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It’s my pleasure to welcome you to TAFE Queensland Brisbane, the largest and most trusted training provider in the state.

As a member of the TAFE family, you now have access to opportunities and pathways that you may never have dreamed possible. No matter where you come from, or how far you want to go, everyone here is committed to helping you on your journey to greatness.

We offer the specialised support, individual attention, industry contacts, and state-of-the-art facilities you need to thrive in your studies, and to make an impact on your future.

You’ve made a great choice, one that will have tangible, real-life outcomes: 89% of our students go on to work or further study, and 100% of our diploma courses have pathways to university. You can study anything, from an entry-level certificate through to a degree, right here at TAFE.

At TAFE Queensland Brisbane you’ll learn all the hands-on skills you need to hit the ground running. You’ll also learn how to be agile in an ever-changing workplace. This flexibility is built into every element of our training. It’s what makes our training so valued by employers.

So congratulations, and welcome.

You are the future leaders of Queensland, of Australia, and the world. Today is your first step on the pathway to greatness, and we’re excited to be with you, every step of the way.

Gary Kinnon
Acting General Manager
TAFE Queensland Brisbane
STUDENT SERVICES AND SUPPORT

Discover the support services available to you throughout your study journey.
STUDENT SERVICES

CUSTOMER SERVICE
There is a Customer Service Centre at each TAFE Queensland Brisbane campus, staffed by friendly TAFE experts.

Our eager Customer Service Officers are here to help:
- Answer your questions about your enrolment
- Take payments
- Update your details
- Change your enrolment.

Get in touch by visiting the Customer Service Team on your campus.

UNIQUE STUDENT IDENTIFIER (USI)
Anyone undertaking a nationally-recognised training program (i.e. you) must have a Unique Student Identifier (USI).

Your USI gives you access to your own online USI account that contains all your training records and results from 1 January 2015 onwards.

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

If you haven’t already done so, please let TAFE know your USI by dropping into Customer Service, email us at Brisbane@tafe.qld.edu.au, visit tafebrisbane.edu.au/usid or call 13 72 48.

STUDENT ID CARD
Your TAFE Queensland Brisbane student ID is your passport to student life. You’ll need it to borrow books from the Library, gain access to certain facilities and sit exams. This is also your VIP pass to discounted travel, movie tickets, and more! Keep it with you at all times.

WHERE DO I GET MY STUDENT ID CARD?
If you’re at South Bank campus, check out the ID card session timetables on our website. For all other campuses, just drop into your Customer Service Centre to get your card made on the spot.

Bring your current photo ID and proof of your enrolment.

Note: Your first ID card is free. Replacement cards will incur a fee. Ask Customer Service for details.
STUDENT HUBS

Our Student Hubs are located at the Alexandra Hills, Bracken Ridge, Grovely, Mt Gravatt and Redcliffe campuses and give you access to a multitude of services all in the one place.

LIBRARY SERVICES

CAMPUS LIBRARIES

TAFE Queensland Brisbane has a Library located at all eight of our major campuses, with a variety of facilities available. Depending on your campus location, resources could include individual study spaces, group study areas and seminar rooms.

All students, no matter what mode of study, can:

- Borrow books for 28 days; and DVDs, journals and magazines for 7 days
- Borrow 15 items at once
- Use the computers, printers, and other equipment
- Have access to specialist Librarians who assist with research, general assessment help and tips on how to reference accurately to avoid plagiarism

- Access digital collections available including 114,000 eBooks, 2,500 specialised eBook titles and 45 databases all to support you in your studies.

All you need is your student ID card.

OPENING HOURS

Library opening hours differ from campus to campus, and change during semester breaks. Check out the website for details.

ONLINE LIBRARY SERVICES

If you can’t make it into the Library during opening hours, you can reserve resources, find out due dates or renew your loans through the online Library catalogue on the Library website, which can be accessed through tafebrisbane.edu.au/Library

You are able to enrol, make payments, obtain course information, borrow Library resources, access computers, print and copy, access tutors for help with your assignments, or just study somewhere quiet.

For Student Hub locations and hours visit tafebrisbane.edu.au/about-us/locations

There is a Customer Service Centre at our South Bank, Loganlea and Caboolture campuses.
GET THE RIGHT SUPPORT

Faculty administration are your go-to team for all your day-to-day study needs. This is the team you see when you need to hand in assessments, make an appointment with a teacher, or when you need help with timetables.

You’ll find out your faculty contact details at your course orientation session.
LEARNING SKILLS CENTRE
TAFE Queensland Brisbane is committed to ensuring the success and progress of every student, from enrolment through to graduation.

The Learning Skills Centre provides free one-on-one and group support at all campuses. They can assist you on a huge range of topics, from study techniques through to managing motivation and time-lines, as well as understanding, writing and structuring assessments, referencing, proofreading and more.

You can book a Learning Skills session by speaking with Library staff, or by emailing LearningSkills.Brisbane@tafe.qld.edu.au

YourTutor
YourTutor is a free online tool that gives you access to a real person who can help you with your assignments, maths, english, chemistry, economics, biology, researching, as well as proofreading, referencing, and more. Tutors are currently available from 3pm until late most days of the week. Check the YourTutor site for details.

You can access YourTutor through Connect (our online learning management system) or through the Library homepage.

As an added bonus, the 24/7 Writing Feedback service remains open 365 days a year – with a maximum file return time during summer of 72 hours.

Upload a draft writing file whenever you like for detailed feedback, which will help you make your writing even better.

If you have any issues or questions, please contact:
LearningSkills.Brisbane@tafe.qld.edu.au
Basic Key Skills Builder (bksb) is an approved online testing tool that TAFE Queensland Brisbane utilises to help determine your reading and numeracy levels within the Australian Core Skills Framework (ACSF).

We want to make sure you have the right skills and support to be successful in your course. To do this we ask that you undertake the approved bksb assessment tool as soon you enrol, so that we can immediately identify any areas you may need to improve upon.

Please be aware that if you are applying to access a VET Student Loan it is essential that you demonstrate competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy.

**WHO NEEDS TO COMPLETE THE BKSb ASSESSMENT?**

A majority of TAFE Queensland Brisbane students.

In some instances your bksb result may be linked to the eligibility to enrol into your program. Please refer to your programs entry requirements for more information.

If you cannot provide a copy of an Australian Senior Secondary Certificate of Education that has been awarded to you by an agency or authority of a State or Territory for the completion of year 12 you will need to complete the bksb assessment.

It is important to remember that it does not matter what year you completed this certificate, as long as you can produce a valid document.

**HOW DO I SUPPLY A COPY OF MY YEAR 12 CERTIFICATE?**

You can email a copy of your Senior Secondary Certificate of Education that has been awarded by either an agency or a State or Territory Authority for the completion of year 12 to Brisbane.Applications@tafe.qld.edu.au or hand in your copy at any Customer Service Centre.

**IMPORTANT REMINDER**

If you cannot supply a valid Australian Senior Secondary Certificate of Education or achieve a minimum of Exit Level 3 in the ACSF (in both reading and numeracy) with a result of 4 or above, you will be unable to access VET Student Loans.

**GET IN CONTACT**

If you have any questions, please contact LearningSkills.Brisbane@tafe.qld.edu.au
DISABILITY SUPPORT
We want to ensure everyone at TAFE Queensland Brisbane enjoys an inclusive and accessible learning environment. Our dedicated disability officers can help with facilitating assistive technology, study skills, confidential advice, guidance, and individual support plans for students with a disability.

We can organise services to meet your needs (such as sign language interpreters, readers or scribes), communicate with staff on your behalf if required, and encourage your independence so you can get the most out of your studies.

ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT
We understand that as an Aboriginal or Torres Strait Islander you may have specific needs. That’s why we have a number of Indigenous Student Support Officers on staff to help you settle into your new life as a student.

We can assist you in a number of ways, including finding accommodation, welfare, course selection, career options, employment opportunities or financial assistance through ABSTUDY.

It doesn’t matter whether you attend classes on campus or receive training in a community setting off campus; we will still provide you with the same high-level support.

You’ll also have access to practical skills training and a network of services including advice on study skills and planning, group tuition, and support with personal or family matters.

HELPFUL INFORMATION

Get in contact by email or calling:

- StudentSupport.Services@tafe.qld.edu.au
- 07 3244 5095
STUDENT SUPPORT

COUNSELLING
Our on-campus counsellors offer confidential assistance to help you manage any issues in your life that may be affecting your wellbeing. They offer support for complex issues, and can refer you to external services if required. If you are feeling stressed, overwhelmed, confused, or just need someone to talk to, our counsellors are here to help.

HELPFUL INFORMATION
Get in contact by email or calling:
- StudentSupport.Services@tafe.qld.edu.au
- 07 3244 5095
HOW TO FIND YOUR TIMETABLE

You can find your timetable on our website at tafebrisbane.edu.au/timetables

The diagram below shows you an easy way to figure out which timetable is yours.

[Course code]    [course name]    [start date][group][campus ID]

CAMPUS ID

AH - ALEX HILLS | BR - BRACKEN RIDGE | CB - CABOOLTURE | GR - GROVELY
LL - LOGANLEA | MG - MT GRAVATT | RE - REDCLIFFE | SB - SOUTH BANK

Note: Not all courses have a specialisation. Courses with a large number of students will be split into groups. If you are in one of these classes you should have already received an email identifying which group you’re in. If not, please contact Customer Service or your faculty administration team to find out.

TIMETABLE CHANGES

Your timetable may change due to unforeseen circumstances, so make sure that you check your timetable regularly on the website.

We will do our best to keep you informed of any changes to your regular timetables. So we can keep you in the loop, it is vital that we have your correct mobile phone number so we can contact you.

You can update your details online, or let the Customer Service team know. For any timetable queries you can also contact your faculty administration team.
ONLINE SERVICES

Find out about the online services available to help you get the most out of your studies.
ONLINE SERVICES

YOUR USERNAME AND PASSWORD

Shortly after you enrol, you will receive an email with your username and a link to the Student Self Service where you can set your password. This login can be used across our network and online services such as the Library, Connect and Citrix.

If you didn’t receive your login details or you’ve lost them, please contact the Customer Service team to have these reissued.

STUDENT SELF-SERVICE

Now that you’re a TAFE Queensland Brisbane student, you can take care of most of your own administration needs online.

Using Student Self-Service you can:
- Enrol in most of your subjects
- Make a payment via BPAY or credit card
- View your student account
- Update your personal details
- See your academic results
- Print your academic transcript.

HOW TO REGISTER

1. Go to enrol.tafe.qld.gov.au
2. Follow the instructions under Student Self Service Registration
3. Complete the online registration process
4. Once you have completed your registration we will send you login information including your user ID (student number) and a link to set up your password

LOGGING IN TO STUDENT SELF-SERVICE

1. Go back to the Self-Service page (step 1 above) and log on with your temporary password under Student Self Service Log On
2. Choose a new secure password

SOME IMPORTANT THINGS TO NOTE:

It could take a minute or so for your new password to take effect. You’ll need to update your password every 30 days for security reasons. If your registration details don’t match our records you won’t be able to register.

Give the Customer Service team a call on 13 72 48 for assistance.
REMOTE ACCESS

You can access the TAFE Queensland Brisbane network from any computer with an internet connection, no matter where you are.

1. As a first time user, you will need to download and install the Citrix Receiver application. This will allow you to access the TAFE network from your home computer. (Instructions are available on our website under tafebrisbane.edu.au/current-students/online-services).

2. Once you have downloaded the Citrix Receiver, go to bnr.tafe.qld.gov.au and log on using your student number and network password.

3. Once you’ve logged in, you can access and work on files or folders you have saved on the TAFE Queensland Brisbane network, as well as other student applications.

4. You can select your Desktop via the Desktops tab, or Applications via Common Apps on the Applications tab.

NEED HELP?

Get in contact with the Customer Service Centre during business hours:

13 72 48
CONNECTING TO WIFI

Free WiFi is available for all TAFE Queensland Brisbane students. When you open your browser, you’ll get a prompt to enter your login details.

If you’re at Bracken Ridge or Mt Gravatt, connect to the network Open_WiTAFE.

Username: studentnumber@student.tafe
(e.g. 1234567@student.tafe)
Password: your usual password

If you’re at South Bank or Loganlea, you’ll want to connect to the TAFE_OPEN wireless network.

When you open your browser, you’ll get a prompt to enter your login details.

Username: student.tafe\student number
(e.g. student.tafe\1234567)
Password: your usual password

Connecting is easy but we have detailed instructions for all devices and Windows software versions at: tafebrisbane.edu.au/current-students/online-services/wifi-access/

NEED HELP?

Get in contact with the Customer Service Centre during business hours:

13 72 48
Connect is TAFE Queensland’s online learning system. It’s where you can access your class notes, communicate with your teachers and classmates, and upload assignments.

**ACCESSING CONNECT**

You can access Connect online at connect.tafeqld.edu.au

Before you log in for the first time, we recommend you complete the system check, which can be accessed from the Connect login page.

**CONNECT TROUBLESHOOTING**

If you have any issues logging in or using Connect, please contact the Customer Service Centre during business hours:

📞 13 72 48
STUDENT RULES AND CODE OF CONDUCT

Find out how we provide you with a safe environment to study in.
STUDENT ETHICS

The TAFE Queensland student rules are in place to protect you, your classmates, and staff. They outline your responsibilities and apply whether you are on campus or undertaking related activities off campus.

If you break academic or behavioural rules you may be subject to a misconduct process, which can lead to expulsion or suspension.

Below is a simple summary of the student rules. Please take time to read through the TAFE Queensland Student Rules, which can be found at tafeqld.edu.au/current-students/student-rules

PERSONAL CONDUCT AND BEHAVIOUR
- Treat everyone with respect and fairness. Bullying and harassment of students and staff will not be tolerated.
- Dress appropriately at all times while you are on campus or representing TAFE Queensland in any capacity off campus.
- Unlawful activities, including possession or use of illegal drugs or weapons will be reported to the police.
- Always follow instructions and rules given by teachers and other TAFE Queensland staff.
- Treat all TAFE equipment with care, and report any damage to your teacher.

NON-ACADEMIC MISCONDUCT
- Non-academic misconduct is broadly defined as actions and behaviours that breach these Student Rules and/or TAFE Queensland policies and procedures.

ENROLMENT, ATTENDANCE, AND STUDY PROGRESS
- Complete your enrolment and have all fee arrangements finalised before classes commence.
- Speak to your teacher and Customer Service if you plan to withdraw from your course or change your enrolment.
- Attend all classes and placements.

ACADEMIC AND RESEARCH MISCONDUCT
- This refers to any act or pattern of conduct that threatens your academic progression, assessments or study outcomes.
- It includes such things as cheating, plagiarism, failing to comply with instructions, misrepresenting or falsifying data, and any breach of TAFE Queensland academic code of conduct.
We’re proud to have some of the most advanced learning spaces in all of Queensland. Explore your campus and discover your home away from home.
SOUTH BANK
66 ERNEST STREET
SOUTH BRISBANE QLD 4101

Our South Bank campus is a thriving hub of activity in the heart of Brisbane’s South Bank precinct. With easy access to the city, the lush South Bank Parkland, and beach on the doorstep, as well as a multitude of cafés, restaurants, and galleries. Studying here is sure to inspire you to Make Great Happen.

GETTING TO CAMPUS

PUBLIC TRANSPORT
There are two train and bus stations located within walking distance from campus: South Bank Station and South Brisbane Station. We are also steps away from the South Bank Ferry Terminal.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

There are also a number of CityCycle stations close to campus, one on Glenelg St and another on Ernest St.

PARKING
Paid parking is available at South Bank Parkland and metered parking is available in the streets surrounding the campus. Make sure you check street signage for local parking restrictions.

PLACES TO EAT
- The First Course Bistro
- 66 on Ernest Restaurant
- Merlo
- Espresso Plus

There are plenty more cafés and restaurants in the South Bank precinct to satisfy your hunger.

FACILITIES
- Customer Service Centre
- Library
- South Bank Fitness Centre
- South Bank Skin and Beauty Spa
- Back in Motion Physiotherapy
- South Bank Hair Salon

PLACES TO RELAX OR STUDY
- Campus heart
- The Green Space (cnr Glenelg and Merivale st)
- Student common rooms
- Student recreation areas

SECURITY
Security stations are at regular locations across South Bank campus, and security staff are on patrol 24 hours a day, 7 days a week.

You are required to display your student ID at any time should security staff request it.
ALEXANDRA HILLS
WINDEMERE ROAD
ALEXANDRA HILLS QLD 4161

Enjoy the perfect blend of city life with a laid-back coastal atmosphere at our Alexandra Hills campus. Located within the Redland Bay area, this leafy campus is within easy distance of the gorgeous islands of Moreton Bay, the Gold Coast, and Brisbane city itself.

GETTING TO CAMPUS
PUBLIC TRANSPORT
You can access our Alexandra Hills campus easily by train and bus. Check out the Translink website to find the best option for you. This campus adjoins Alexandra Hills State High School.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

PARKING
Free on-site parking is available.

FACILITIES
- Library
- Canteen
- Lockers
- Child Care Centre nearby
TAFE Queensland Brisbane’s Bracken Ridge campus is surrounded by green parks, bikeways and walkways, and is an easy stroll from cafés, take-away shops, and a pub. The Sandgate Waterfront, complete with shopping and restaurants, is a five minute drive from campus.

GETTING TO CAMPUS
PUBLIC TRANSPORT
Brisbane City Council Transport and Queensland Rail operate fully-integrated bus and rail services from both the City and Carseldine train stations directly to the Bracken Ridge campus.

The bus stop is located directly opposite the campus entrance on Norris Road.

The closest train station is at Bald Hills, approximately 2 km from the campus (10 - 15 minute walk).

Check out the Translink website to find the best option for you.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

PARKING
Free on-site parking is available.

PLACES TO EAT
- Polaris restaurant
- Canteen
- Sandgate Waterfront precinct

FACILITIES
- Bookshop
- 200-seat lecture theatre
- Library

PLACES TO RELAX OR STUDY
- Computer labs
- Learning Information Centre
- Student common room
- Flexible use hard court
TAFE Queensland Brisbane’s Caboolture campus provides extensive training options for the growing population in the northern corridor servicing Caboolture, Sunshine Coast, Glasshouse Mountains, and Bribie Island.

**GETTING TO CAMPUS**

**PUBLIC TRANSPORT**
TAFE Queensland Brisbane’s Caboolture campus is a 20 minute walk from the Caboolture Train Station. We’ve partnered with QUT to provide a free shuttle bus service for all students between the Caboolture campus and Caboolture Train Station during semester.

Check out the Translink website to find the best option for you.

**BIKES**
There are multiple bike racks located across the campus if you prefer to ride.

**PARKING**
Free on-site parking is available.

**PLACES TO EAT**
- Canteen

**FACILITIES**
- Bookshop
- Child Care Centre
- Library
- Fully-equipped gym
- Flexible use hard court
- Hair salon

**PLACES TO RELAX OR STUDY**
- Student common room
CABOOLTURE CAMPUS
EVACUATION AND GENERAL INFO MAP

Caboolture is a smoke-free campus
GETTING TO CAMPUS

PUBLIC TRANSPORT
The campus is within easy walking distance of both Brisbane City Council bus routes and Grovely Train Station (10 minute walk). Check out the Translink website to find the best option for you.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

PARKING
Free on-site parking is available.

FACILITIES
- Customer Service Centre
- Pet grooming salon
- Extensive commercial gardens

PLACES TO RELAX OR STUDY
- Learning Information Centre
- Student common room
- Green spaces

Our Grovely campus is renowned for the delivery of horticulture and veterinary nursing courses. Lawns, gardens, nurseries and reclaimed forest areas surround classrooms and training areas. Fast food outlets, restaurants, supermarkets, and a shopping precinct are located within a 5 minute walk away.
LOGANLEA
50-68 ARMSTRONG ROAD, MEADOWBROOK QLD 4131

Located on Brisbane’s south side, and only 40 minutes from the city, our Loganlea campus offers a huge range of study options set amidst lush green surrounds.

GETTING TO CAMPUS

PUBLIC TRANSPORT
You can get to our Loganlea campus by either bus or train. Check out the Translink website to find the best option for you.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

PARKING
Free on-site parking is available.

FACILITIES
- Library
- Bookshop
- Child Care Centre
- Theatrette
- Health Precinct
- Customer Service Centre

PLACES TO EAT
- Lilypond restaurant
- Canteen

PLACES TO RELAX OR STUDY
- Student common room
- Green open spaces
Located only 20 minutes from Brisbane city, Mt Gravatt campus is the perfect choice for students looking for easy access to the city and all it has to offer, whilst still being surrounded by a calm natural environment.

GETTING TO CAMPUS

PUBLIC TRANSPORT
There’s a bus stop outside the front entrance on Cavendish Rd, as well as one at the rear entrance on Creek St. Check out the Translink website to find the best option for you.

BIKES
There are multiple bike racks located across the campus if you prefer to ride.

PARKING
Free on-site parking is available.

FACILITIES
- Customer Service Centre
- Library

PLACES TO EAT
- Canteen

PLACES TO RELAX OR STUDY
- Reflection/Prayer room
Redcliffe campus offers a relaxed, learning environment within easy walking distance of the Redcliffe business area and the nearby beach.

**GETTING TO CAMPUS**

**PUBLIC TRANSPORT**
Redcliffe campus is easily accessible by public transport. Check out the Translink website to find the best option for you.

**BIKES**
There are multiple bike racks located across the campus if you prefer to ride.

**PARKING**
Free on-site parking is available.

**FACILITIES**
- Customer Service Centre
- Library
- Kiosk
GET IN TOUCH

CONTACT US

No matter what your question is, we are here to help:

- 13 72 48
- Brisbane@tafe.qld.edu.au
- Locked Mail Bag 14, South Brisbane QLD 4101
- Visit a Customer Service Centre during working hours on your closest campus (see maps on pages 21 – 36 for details).

FEEDBACK

If you want to provide feedback at any time throughout the year, get in contact using the online feedback form on our website:

- tafebrisbane.edu.au/about-us/contact-imate/contact-form

SURVEY

We want to make sure that your experiences at TAFE Queensland Brisbane are positive and we may send you surveys to check on how we’re meeting your needs. Your feedback is crucial to us understanding what we’re doing well and areas where we can improve. Surveys are anonymous.

PRIVACY

TAFE Queensland Brisbane is committed to ensuring your privacy is safeguarded at all times. Please take the time to read our Privacy Policy at:

- tafebrisbane.edu.au/about-us/privacy
GET STARTED

MY FIRST DAY

☐ I have a copy of my course orientation schedule, campus map, and I know which room it is in.

☐ I have created my Unique Student Identifier (USI) and registered it with TAFE Queensland Brisbane.

☐ I have a pen and paper.

☐ I have checked my registration pack for my timetable grouping.

☐ I know where to find my class timetable.

☐ I know how to organise my student ID and have a copy of my confirmation of enrolment.

☐ I understand how to get my Tertiary Transport Concession card (if eligible).

☐ I will visit Base Camp if I need assistance or directions to my classroom.

☐ I know where to get great coffee and food on campus if I need it.

MY FIRST WEEK

☐ I have successfully enrolled in all my classes for the semester.

☐ I have my student log in and password.

☐ I know how to access student self-service to update all my details.

☐ I have done a Library tour and/or know how to use the Library for lending and research.

☐ My teacher has told me if I need a uniform, relevant textbooks, or course materials and where to buy them.

☐ I know how to access student services and counselling if I need it.

☐ I have met all my teachers and know how to access learning support if required.

☐ I have lodged my VET Student Loan application (if applicable).

☐ I have completed my bksb assessment (if required).
At TAFE Queensland, WE DO UNI DIFFERENTLY.

Our partnership with the University of Canberra means you will graduate with a prestigious university degree, along with the hands on skills of a TAFE qualification, delivered in a practical, job-focused training environment.

Our students get the best of both worlds: the theoretical side of a university degree, with the applied learning style that makes TAFE Queensland graduates so highly sought after by employers.

Apply today to make great happen. Visit degrees.tafeqld.edu.au today to find out more.