unreasonably impinges on or impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities or College facilities, or to participate in the life of the College, or
 - b) unreasonably interferes with the due processes of the College, or is detrimental, or likely to be detrimental, to the reputation or to the orderly functioning of the College, and/or activities that are averse to the College's academic, commercial, legal, social or cultural standing.
- 2) Without limiting the generality of clause 4(1), a student may be in breach of the Student Code of Conduct if he or she:

- a) wilfully, recklessly or negligently engages in conduct which causes, or is likely to cause, bodily injury to any person or which by its nature unreasonably endangers the safety of other persons
- b) Bullying by way of attacks, harassment, threats or intimidation of any person, or attempts to attack, harass, threaten or intimidate any person will not be tolerated. Bullying includes but not limited to, abuse, insulting or offensive language or comments (including belittling, demeaning or patronising someone, especially in front of others)
- c) engages in, or assists another student to engage in, academic or other misconduct
- d) fails to comply with a requirement or direction prescribed or given in relation to the conduct of assessment
- e) knowingly makes a false representation with respect to a matter which relates to the student
- f) wilfully or negligently destroys, damages, loses or removes, wrongly deals with or otherwise engages in conduct which involves unauthorised or unjustified interference with any College property lawfully connected to the College
- g) enter, or enters and remains without authority in any part of the College where entry is prohibited or is allowed only with authority.
- h) without lawful authority:
 - i) gains access to, or attempts to gain unlawful access to a computer system or part of a computer system of the College
 - ii) obtains access to, alters, or attempts to gain access to any document or record kept by the College.
- i) wilfully obstructs, or attempts to obstruct, or interferes or attempts to interfere with:
 - i) the use of any College premises, facilities or equipment
 - ii) the orderly conduct of any College teaching group, assessment, examination or ceremony or any meeting of the Council or a board, committee or any other body convened on College business, or any other activity, function or program held at the College
 - iii) any member of the College staff in the performance of the staff member's duties.
- j) without lawful authority, discloses to any person any information relating to the College or its affairs which is of a confidential nature and which the student knows, or ought reasonably to know, to be of such a nature
- k) contravenes or fails to comply with:
 - i) a notice duly served to give evidence to a relevant body constituted under College regulation, a request to disclose his or her name and address, or to produce evidence of identity, where required to do so by an authorised officer of the College in the course of his or her duties
 - ii) (ii) any College regulation or any lawful order of a College employee or of a person acting under the College's authority.
- l) does or omits to do any act where such act or omission:
 - i) would constitute an offence, had it occurred in a public place or on a public road
 - ii) in any place wheresoever might endanger the safety or health of any person or damage or destroy any property
 - iii) in any place wheresoever disrupts or tends to disrupt the peace or good order of the College
 - iv) impedes or tends to impede any College activity
 - v) constitutes a dishonest act
 - vi) brings the College into disrepute.
- m) uses the College's information technology equipment or systems in a manner that breaches the Computer and Internet Use Guidelines;
- n) engages in cyber bullying or related activities by using means of social media applications including text messaging.
- o) engages in any activity that would result in the student breaching Tauondi Guidelines.

5. Allegations of Breach of the Code of Conduct

- 1) If you witness a student or suspect that a student may be breaching the Tauondi Student Code of Conduct, you may bring this to the College's attention by speaking to the Complaints Officer or by notifying the Complaints officer in writing at complaints@tauondi.sa.edu.au

- 2) All allegations of breaches of the Code and all breaches of this Code will be dealt with in accordance with the Breach of Student Code of Conduct Procedures briefly outlined in the graphics below.
- 3) For further information, refer to the Breach of Code of Conduct Procedure located on the Tauondi website at www.tauondi.sa.edu.au/

6. Consequences for a Breach of the Student Code of Conduct

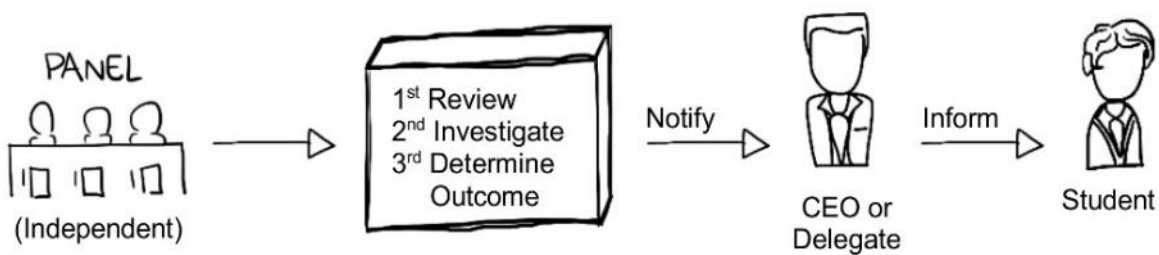
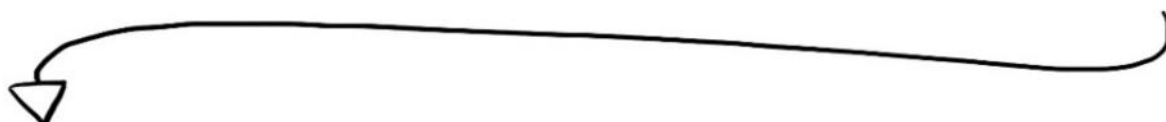
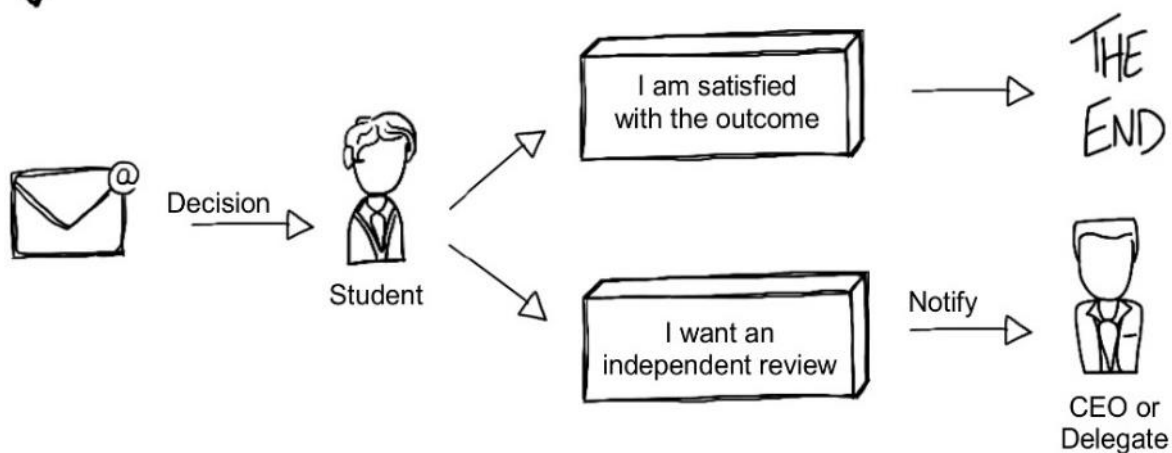
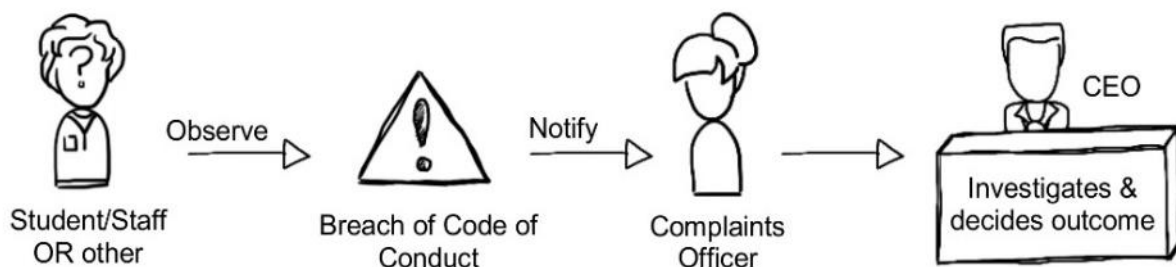
- 1) Students found to have breached the student code of conduct may have one or more of the following conditions set upon their enrolment at Tauondi Aboriginal College:
 - a) **Withdrawal:** immediate withdrawal from all courses currently enrolled in at Tauondi.
 - b) **Suspension:** A student's enrolment may be suspended for a period of time as decided by the CEO or delegate.
 - c) **Ban:** A student may be banned from entering Tauondi grounds.
 - d) **Re-enrolment subject to conditions:** The CEO or delegate may set conditions on any future enrolments for the Student at Tauondi.
- 2) Tauondi takes a zero tolerance approach to violence and accordingly students who behave in a violent manner may be withdrawn and/or banned from Tauondi without a breach of code of conduct preceding.
- 3) Tauondi staff have the right to refuse entry to class or remove a student from class if the student is acting in a dangerous or disruptive manner. Staff can instigate this without referring the student to a Breach of Code of Conduct preceding.
- 4) Student to sign here that they have read and understood the Code of conduct and will abide by the required standards:

Student Name: _____

Student Signature: _____

Date: _____

7. Breach of Student Code of Conduct Procedure



THE END

Attendance Guidelines

- 1) Students are required to attend all classes and activities in all enrolled courses and activities.
- 2) Students are required to inform their Trainer of the reason(s) for any absence (including lateness).
- 3) Students are required to notify the College by 8:45 am of any absences or lateness.
- 4) Students are required to be in class, ready to begin, at all scheduled class times. If the student is not present at the scheduled class times, they will be marked as absent for the relevant session.

Illness

- 5) Students are permitted 12 (twelve) days per year for medical/illness related absence on the provision of a medical certificate.
- 6) Students are required to provide a medical certificate for an illness related absence of 2 or more study days.
- 7) In the event of prolonged or continued illness, students will be requested to discuss options with the Student Services Team.

Other Absenteeism

- 8) If you require a leave of absence from your studies for reasons including, but not limited to:
 - a. funerals
 - b. family responsibilities
 - c. cultural activities.

Discuss the options available to you with the student services team. Tauondi understands that there are many circumstances that may arise that will affect a student's ability to attend classes and endeavour to ensure that students are not unnecessarily withdrawn or accrue a Centrelink debt.

Class Break Times

- 9) Students must adhere to scheduled class times and break times. Information regarding scheduled class times are outlined in student course information.

Breach of Attendance Guidelines.

Student attendance is recorded and reviewed weekly by the Student Services Team. When student attendance does not meet study requirements or if:

- a) student is absent for 3 (three) consecutive days without notification;
- b) student attendance becomes irregular;
- c) student absence becomes a pattern; and/or
- d) student absence becomes frequent
- e) student arrival in class is regularly late

Students will receive one of the following notifications.

1) Letter of Absenteeism:

- a. This letter serves as the first and final warning of a breach of Tauondi’s attendance Guidelines.
- b) Upon receiving this letter, students are required to meet with the Student Services Team no more than 3 working days after the letter is issued.
- c) Failure to meet with the Student Services Team within this timeframe will result in immediate withdrawal from all courses at Tauondi College.

2) Letter of Withdrawal:

- a. This letter serves as notice of student’s withdrawal from Tauondi Aboriginal College for failing to abide by Tauondi’s attendance guidelines.
- b. If breach of Tauondi’s attendance Guidelines is sufficiently severe, students may not receive a Letter of Absenteeism prior to receiving a Letter of Withdrawal.

Student to sign here to acknowledge that they have read and understood the requirements of attendance

Student Name: _____

Student signature: _____

Date: _____

Re-enrolment Following Withdrawal

If student enrolment is withdrawn, an application for re-enrolment will only be considered with a written appeal to Student Services Team (or his/her delegates). Every application for re-enrolment will be assessed on an individual basis. Once accepted, student re-enrolment will commence at the beginning of the following term.

If re-enrolment is accepted, students may be placed on an attendance and/or performance contract. If students do not adhere to contractual agreements, enrolment will be automatically withdrawn.

Please note: *Students will be given an additional hand out with detailed information in regards to attendance processes by a team member from Student Services.*

Drugs and Alcohol Guidelines

Tauondi Aboriginal College provides a study environment free from the presence of alcohol and drugs. Accordingly, alcohol and/or drugs are prohibited on the College campus, as well as on College camps, field excursions and all other College functions. Furthermore, a student will be found to have breached these guidelines if a student:

- organises the transport of, or brings alcoholic beverages, kava or any illegal substance onto College premises or into College facilities
- allows someone invited by the student onto College premises to carry out the above
- enters College premises or College facilities while intoxicated
- partakes of or uses prescribed medication to induce intoxication on College premises or in College facilities.

The Tauondi Aboriginal College Drugs and Alcohol Policy was initiated many years ago at the request of students who wished to enjoy a place of learning, free from alcohol and its influence. The spirit of Aboriginal Australia has been diminished by the introduction of drugs and alcohol and the abuse of these substances.

The Tauondi Board of Directors has endorsed this policy to protect the integrity of Tauondi and to enhance the potential for the development of the individual and the College community.

Breach of Drug and Alcohol Guidelines

A student's enrolment at Tauondi Aboriginal College may be immediately withdrawn if a student breaches the Drug and Alcohol Guidelines. If a student is not immediately withdrawn, they will be made subject to a Breach of Student Code of Conduct preceding.

Smoking Guidelines

Tauondi Aboriginal College aims to maintain a healthy and safe environment for all users and accordingly no smoking is permitted within Tauondi campus grounds or any other Tauondi training facility.

The only designated smoking area for Students on Tauondi Campus is on Lipson Street 50 metres North of the main entrance outside the Tauondi premises.

Students must ensure that their cigarette butts are extinguished and disposed of appropriately upon leaving the area.

Breach of Smoking Guidelines

If a student breaches the Smoking Guidelines, they may be subject to a Breach of Student Code of Conduct.

Computer and Internet Use Guidelines

Tauondi Aboriginal College provides access to computers, the internet and email facilities to students for study-related purposes.

Students are required to use computers, the internet and email in an appropriate manner and to ensure that such use does not contravene any laws.

Tauondi Aboriginal College reserves the right to monitor all email and internet activity by students and does so on a regular basis.

When using Tauondi computer facilities ensure that you:

- 1) Do not access, transmit, retrieve, store or display any of the following:
 - a) sexually explicit material;
 - b) verbally abusive or offensive material;
 - c) material regarding illicit drugs or violence;
 - d) material regarding criminal skills and/or illegal activities;
 - e) material of a defamatory, discriminatory or harassing nature; and
 - f) cyber bullying
- 2) Honour the intellectual property rights of others, including not copying internet data unless it is clearly permitted.
- 3) Do not divulge the password associated with your login (unintentionally or through negligence) to anyone else, or allow others to access your login.
- 4) Honour copyright and software agreements, including restrictions on copying software.
- 5) Unless authorised, do not intercept, download or attempt to electronically read another students' or staff members' files or emails.
- 6) Do not attempt to circumvent computer security mechanisms, or attempt to use unauthorised methods.
- 7) Use authorised virus scanning software to check any data that is transmitted or received.
- 8) Do not attempt to deliberately degrade or disrupt the computer system in any way.
- 9) Always comply with any directions given by College staff on computer use.
- 10) Do not place food or drinks near computers.

Breach of Computer Use Guidelines

If a student breaches the Computer Use Guidelines, they may be made subject to a breach of Student Code of Conduct.

Motor Vehicle and Equipment Usage Guidelines

Students are not permitted to drive College vehicles, or to borrow College equipment. The Executive Director (or his delegate) may choose to waive this policy under certain circumstances, however applications must be made in writing to the Chief Executive Officer (or his delegate).

Breach of Motor Vehicle and Equipment Usage Guidelines

If a student breaches the Motor Vehicle and Equipment Usage Guidelines, they may be made subject to a breach of Student Code of Conduct.

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Tauondi Aboriginal College

Student Handbook

SECTION 6

College Guide

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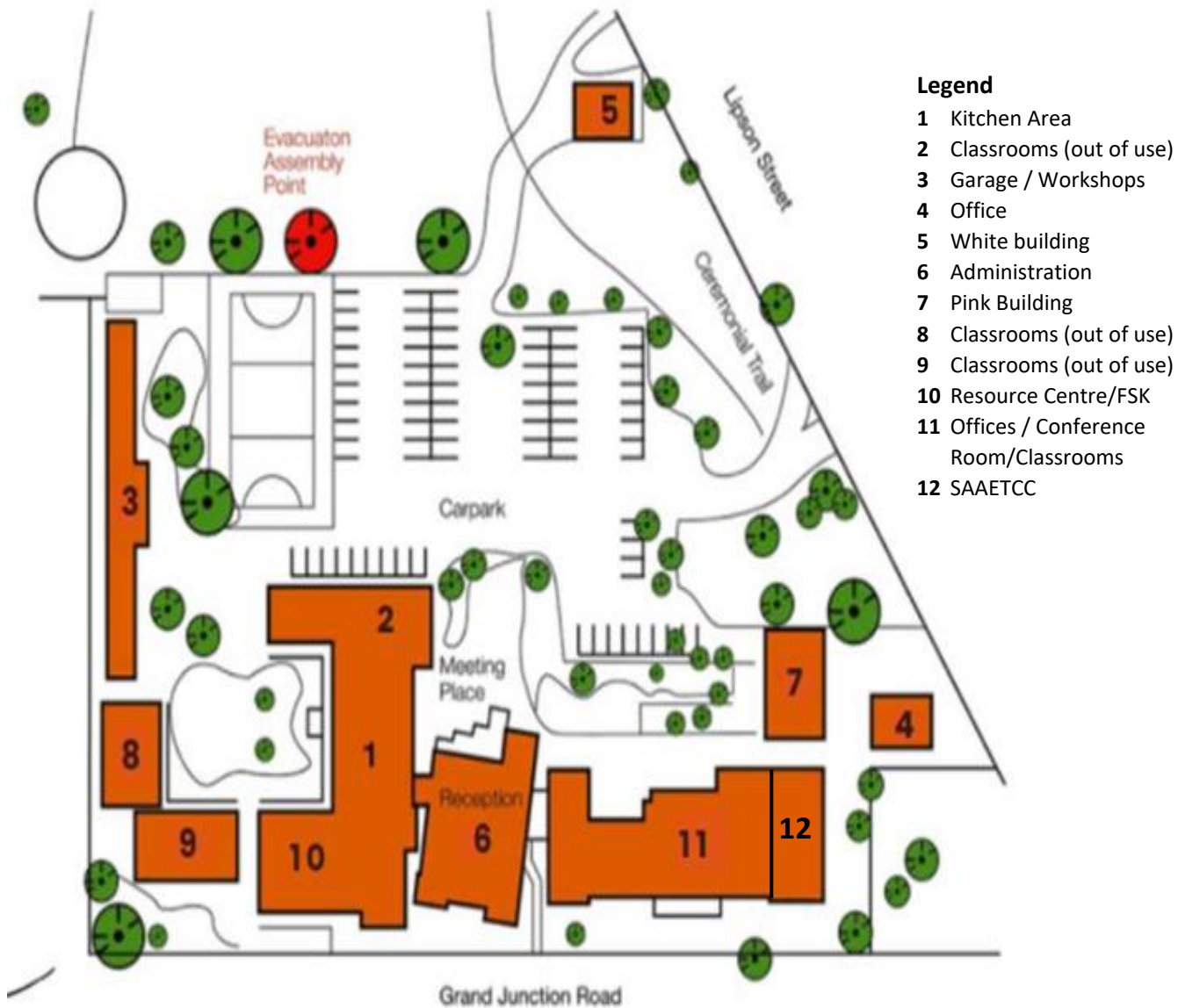
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Introduction

Tauondi Aboriginal College has been operating since 1973 and is located in the heart of Port Adelaide at 1 Lipson Street. The following Campus Guide contains information that will provide answers to questions that may arise when you begin your study at Tauondi Aboriginal College.

Campus Map



A

Accident & emergency

In the event of an accident or emergency, please locate the nearest staff member. If the situation is life threatening, please call 000. See Map for Assembly Point.

Alcohol & other drugs

In accordance with clear and consistent messages from your communities, Tauondi Aboriginal College has a ban on alcohol and other drugs. Such items may not be brought into, or consumed on Tauondi grounds. This includes all Tauondi campus facilities, including Tauondi vehicles.

Students that bring alcohol and/or other drugs on to campus will be subject to a Breach of Student Code of Conduct Proceeding.

B

Books, Equipment & Stationery

The College does not supply students with books, paper, pens, computer disks or other study materials. ABSTUDY provides an Incidentals Allowance that is allocated towards purchasing such materials.

Please note, that you may need to contact ABSTUDY to determine whether or not you are eligible for the Incidentals Allowance.

C

Childcare Centres

Tauondi Aboriginal College does not provide childcare services. The following childcare facilities are located within close proximity of Tauondi, and have a specific focus in catering to Aboriginal and Torres Strait Islander children:

- Kalaya Children's Centre
Phone: (08) 8447 6519
Web: <https://www.preschools.sa.gov.au/kalaya-childrens-centre>
- Kura Yerlo Children's Centre
Phone: (08) 8449 7367
Web: <https://www.kurayerlo.org.au/our-services/childrens-centre>

Children

Children are not allowed in-class with students. For more information, please refer to section G, Guests and Visitors.

Cleaning

Classrooms, common areas and toilets are cleaned daily. Tauondi provides hand sanitiser and masks. While on campus you are expected to use facilities in a respectful manner, keeping them clean and tidy.

Computers

Students enrolled at Tauondi Aboriginal College are entitled to network accounts that will give them access to the internet, email and limited data storage. You will need a network account in order to access workstations in the computer suites and for selected online applications.

Your account will be set up by IT support after you have been enrolled. Students who are not enrolled in a course cannot access computer labs.

IT support provides and maintains all computers, printers, phones, data projectors and other equipment.

If you have any problems with the computers at Tauondi, speak to your trainer or student services and they will contact IT support on your behalf.

Please Note:

Students are encouraged to back up their data to designated work folders or removable storage media, i.e. USB drive, on regular basis. Tauondi takes no responsibility for any data lost on individual computers, as computers are reset at regular intervals.

Furthermore, during term breaks, Tauondi staff will delete any unnecessary files and/or documents left on computers. Students should therefore save any work they wish to keep, on to a personal storage device, prior to going on holidays.

D

Damage or theft of property

Students are not to remove or damage any Tauondi Aboriginal College property, including but not limited to:

- Laptops/computers
- crockery, cutlery, or electric goods
- furniture
- machinery
- tools and equipment

Students are liable for all damages inflicted and will be required to pay for necessary repairs and/or replacements. Loss of personal property is your responsibility, not the College's.

Defibrillator kit

(see First Aid)

Dress/protective clothing

Students are to wear neat and tidy clothing conducive to their study at all times. If Personal Protective Equipment (PPE) is listed as necessary in your Course Handbook, you will be required to attend all classes with the required equipment. If a student fails to comply, a trainer has the right to refuse them from participating in class.

Students are expected to dress in professional attire, for all industry placements and visits.

F

First Aid

First Aid kits are located in most buildings on the campus for emergency situations. For all non-emergency situations on-site, please see Reception and they will contact the First Aid Officer to provide treatment. A Defibrillator Kit is located in the First Aid Room in Building 10 and 11.

G

Guests and visitors

Students may invite guests and visitors to Tauondi Aboriginal College and training facilities. However, guests and visitors must abide by the following rules whilst on campus grounds:

- Guests/Visitors should visit you during your class breaks, unless previously organised.
- Guests/Visitors must sign in and out at Reception. It is the student's responsibility to ensure that all of their visitors have signed in.
- Guests/Visitors are not allowed inside classrooms unless organised with your Trainer.
- It is the student's responsibility to ensure that all of their guests/visitors behave in a reasonable way and obey the campus rules.
- Tauondi Staff reserve the right to evict guest or visitors at any time.

H

Hygiene

When the campus is full it can become crowded and sickness can spread quickly. To prevent this, you need to do your part in ensuring the campus remains a clean and safe environment for staff, students and visitors. This can be as simple as washing your hands, wiping unclean benches and food areas after use and depositing of rubbish using the facilities provided, in order to prevent the spread of disease. Help keep our mob safe.

I

Identification (Student and Travel Concessions)

Full time tertiary students are entitled to student concession cards, which enable you to travel on metropolitan bus, tram and train services at a reduced rate, as well as take advantage of a variety of student discounts where available e.g. when buying textbooks, cinema tickets, event subscriptions etc. Student ID's are available from Student Services for a fee of \$5.00 which is to be paid at the Reception.

A 100 Point Identification Check must be completed prior to receiving your concession card.

Illegal drugs

Illegal drugs are strictly forbidden at Tauondi Aboriginal College and in all associated facilities. The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and substances and/or equipment is prohibited.

L

Loans

The College will not lend money to students in any circumstances.

Students who experience delays in ABSTUDY payments should notify the relevant ABSTUDY Departmental Officer immediately in order to resolve the matter.

Lockers

Tauondi Aboriginal College provides access to student lockers. Students will, however, need to provide their own padlock and take personal responsibility for the security of their possessions.

Upon course completion or withdrawal, it is the student's responsibility to empty the locker and remove the padlock.

At the end of the academic year, lockers will be opened, padlocks removed and contents disposed of.

M

Maintenance

If you notice any campus facilities, equipment or resources that require repair and/or maintenance, please report these directly to reception.

Meals – Tauondi Canteen

Tauondi kitchens produce some truly wonderful food. Staff, students and visitors can purchase food from the Cafe at a subsidised cost. Unfortunately, Tauondi cannot provide credit for any purchases made at the Café, so please do not ask, as refusal may offend.

- Canteen opening hours and menu is listed weekly in the canteen area.

Tauondi Kitchen Operational dates are subject to change. Please check for updates in Café.

Medication

If you require or are currently using any medication/s, please ensure you bring the necessary medication and required equipment with you to Tauondi Aboriginal College.

Messages for Students

Tauondi Aboriginal College staff will not take messages for students unless they are urgent. Family or friends who need to contact students in the case of any emergency should ring the College Reception on 08 8240 0300.

P

Parking

Vehicles are to be parked in the car parks provided. Vehicles must not be parked or driven on grassed areas, unless otherwise directed by Tauondi Staff.

Phone Access – Resource Centre

A pay telephone is available for students use in the resource centre. The reception phone is not for public use.

Political and religious views/ solicitation

Students are encouraged to discuss and debate their political and religious views, however, no student has the right to force their opinion and views on another in a way that is disrespectful, abusive or could cause physical or emotional harm or distress. Individuals are not to be discriminated against or oppressed because of their beliefs.

R

Resource Centre

Tauondi Aboriginal College offers a campus Resource Centre and Study Hub which provides students with access to the internet, computers and other various resources.

Opening Hours are Monday to Thursday from 8:45am to 4:30pm and Friday 8:45am till 12noon Friday.

Students occupying the Resource Centre during scheduled class times, may be asked to provide written permission from their course trainer and/or relevant staff that permits their use of the resource centre facility at that time.

S

Security

Tauondi Aboriginal College is closed to students outside the hours of 8:15 am-5:00 pm, Monday-Friday, unless otherwise directed by Tauondi Staff.

Sickness

If you are sick, notify a staff member so that they can make necessary arrangements.

Smoking

Tauondi Aboriginal College aims to maintain a healthy and safe environment for all users and accordingly no smoking is permitted within Tauondi campus grounds or any other Tauondi training facility.

The only designated smoking area for Students who are attending Tauondi College is 50 metres south of the main entrance on Lipson Street, outside the Tauondi premises.

Students must ensure that their cigarette butts are extinguished properly and disposed of appropriately.

W

Weapons

Weapons, including knives, firearms and ammunition are prohibited at Tauondi Aboriginal College. Flammable and dangerous items such as fireworks, flammable liquids and gases, are forbidden at Tauondi Aboriginal College.

2026

Tauondi Aboriginal College

Student Handbook

SECTION 7

Information on Legislation

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Education and Training

Independent national bodies have been created to monitor tertiary and vocational education providers and ensure students are receiving education and training at a national standard. The following legislation and acts are designed to guide monitoring bodies and tertiary and vocational education providers to ensure a national standard of education is being provided to students:

- Tertiary Education Quality and Standards Agency Act 2011
- Higher Education Support Act 2003
- National Vocational Education and Training Regulator Act 2011 (amendment 2024)
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Standards for Registered Training Organisations (RTO) 2025

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's Vocational Education and Training (VET) sector. You can visit ASQA's website at asqa.gov.au. For further information on Legislation and Acts visit www.legislation.gov.au and www.legislation.sa.gov.au

Student Identifiers Act 2014 (USI)

This Act provides for student identifiers and access to transcripts relating to vocational education and training, and for related purposes.

All students undertaking nationally registered training in Australia are required to have a Unique Student Identifier (USI). This is a unique number issued to each individual that remains the same for life.

This identifier consists of a combination of letters and numbers and is used as a way of accessing personal training records and results via the internet. Students can also access and use this information when applying for a job or further training to show evidence of their learning.

Each time a student enrolls to study with a training provider, their USI will be required so the provider can add students existing or previous results to their records.

Tauondi Aboriginal College is unable to issue a testamur or statement of attainment to any student who does not have a USI or has not informed the college of their USI.

If you do not already have a USI, please speak to Tauondi Student Services about applying or go to www.usi.gov.au and follow the instructions to apply for your USI.

If you do have a USI, please advise Tauondi staff upon enrolment.

Students will not be able to commence study until a valid USI has been submitted to the College and verified by Student Services Staff.

If you have any questions, have forgotten your USI, would like to change your USI information, or need more information, you can contact the USI Office on the details below:

Website: usi.gov.au
Email: usi@education.gov.au
Phone: 13 38 73 – Skilling Australia Hotline (Select option 4)

Work Health and Safety

The following Acts and Regulations provide a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work:

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Work Health and Safety Regulations 2012 (Sa)

All workers are protected by the WHS Act, including:

- employees
- contractors
- subcontractors
- outworkers
- apprentices and trainees
- work experience students
- volunteers
- employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

The WHS Act places the primary health and safety duty on a Person Conducting a Business or Undertaking (PCBU). The PCBU must ensure, as far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

For further information on Legislation and Acts visit www.legislation.gov.au and www.legislation.sa.gov.au

Privacy of Personal Information

The following Acts deal with the collection and provision of information:

- The Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Freedom of Information Act 1982

These Acts govern when and how personal information can be collected and who it can be shared with. Australian Government and Australian Capital Territory agencies, private sector organisations contracted to these governments, as well as organisations and small businesses who provide a health service collect private information.

Information can only be collected if it is relevant to the agencies' functions. Upon this collection, that law mandates that Australians have the right to know why information about them is being acquired and who will see the information.

Those in charge of storing the information have obligations to ensure such information is neither lost nor exploited. Any Australian will also have the right to access their own information unless this is specifically prohibited by law.

Members of the public have certain rights of access. These include the right to access documents about the operation of government departments and documents that are in the possession of government Ministers or agencies.

Members of the public cannot access documents of which would result in the unreasonable disclosure of personal information about any individual person, including a deceased person.

For further information on Legislation and Acts visit www.legislation.gov.au and www.legislation.sa.gov.au

Privacy Notice

Under the *Data Provision Requirements 2020*, Tauondi Aboriginal College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Tauondi Aboriginal College for statistical, administrative, regulatory and research purposes. Tauondi College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. Copyright protects the form or way an idea or information is expressed, not the idea or information itself.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

Copyright creators also have a number of non-economic rights. These are known as moral rights. Moral rights recognised in Australia are the right of integrity of authorship, the right of attribution of authorship and the right against false attribution of authorship.

A clear distinction exists between the copyright in a work and the ownership of the physical article in which the work exists. For example, an author may own the copyright in the text in a book even though the physical copy of the book will be owned by the person who purchases it.

Similarly, the purchaser of an original painting does not have the right to make copies of it without the permission of the owner of copyright: the right of reproduction remains with the copyright owner who is generally the artist.

For further information on copyright see

<https://www.ag.gov.au/RightsAndProtections/Documents/ShortGuidetoCopyright-October2012.pdf>

Human Rights and Equal Opportunity

Every person, everywhere at every time has the right to live free from discrimination on the grounds of race or nationality, skin pigment or ethnic origin, racial vilification, age, sex or gender, sexual harassment, marital or relationship status, sexual orientation, gender identity, intersex status, care status, actual or potential pregnancy, breastfeeding, trade union activity, criminal record, medical record, impairment or physical disability. The following Acts outline these rights:

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

For further information on Legislation and Acts visit www.legislation.gov.au and www.legislation.sa.gov.au

Complaints

If you are dissatisfied with the results of an appeal, complaint, or breach of student code of conduct hearing, and we cannot resolve your concerns we will talk to you about your external review options.

This may include an external review of the previous decision and Tauondi Process by another external agency.

There are alternate methods of making complaints provided by different government bodies. Their contact details are listed on the following page.

Equal Opportunity Commission SA

For information and advice about equal opportunity and equal employment issues. Equal Opportunity Commission can help if a customer believes they have been discriminated against.

- Phone: 1800 188 163
- Email: equal@sa.gov.au
- Website: <https://www.equalopportunity.sa.gov.au/equal>

National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training.

The services refer consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Complaints Hotline by:

- Calling 13 38 73 Monday to Friday 8 am to 6pm nationally
- Email: ntch@dewr.gov.au

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.dewr.gov.au/national-training-complaints-hotline>

Australian Skills Quality Authority

Address: GPO Box 9928, Melbourne, VIC 3001.

Phone: 1300 701 801

Website: <https://www.asqa.gov.au/>

Abuse and Neglect to Harm and Risk of Harm

All Tauondi Aboriginal College staff are obliged to take all reasonable steps to protect and ensure the safety of children and young people from foreseeable risks in keeping with the principles to be observed in dealing with children/young people under 18, set down in the Children and Young People (Safety) Act 2017.

Tauondi Aboriginal College is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of children/young people and will act without hesitation to ensure a child and young person safe environment is maintained at all times.

We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

For child or young person who have been, or are at risk of maltreatment, safety encompasses freedom from threat of danger, harm or loss. It also includes protection from physical, sexual and emotional harm and neglect.

All staff are required to be aware of the definitions of abuse and neglect, and act in a positive way to develop a safe environment for the child and young person under 18, and report suspicion of abuse and neglect as required by the Act.

Further on from this, Tauondi officially endorses the Charter of Rights for Children and Young People in Care:

Where there is contact with Children and Young People in State Care, that the rights of the Charter of Rights for Children and Young People in Care should be observed and upheld.

Code of Conduct for a Child Safe Organisation

Tauondi is committed to the safety, protection and wellbeing of children and young people and to the establishment and maintenance of child safe and child friendly environments.

As an Aboriginal organisation Tauondi will provide an environment for children and young people that is nurturing, where they can feel comfortable with being themselves, able to express their cultural spiritual and belief systems, and are supported by people that respect their Aboriginality and encourage their sense of self and identity.

All Tauondi employees and volunteers are responsible for promoting and protecting the safety and wellbeing of children and young people by:

- familiarising themselves with Tauondi's Keeping Children and Young People Safe Policy and Child Safe Environment Procedures and taking all reasonable steps to ensure the safety and protection of children and young people involved with Tauondi.
- treating everyone with respect and honesty (this includes staff, volunteers, students, children, young people, and parents).
- being a positive role model to children and young people in all your conduct with them.
- familiarising themselves with the [Protective Practices for Staff in their Interactions with Children and Young People](#) and taking all steps to set and maintain clear boundaries and appropriate behaviour (as outlined on pages 8 and 9) between yourself and the children and young people involved with Tauondi.
- encouraging children and young people to 'have a say' on issues that are important to them and listening and responding appropriate to their views and concerns.
- ensuring another adult is always present or in sight when conducting one to one coaching, instruction, or other activity.
- being alert to children and young people who are, or may be at risk of harm, and reporting this quickly to the Child Abuse Report Line (13 14 78).
- responding quickly, fairly, and transparently to any serious complaints made by a child, young person, or their parent/guardian.

Employees and volunteers must not:

- engage in rough physical games with children and young people
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability, or sexuality.

Failure to comply with this Code of Conduct will result in disciplinary action being taken as outlined in Tauondi's Poor Performance and Misconduct Policy and the Staff Handbook.

If you have experience or have seen behaviour that goes against this Code of Conduct, you can report it to your trainer, or student service.

Tauondi Aboriginal College RTO Code 2370

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Tauondi Aboriginal College



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