

LEARNER SUPPORT SERVICES

YOURTUTOR

A student support portal available at no cost.

YourTutor has 2 services available:

- 1: Check Mate – this service is available 24/7 where you can upload a file any time, at any stage of your draft and receive feedback within 24 hours. When you cannot access on-campus support and are needing help with writing or referencing (for example) Check Mate can assist.
- 2: Connect Live – live, academic support providing assistance with English, Maths, your Resume and other core skill areas. You sign in for help using real-time chat with the addition of using an interactive whiteboard (if you choose). This service is available 3pm – midnight Sunday – Friday (not available Saturday).

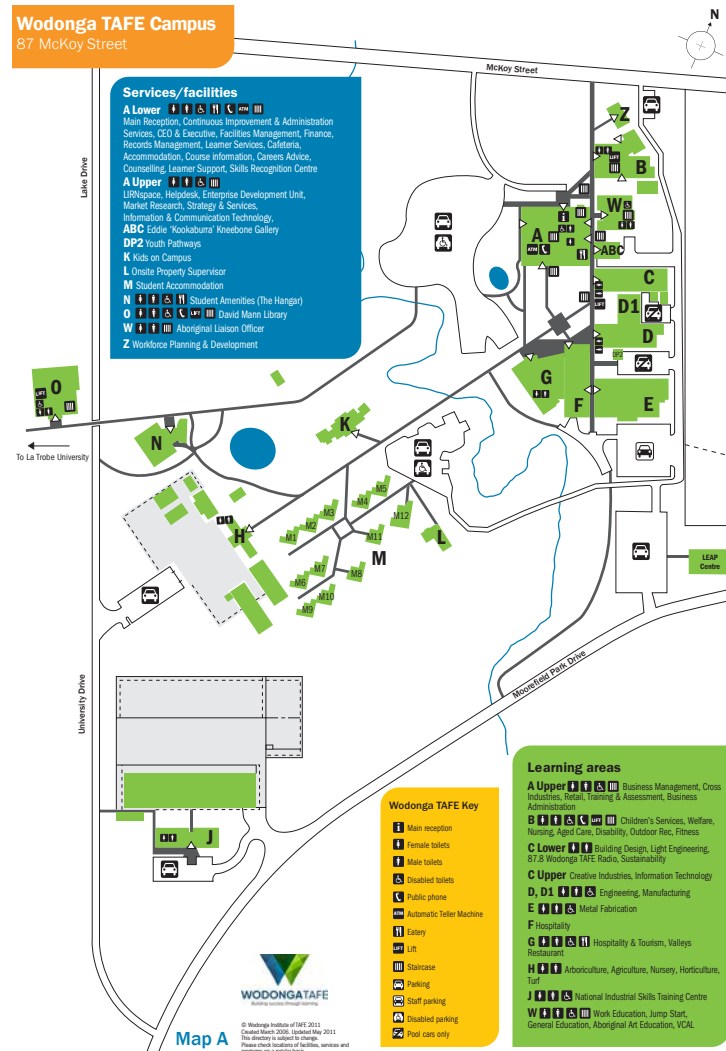
Visit StudentCentral or Moodle to find out more

YOUTH PATHWAYS

Initial contact for all youth aged 15-24 years. The Youth Pathways program assists young people with:

- » Deciding on a course and getting course information
- » Preparing for employment
- » Exploring pathways
- » Linking with support services
- » Referral to career counselling

Phone: (02) 6055 6683



FACILITIES AT WODONGA TAFE'S MAIN CAMPUS

Bookshop (located at La Trobe University) (02) 6059 3217

David Mann Library (02) 6055 6694

Kids on Campus Childcare Centre (02) 6055 6653

LIRNspace First floor, Building A

TUTORspace First floor, Building A

There are also several places to purchase food and beverages on campus which suit most tastes and budgets.



FOR FURTHER INFORMATION CONTACT LEARNER SERVICES

WODONGA TAFE
87 MCKOY STREET, WEST WODONGA VIC 3690
PO BOX 963, WODONGA VIC 3689
(02) 6055 6342 WWW.WODONGATAFE.EDU.AU

LEARNER SUPPORT SERVICES



OUR COMMITMENT TO SUPPORT YOU

Our commitment is to:

- Provide you with the guidance and support you need to reach your potential
- Assist you through uncertainties and challenges
- Encourage you to embrace education and training including personal and professional development.



SERVICES FOR LEARNERS

Learner Services offers a range of services to support students' academic, financial, and personal needs. These include the following:

- » Aboriginal and Torres Strait Islander support
- » Accommodation
- » Apprenticeship support
- » Careers counselling
- » Disability support
- » Equal opportunity
- » Financial assistance
- » Generalist counselling
- » International student support
- » Student loans
- » Student support
- » TUTORspace
- » YourTutor
- » Youth pathways

ABORIGINAL SUPPORT

Wodonga TAFE is committed to providing opportunities for Aboriginal and Torres Strait Islander learners to successfully complete their chosen course of study. The Aboriginal Liaison Officer provides support and assistance to Aboriginal and Torres Strait Islander learners to connect and stay engaged with vocational education and training.

Phone: (02) 6055 6638

ACCOMMODATION

Learner Services offers on-campus and off-campus housing and accommodation assistance. On-campus accommodation includes a 69-room residential complex comprising 12 units, each housing four to six people. One unit is fully accessible for learners with a physical disability. Priority is given to full-time, first-year learners who are recent school leavers moving away from home. Assistance with off-campus and short-term accommodation is also available.

Phone: (02) 6055 6389

APPRENTICESHIP SUPPORT PROGRAM

The Apprenticeship Support Officer (ASO) Program is a Victorian Government funded program that provides assistance to apprentices aged 15 – 24 years who are in the first year of their apprenticeship. The ASO's provide mentoring and welfare support to apprentices to address any issues that may be impacting on their apprenticeship and assist them to stay engaged in their training and work. The service is confidential which means any conversations you have with us stay with us unless you give consent to talk to other parties.

Phone: 0478 303 984 or 0400 877 425

CAREERS COUNSELLING

The careers service can assist prospective students with career pathway planning which can help them decide what course is best for them. Enrolled students also have access to careers pathway planning as well as getting assistance with identifying their employability skills, knowledge of the world of work and acquisition of job seeking skills such as resume writing, addressing criteria and interviewing skills; offers individual careers counselling appointment or group/class sessions as requested

Phone: People aged 15-24 years: (02) 6055 6688

People aged 25+: (02) 6055 6327

DISABILITY SUPPORT

Wodonga TAFE offers the following services for learners with a disability who may experience difficulties in the learning environment.

- » Student advocacy
- » Direct support on campus
- » Support with negotiating reasonable adjustments
- » Access to assistive and adaptive equipment and technology
- » Assistance with applications and enrolments
- » Note taking and tutoring
- » Participation assistance

Phone: (02) 6055 6389

EQUAL OPPORTUNITY

Wodonga TAFE is dedicated to equal opportunity for all learners. We actively encourage people from under-represented or disadvantaged groups to enrol in and enhance their opportunities to complete courses successfully.

Phone: (02) 6055 6342

FINANCIAL ASSISTANCE

Learner Services can provide information about financial assistance when you enrol. It is important that you are aware of your entitlements to any current grants, subsidies, and/or scholarships that may be available through Wodonga TAFE or external providers.

Phone: (02) 6055 6342

GENERALIST COUNSELLING

This service provides confidential counselling to enrolled students experiencing a range of academic and personal concerns which can interfere with their ability to effectively study. Such concerns may include panic, anxiety, stress, depression, grief and loss, anger, conflict, relationship difficulties, study and time management.

The counselling service also provides a consultation service to staff. The service operates by appointment only unless a student is in crisis.

Phone: (02) 6055 6327

INTERNATIONAL STUDENT SUPPORT

Wodonga TAFE welcomes applications from international learners wanting to study and achieve an internationally-recognised qualification. Learner Services can assist international learners in many areas including:

- » Skills recognition or recognition of prior learning (RPL)
- » Accommodation requirements
- » Finance, banking and health
- » Study needs
- » Becoming oriented in a new environment

Phone: (02) 6055 6389

STUDENT LOANS

Student loans of \$350 are available for study assistance and are to be repaid within six months using direct debit payments. Students must:

- » Complete the appropriate application form
- » Be over 18 years of age
- » Have an employed guarantor and complete a statutory declaration

Phone: (02) 6055 6389

STUDENT SUPPORT

The student welfare service assists students to maintain a healthy and productive lifestyle while studying at Wodonga TAFE. Assistance includes:

- » Austudy/Youth Allowance Centrelink information
- » Student loans
- » Links and referrals to community-based services
- » Health and wellbeing information and referrals.

Phone: (02) 6055 6389

TUTORSPACE

TUTORspace operates each Monday, 3pm-5pm and provides students assistance with basic IT assistance (word, student central, Moodle); advice on completing assessment tasks; contact department staff to clarify assessment requirements; assistance to access on-line tutorials or academic skills such as essay writing and notetaking.

TUTORspace is located Upper Level, Building A in LIRNspace.

Phone: 0427 460 326



See the reverse side for more info on YourTutor.