



Central
Regional



Central Regional TAFE **Student Handbook**



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Please note, where we use the term 'Aboriginal' in this document, we refer to First Nations peoples and Aboriginal and Torres Strait Islander peoples.



A Message From Our Managing Director

Central Regional TAFE's vision is to unlock potential through training for the skills and jobs of the future. We provide training for students throughout the Mid West, Gascoyne, Goldfields and Wheatbelt regions. Students like you, looking to gain the skills and qualifications needed to fulfil your career aspirations.

Whatever qualification, course or skill set you're enrolled in, however you choose to engage in your training, whether it's at one of our well-equipped campuses or using one of the many flexible training options we offer, Central Regional TAFE is here to support your learning journey.

We provide state-of-the-art training equipment and facilities; industry current lecturers; flexible options designed to suit your lifestyle and learning requirements; and support services all designed to prepare you for future success.

Our solid links with industry, the community and employers mean we understand what "job ready" graduates look like. The training you'll receive at Central Regional TAFE will set you on the path to being job ready and will facilitate a smooth transition to work or further training.

Congratulations on choosing a training pathway, there's never been a better time to join us on this exciting journey at Central Regional TAFE and I wish you every success.

Jo Payne
Managing Director



We want your time at Central Regional TAFE to be fun as well as rewarding!

If you find yourself in need of a little extra assistance, help is at hand. Student Services is located at each campus to offer a variety of student support.

How we support you

You'll get support throughout your training journey, either academically or with your personal development.

There are many avenues of support whilst you are a student at Central Regional TAFE, both internally and through external partners.

If you prefer personal contact, please visit the Student Support Services team at your local campus.

Informed choices

In order to make an informed choice about the suitability of a course, you must take into account the essential skills and knowledge in addition to the critical aspects of assessment of a course or qualification.

Please review the informed choices information you can find on many of course pages and think about whether you might experience challenges in meeting the student expectations and inherent requirements.

If you think you might experience challenges related to a disability or mental health condition, you should discuss your concerns with the Student Support Services team or your lecturer.

If you have made an informed choice that this is not the right pathway for you, please consider another qualification at Central Regional TAFE.

[Read A Western Australia for everyone, the State Disability Strategy.](#)

Welcome

We have made this document interactive, click or scan each QR code for more information.





STUDENT SERVICES AND SUPPORT

Support Services provided:

- Course planning and study pathways
- Career advice and direction
- Job Ready service
- Youth support
- Fee and debt payment options advice
- Referrals to external support agencies for counselling and/or psychological support services
- Scholarship programs
- Access and Equity support
- Induction for new students
- Tutoring support
- Mentor support
- Case management
- Resume building
- Student accommodation which includes Pepperell Village at our Geraldton Campus

Aboriginal Student Support

We want to support and engage Aboriginal people in our local communities to achieve their full potential in participating equally in the social, cultural and economic life of their country. Talk to our Aboriginal Support staff about:

- Enrolment fees
- Tutoring support
- Child care information
- Timetables and course content
- ABSTUDY and Centrelink matters
- Employment opportunities
- Study assistance
- Aboriginal Specific Scholarships
- Cultural matters or personal issues

Central Regional TAFE has an Aboriginal Designated Placement Program.

This means we have a range of courses with designated places for Aboriginal students who meet course



Support for Students with Disability

Central Regional TAFE is committed to providing the best possible opportunities for students to access the full range of training delivery and assessment services we offer. We incorporate the principles of access and equity into the way we provide all our programs and services.

This means ensuring an inclusive approach to the way we provide services and also recognising that specific strategies may be required to assist clients using a range of support services.

Our Disability Access and Inclusion Plan (DAIP) also highlights key strategies to ensure that people with a disability have the opportunity to be actively involved in all aspects of campus life.

To view the DAIP simply scan the QR Code



Wellbeing Support

Central Regional TAFE is committed to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for all, including First Nations people. The College recognises that student wellbeing is important for a successful learning journey and may provide support to access appropriate services where needed.

Wellbeing support may include, but not limited to:

- Counselling and mental health resources (abuse, harassment, bullying)
- Crisis and Support Lines
- Aboriginal Counselling Support

We have provided information that may assist you. For confidential, no obligation wellbeing support, please visit our website or contact our Student Support Services who can help you with more information on how to access these support services.



Your local training
provider.

Your local training
provider.

Goldfields
Geraldton | Wiluna



Scholarships

Recognising students' endeavours and aspirations

A range of student scholarships are available at Central Regional TAFE. These scholarships are available as a result of building strong links with business, industry and service organisations. The scholarship program has grown since its inception to include sponsors from a variety of industries such as health, community services, business and management, information technology, the environment and resources sectors.

The scholarship application process provides real world experience for students; it is a competitive process that requires students to complete an application form and, if short-listed, attend an interview. This process replicates, in many instances, the necessary steps students will undertake in order to obtain employment.

Scholarship funds administered by Central Regional TAFE may be applied to the successful student's fees, including for instance, a VET Student Loan, or deposited into the student's nominated bank account where fees are paid in full or the scholarship funds are greater than their outstanding balance.

Students are able to check available scholarships as well as the eligibility criteria and download application forms from the Central Regional TAFE website.

For further information about scholarships please call 1800 672 700 or Scan the QR Code above.



More information
about Scholarships





On Campus Accommodation

Pepperell Student Accommodation Village

Geraldton

The Village is our purpose-built on-campus accommodation for students studying at Central Regional TAFE, located at the Geraldton Campus.

Our responsibility extends beyond just providing beds for students. We support the transition to independence with a dedicated Student Support team. Living amongst fellow students with different backgrounds and interests can be an exciting and important part of the education experience. Offering the best of both worlds, Pepperell Village can offer an independent lifestyle for students complemented by a secure and supportive environment.

All apartments are furnished to make moving simple. Individual bedrooms provide ample work space and the Village facilities have been designed specifically for the student lifestyle. Students have the option of receiving lunch and evening meals (Monday – Friday) from the Me-N-U Café.

For more information about our on campus accommodation contact (08) 9956 2760 or email residential@crtafe.wa.edu.au





On Campus Accommodation

Agricola Student Accommodation

Kalgoorlie

Central Regional TAFE, in partnership with Curtin University, provide access to quality residential units in close proximity to Kalgoorlie Campus.

A residential supervisor is available 24/7 to assist and support students using the facility. The units are furnished and self-contained allowing students the option of doing their own cooking. The Agricola Student Accommodation has a fully functional gym and other recreational activities available to residents only.

Central Regional TAFE students wishing to stay in the Village can request further information by emailing residential@crtafe.wa.edu.au

Student ID Cards

Student ID cards are a voluntary item

Students wanting to borrow Library resources are required to purchase a card.

It is valid for the current year only. Once you have enrolled you can visit the Library at Geraldton and Northam Campuses, or Student Administration in Kalgoorlie to have your photo taken and your card issued.

Your Student ID can be used for identification purposes, photocopying and borrowing library resources. In addition at Geraldton Campus, it is essential for after-hours access to the Cibatek Centre.





If you have any questions regarding fees and charges, please contact our student support team at your preferred campus or email us at enquiries@crtafe.wa.edu.au



FEES AND PAYMENT OPTIONS

Where do I start?

In order to enrol, you must pay your fees in full or enter into a fee payment arrangement. We offer a range of fee payment options to make it easy for you to pay your fees. Help is available for all of our students.

How much will my course cost?

We have a wide range of courses offered at each of our campuses. For course information and to view what fees are associated with that course, visit the website www.centralregionaltafe.wa.edu.au/fees-and-payment-options or scan the QR code above:

VET Student Loan

If you enrol in a Diploma or Advanced Diploma course you may be eligible for a VET Student Loan (a loan that lets you “study now, pay later”), or an easy payment plan that spreads your course fees over the duration of your study. To find out more about the VET Student Loan scheme scan the QR above.





Secondary School Age Concession

For secondary school-aged persons not enrolled at school, the maximum tuition fee chargeable is \$420. To qualify for this concession you must be born between 1 July 2006 and 31 December 2009.

Withdrawals and Refunds

You must advise in writing of your intention to withdraw from a unit or course in order to be assessed for eligibility of a refund.

If you lodge a withdrawal form before the census date, set at 20% of the time between the commencement and completion dates of a unit, you will be eligible for a full refund of the tuition fee for the unit, and 50% of the resource fee, if the course is below Diploma level.

If you can provide written evidence to withdraw for reasons of personal circumstances beyond your control a pro-rata refund may be approved. You are entitled to a full refund of fees and charges where:

- A course is cancelled or re-scheduled to a time unsuitable to the student; or
- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached.

Fee Protection Arrangements

As required, under the Registration Standards for RTOs 2025, the College will protect learners' prepaid fees and refund monies where required.

The College has relevant protections in place for student fees that are collected in advance.

Payment Options

Are you keen to study or undertake training but unsure about your ability to finance it? A payment plan may be the option for you.

You will need to discuss this option with a member of the Student Services team. If approved, a deposit is required and a direct debit will be set up to your nominated bank account. The amount to be deducted will be determined during your discussion with the student services team.

Application for a Fee Waiver

You can make an application on the grounds of financial hardship for fees and charges to be waived for courses below Diploma level – please see Student Support staff to discuss this option.



Unique Student Identifier

Students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). The number allows you to access details of all training you have completed. For further information please visit: www.usi.gov.au or scan the QR Code below:

More 
information
about USI



Third Party Providers

On occasion Central Regional TAFE may engage the services of another organisation in the delivery and/or assessment of your course. When this happens we will let you know up-front and ensure that you receive the quality training delivery and/or assessment services that you expect.

Central Regional TAFE will ensure it has contingency arrangements should either it or the third party provider be unable to continue to deliver and assess any part of the training product in which students are enrolled. Central Regional TAFE will make every attempt to provide relevant information to the students to guide them with continuing their studies elsewhere.





RIGHTS AND RESPONSIBILITIES

Your Rights

Our goal is to make sure your experience with us is a pleasant one!

Consumer Rights

As a student of Central Regional TAFE you have rights as a consumer, in accordance with Western Australian laws. Further information is available at the QR above.

Compliments and Concerns

Good Service is part of our Business. Our goal is to provide an outstanding service and sound processes to enhance your learning experience. We value your compliments, concerns and suggestions. You can provide feedback by contacting us via email at feedback@crtafe.wa.edu.au

or in writing to:

Planning and Quality at Central Regional TAFE • Locked Mail Bag 103, Geraldton WA 6531

Assistance

Anyone needing assistance to provide Feedback can contact Student Services for some help or can also refer to page 28 of this document. For more information check out our Customer Service Charter on our website centralregionaltafe.wa.edu.au/everyone/we-want-hear-you



For more information, please scan the QR



Safety and Health

We are committed to ensuring that staff, students and visitors are not exposed to anything in the work environment which may result in injury or harm to their health. Safety and health at work is both an individual and a shared responsibility of all and requires the co-operation and commitment of all staff and students.

First Aid and Medical Conditions

In case of injury you must report the nature of your injury to your lecturer or nearest staff member. We have staff trained in First Aid and emergency situations to assist you.

Please note, our First Aid Officers are not trained to administer medication. If you have a medical condition and need to take prescription drugs that could affect your safety, please notify your lecturer before commencing class, or advise Student Services during enrolment. This will enable staff to provide appropriate and timely assistance and enable us to fulfil our duty of care responsibilities. All information provided will be treated confidentially.

Insurance

The cost of an ambulance and/or medical expenses are the responsibility of the casualty. The College strongly encourages individuals to obtain personal insurance that includes ambulance cover.

The College holds Personal Accident Insurance cover for students on work placement, work experience or official off campus activities arranged by the College. If a student is injured in the course of their work placement, work experience or off campus activity, they may be eligible to recoup ambulance and medical expenses.

Emergency Evacuation Procedures

Staff will advise their students of the closest assembly point should an evacuation be required. The evacuation signal sounds a series of intermittent beeps followed by verbal instructions or a whooping tone.

During an evacuation do not leave the campus grounds or move vehicles until the all-clear is given. After evacuation you will be formed into a group, the attendance roll checked and medical assistance given if necessary. You must stay with your group until notified otherwise.



Read more -
Information
Concerning
Students
Under 18 Years
of Age ▶▶



Your Responsibilities

A few things to keep in mind while you are studying with us.

Attending Class

If you cannot attend class, we expect you to notify your lecturer. Attendance is recorded in every class. If you are under the age of 18 and you are absent from a scheduled class, your parent/guardian will be notified. If you are an apprentice, your absence will be reported to your employer.

Dress Code

As you are studying for employment your clothing and footwear should be appropriate to the relevant workplace. Lecturers will inform you of specific requirements, including uniforms, personal protective clothing, footwear, securing of hair and name badges, as required.

Are you under 18?

Central Regional TAFE has a Duty of Care for all of its students.
For those under 18, please keep the below in mind:

- *If you are under 18 and planning on training at Central Regional TAFE - well done! Your decision to complete a qualification with us will set you apart from your peers as you enter the workforce.*
- *As much as we're sure that you'll enjoy studying and training at Central Regional TAFE, the learning and social environment is very different to secondary school. At Central Regional TAFE, we prepare all of our students for employment in your chosen career and provide you with a mature-age learning environment, so that you're ready for the workforce.*
- *Central Regional TAFE operates as an adult environment and all students are expected to act and behave in a mature manner.*



Code of Conduct

The purpose of the Student Code of Conduct is to ensure that all students studying at Central Regional TAFE enjoy an atmosphere of mutual understanding, respect and professionalism. The College is a supportive adult learning environment that celebrates diversity, embraces equal opportunity and is free from discrimination and harassment. As a student it is your responsibility to know what is in the Student Code of Conduct. The Code of Conduct can be found on our website here: Scan the QR above.

Scan the QR Code for more information



Personal Protective Clothing and Equipment

In the interests of health and safety, and by law, you are required to observe standard safety practices, including wearing appropriate clothing and using Personal Protective Clothing and Equipment when required. This includes wearing of appropriate protective footwear as necessary. Access to workshops, commercial kitchens and other high risk areas will be denied if appropriate Personal Protective Clothing and Equipment is not worn.





ASSESSMENTS AND APPEALS

Assessment Practice at Central Regional TAFE

Assessments at Central Regional TAFE are designed to reflect real workplace conditions to ensure that our students are job ready upon graduation. In many qualifications assessments are actually undertaken in real workplaces.

If you are already working you may be able to be assessed at your workplace. Our assessments are regularly reviewed by lecturers, students and industry to ensure they are relevant and are being implemented appropriately via a rigorous validation process.

Assessment is a process that will require you to provide evidence that you have achieved the skills, knowledge and aptitude required in the units of competency you have enrolled in.

The evidence required will typically be provided when you complete an assignment(s) for the unit(s), or if undertaking Recognition of Prior Learning (RPL) submission of evidence to meet the requirements of the unit.

There is also a process in place for students to appeal an assessment result (see page 22). For more information about this process you can speak to your lecturer or visit:

Scan the
QR Code
for more
information





Scan the QR Code for more information



Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges your formal and informal learning gained through:

- *Previous training and education*
- *Past and current work experience*
- *Life experience.*

The RPL process will involve validation of your existing skills and knowledge. Through this process you will be able to obtain credits in a course and, in some cases, a full qualification.

The assessment can take place by using a range of evidence such as existing academic records, proof of training course/workshop attendance, written support by previous employers and by viewing procedures and processes undertaken in your workplace.

For more information about RPL speak to your lecturer or scan the QR code above.



Credit Transfer

Have you already completed a unit of competency and/or module that is relevant to your program of study?

If so, you may be able to reduce your study time. Where you can provide suitable evidence you have successfully completed a unit of competency and/or module (current or superseded and deemed equivalent) at any RTO, the College must provide credit for that unit or module. Students must not be required to repeat any unit or module in which they have already been assessed as competent unless, a regulatory requirement or license condition requires this.

If you believe Credit may be applied to your program of study, speak with your Lecturer to confirm unit eligibility, required evidence of previous competency and completion of the Credit and Credit Transfer Application Form.

Students are not charged for credit transfers. Please note, Credit is not the same as RPL.

The College will not issue a qualification or statement of attainment that is achieved wholly through Credit of units and/or modules completed at another RTO.





Understanding Your Results

You will be provided with a number of opportunities to demonstrate competence throughout the enrolment period. If you have been assessed as competent you will be resulted with a CO (competent).

By the end of the enrolment period, if you have attempted but were not able to demonstrate competence on all assessments, you will be resulted with a R (re-enrol). Reassessments must be taken within eight weeks of the expiry date of the enrolment period.

Feedback Response Times

Should you require, a lecturer will aim to respond to you within 10 working days from the date the assessment occurred.

Reasonable Adjustment

If you are being assessed and have special requirements, reasonable adjustments may be made in the assessment process. Reasonable adjustment aims to make it possible for students with an additional need to participate fully in education and training.

Resitting or Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as not achieving competence, you may be entitled to re-sit or resubmit the assessment task. You will need to discuss options to re-sit or resubmit an assessment task with your lecturer within your current enrolment period.

Repeating a Unit of Competency

If you need to repeat a unit(s) of competency as a result of not achieving competency during the first enrolment period, you may have the option to repeat the unit(s) by re-enrolling and paying a fee for each unit you wish to repeat.



Complaints and Appeals Procedure

Central Regional TAFE values client feedback and recognises that opportunities to improve products and services arise from effective response to client complaints. Complaints are actioned to reconcile the interests of clients and the College whilst ensuring expectations of fairness are met.

You have a right to appeal your assessment result. If you have any concerns regarding your assessment results please approach your lecturer to discuss. You can also click the QR 'How to lodge on Appeal' located on the Student's rights and responsibilities page.

Students have the right to appeal a decision in relation to:

- *Academic judgement (education and training delivery; curriculum; assessments; student progress; and certification issuance).*
- *Misconduct (academic; disciplinary consequences under bylaw 20 of the Central Regional TAFE bylaws).*

Appeal based upon academic judgement

Assessment processes at Central Regional TAFE are regularly reviewed by lecturers, students and industry to ensure they are relevant and are being implemented appropriately via a rigorous validation process. All students have the right to appeal an assessment decision should they feel one or more of the following criteria were not met:

- *The assessment was not fair, flexible, valid or reliable (principles of assessment)*
- *The evidence was not authentic, sufficient, valid or current (rules of evidence)*
- *You were not informed about the training, assessment and support services available to you or your rights and obligations in relation to these*
- *You did not receive reasonable training, assessment or support services to meet your individual needs*
- *You were not provided with sufficient, timely feedback to adjust your performance to demonstrate your skills and knowledge*
- *The assessors did not have the required training and/or assessment competencies, or the assessors did not have the required vocational competencies.*

You should initially contact your lecturer/assessor to discuss the issue. Should it not be resolved to your satisfaction you can lodge a formal appeal.

Scan the
QR Code
for more
information





Appeal based upon misconduct

You may lodge an appeal to a decision relating to misconduct on the following grounds:

- *There was a failure to comply with procedural fairness*
- *There is evidence relating to an allegation of misconduct that was not reasonably ascertainable by the student at or prior to the decision, as the case may be, and that would probably have affected the decision or any penalty imposed*
- *The decision on/or penalty was manifestly wrong, excessive or unfair.*

How to Lodge an Appeal

Please follow the instructions on our website at by scanning the QR above.

Referencing and Plagiarism

All students must submit their own work for assessments and it should not be solely composed from secondary sources. All secondary materials and resources must be correctly referenced. The APA Referencing guide can be downloaded from the Central Regional TAFE Library website here: www.guides.dtwd.wa.gov.au/crt-dur-apa

Scan the QR Code for more information





LEARNING RESOURCES

Library Services

TAFE libraries offer specialised training support resources, access to authoritative digital resources as well as appropriate study spaces for single or collaborative study. Library staff are available to support your study needs, provide study skills advice and assist with navigating our online learning resources.

Central Regional TAFE has two physical Libraries located at the Geraldton and Northam Campuses. Access to online study resources plus advice and assistance from Library staff is available to all our students.

Kalgoorlie students can access Library services and have resources delivered to the Kalgoorlie campus or posted to their home address. For more information scan the QR above.

Who has access to the Library?

The Library is available to all currently enrolled students and staff of Central Regional TAFE.

We provide a range of services including:

- Binding and laminating
- Photocopying and printing
- Basic computer support services
- Referencing assistance
- Information services
- Student ID cards
- Interlibrary loans

Please note that not all services may be available at each library.

Scan the
QR Code
for more
information





TECHNOLOGY @CENTRAL REGIONAL TAFE

Cibatek Centre – Geraldton Campus

The Cibatek Centre is located within the Library at our Geraldton Campus and provides 24 hour computer and internet access for students.

Network Access

All students at all campuses have access to our networks whilst undertaking study.

Wireless internet access

Central Regional TAFE offers free Wireless Internet access to all staff and students, please refer to the Login Details & Password Manager section in the Quick links of Current Students page at the QR above.

Resetting your password

Refer to the Login Details & Password Manager section in the Quick links of Current Students page. You must enter your Student Email Address e.g. G012345@tafe.wa.edu.au and then follow the prompts.

Scan the QR Code for more information





Microsoft/Office 365

Every Central Regional TAFE student has a free Office 365 account which includes access to an Outlook email account, a OneDrive folder for file storage and access to the Office 365 suite of applications which are available from any computer or mobile device.

Enter your student email address in the following format: yourstudentID@tafe.wa.edu.au (e.g. G012345@tafe.wa.edu.au) You will be issued with a default password that must be changed when you first login.

Scan the
QR Code
for more
information



Blackboard Learn

We use Blackboard to help facilitate flexible learning. You can use this platform to access course materials and it's also a great way for lecturers to communicate with their students.

As a student you will be able to use Blackboard while studying. Please keep in mind that your access may take up to 24 hours to become active. To find out more visit:

www.centralregionaltafe.wa.edu.au/currentstudents

Our Focus on Flexible Options

Many of our courses offer flexible learning options that provide you with the opportunity to study whenever and wherever suits you. Flexible options can include online learning, workplace assessment, recognition of prior learning, correspondence type programs that can sometimes be supplemented by block or focused delivery.

We strive to offer a mix of flexible options that suits your needs. Typically flexible learning options are open for enrolment all year round, allowing you to start at any time. Our website identifies courses that are available flexibly.

Our Northam Campus has a strong emphasis on both online and flexible study options. Check out courses available and facilitated from our Northam Campus on our website at the above QR code.



Feedback

Good service is part of our business. At Central Regional TAFE our goal is to provide an outstanding service and sound process to enhance your learning experience. We value your compliments, complaints and suggestions.

How to submit feedback



In person

Speak to one of our staff members on campus to talk to them about your concerns.



Electronically

Email your compliments, complaints or suggestions to feedback@crtafe.wa.edu.au.



Write to us

Send a letter outlining your suggestions, concerns to: **Feedback
Central Regional TAFE
Locked Mail Bag 103
Geraldton WA 6531**



Client Feedback Form

Scan the code, jump online and fill in our Feedback Form



Participate in surveys

Have your say and participate in internally and externally conducted surveys. Links to current surveys can be found on our website at the QR code to the right.



*Scan to view
Feedback and Surveys
website page.*



RTO: 52789

Disclaimer:

Course information and content contained in this document are correct at the time of printing. Information is subject to change without notice. Commencement of courses is subject to funding, staffing and overall student interest.

 1800 672 700

 enquiries@crtafe.wa.edu.au

 centralregionaltafe.wa.edu.au

