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Welcome to GOTAFE. We are committed to providing you with world-class education and training opportunities.
We are here to help you achieve your goals.
We encourage you to take advantage of the educational facilities and support services that are available to assist you with your study.
The student guide provides you with a guide to GOTAFE facilities, support services and policies.

Acknowledgement

We acknowledge the traditional owners of the land on which our GOTAFE campuses operate. We pay our respects to their Elders, past and present. We also acknowledge and pay our respects to the many Aboriginal people who have a connection to country outside of our regions.
CEO Welcome

On behalf of everyone at GOTAFE I extend to you a very warm welcome.

Thank you for trusting GOTAFE with your education and training needs.

We are proud to provide you with the opportunity to study locally and be part of a community that welcomes people from all backgrounds, encourages a sense of belonging, and celebrates your success.

Your student guide and induction should provide you with all the information you need to get you off to a great start. There’s information about our facilities, campuses, policies and support services to assist you in being successful.

At GOTAFE you’ll find student-friendly campuses with recreation areas and opportunities to meet your fellow students and GOTAFE staff in a relaxed and enjoyable environment.

During your time here, you will receive practical experience, sound career advice and every opportunity to secure the job, the promotion or the career change that you are working towards.

We want you to share your experiences with us and provide advice about how we can do things better to make your time at GOTAFE even more enjoyable and successful.

Your success is our success, so please talk to us about how we can support you.

It’s a great time to be at GOTAFE because we are currently introducing a range of improvements to make sure your experience with us is as good as it can be, and you are supported to achieve your goals.

Thanks again for trusting GOTAFE. We’re excited about the year ahead and look forward to supporting you through your journey.

Travis Heeney
CEO

Your success is our success
General information

Orientation
At the beginning of your course, your trainer will arrange for administration and student welfare unit staff to speak to your class on what services are available to you.

Unique Student Identifier (USI)
Every student is required to have a USI. It will provide you with access to your training records and results. To apply for your USI go to www.usi.gov.au you will need some identification to complete the process. Once you have your USI, you will need to provide it to GOTAFE via reception at any campus or email: enquiry@gotafe.vic.edu.au detailing your name, address, the course you are enrolled in and your USI number.

Student Identification Cards
Your student ID provides proof of your enrolment. It allows you to borrow books from the library and access travel concession applications and student discounts. The student ID card is required for printing from photocopiers and printers. Student ID cards have an expected end date for your enrolment, once you have officially finished your course access to the GOTAFE system will be disabled.

Email and Office 365
GOTAFE students enrolled into an accredited course have access to a free Outlook email account. To set up your account refer to the student login section of the GOTAFE website www.gotafe.vic.edu.au/students.

Wifi
Wifi access is available to students at all GOTAFE campuses. Connectivity is available in various locations around the campuses, within buildings and some outside areas.
To access the wifi, simply go to the link below www.gotafe.vic.edu.au/campus-life/wifi and follow the instructions to connect.

Changes In Personal Details
You are responsible for keeping your enrolment record up to date. Please update any changes such as address, phone number or name change at the GOTAFE reception or through the eStudent portal found at gotafe.vic.edu.au.

Photocopying And Printing
Photocopying and printing facilities are available at all campuses using your student card. Machines for loading money for printing are located in the Fryers Street Campus Library, or near reception at other campus locations.

Any device in a shared space is accessible to students for printing and photocopying. All photocopying and/or printing must comply with copyright legislation as detailed in the GOTAFE Copyright Procedure.

Parking
Limited parking is available at Campus sites at Docker Street, Wangaratta and Fryers Street, Shepparton.

At Fryers Street - Shepparton it is suggested to park free near Deakin Reserve in Nixon Street or the Stewart Street car park behind the GV Hotel.

Day parking is available in Docker Street, Cusack Street, Norton Street and Mackay Street in Wangaratta. Parking notices and time limits on GOTAFE grounds and adjoining streets should be strictly observed.

Car parking at the Benalla, Seymour, Archer St and William Orr Campuses is freely available. At all sites, vehicles are parked at own risk.

Public transport
Trains, buses and taxis are available to and from all campus locations. Visit www.vline.com.au to find out more.

Absences
Students are expected to attend all classes and in some areas, minimum attendance levels are set. Your Trainers will let you know if this is the case. Centrelink recipients may have payments reduced or stopped if a student accumulates more than five (5) days of unapproved absence in a term.

Mobile Phones
When in class or meetings students are required to switch off their mobile phones. Alternative arrangements can be made with your trainer if you have to be contacted urgently.
Campus facilities

Social Media
GOTAFE’s Student Code of Conduct and Social Media Policy applies to enrolled students when engaging in social media; this applies to all posts that make reference about your fellow students. When using social media please remember that what you post may find its way back to the individual, the Institute, and current and future employers which may have adverse effects on future career prospects. Be social media responsible. Think before you post.

Smoking
GOTAFE campuses uphold a smoke free policy in order to provide and maintain, an environment that is safe and without risks to health for both students’ and staff.
Smoking is not permitted in GOTAFE buildings, vehicles or on campus grounds. Designated smoking areas are located at the perimeter of each campus with butt receptacles provided.

Student Lounge
Located at each campus you will find a student lounge. A place to study or relax during your classes. The student lounges have utilities such as microwaves, hot water and drinking water for student use.

Cafes/Vending Machines
Snacks and drinks are available at most campuses, via canteens, vending machines or nearby shops.
Docker Street Wangaratta Campus students are encouraged to make use of the cafeteria on campus.
Fryers Street Shepparton Campus students are encouraged to make use of the cafe located at Latrobe University.

Lifts
Lifts are provided in the Cowley and Vibert buildings at Fryers Street Campus, Shepparton and Building E, Automotive and Flexible Learning Centre in Docker Street, Wangaratta and the Archer St Campus for students who are unable to use the stairs e.g. students with disabilities, parents with pushers, etc.

Lockers
A limited number of lockers are available at each Campus. These lockers are provided as a storage area only. All items stored are the responsibility of the owner. We strongly recommend that you do not leave valuables or money in the lockers. A padlock is required and all lockers need to be emptied by December 22.

Lost Property
If you find or lose an item contact Reception with the details.

Computers & Online Facilities
GOTAFE students have access to computers and a number of online facilities to assist with study. Access to computer facilities are available via: Wangaratta campus, Shepparton campus library, Seymour campus foyer, and the Benalla campus Resource Room.
Computer laboratories are located at Wangaratta, Shepparton, Benalla, Seymour, Werribee, Wangaratta Regional Study Centre Campus and William Orr.

Library
Library services are available to all GOTAFE students and staff. The Library is responsible for supporting staff and students in their information and research needs. It holds an extensive collection of books, online journals, films and e-books relating to current courses, and Library staff are available to guide students in locating the information they need. The Library offers spaces for both quiet and group study, as well as comfortable areas for reading.

Location
Fryers Street
McLean Building,
1st Floor Fryers Street, Shepparton, 3630.
Phone: (03) 5833 2644
Email: infoaccess@gotafe.vic.edu.au

Online resources
The Library provides extensive online resources to support students in their study.
View the list of online resources available via www.gotafe.vic.edu.au/library
Bookshop
A bookshop service operates from the Shepparton Campus. All books and nursing and hairdressing equipment are available.
Orders for materials can be placed with the Shepparton Campus via phone, fax or email.
The bookshop provides a service to all GOTAFE locations and items can be sent via courier to Benalla, Seymour and Wangaratta for pick up at no extra charge. Items sent to home address or other campus locations will incur a postage charge.

Hungry Minds Bookshop
Shepparton Campus
Located at Reception Desk,
1st Floor McLean Building,
Fryers Street Campus
Phone (03) 5833 2501
Fax (03) 5833 2551

Hours of opening
Monday to Friday 8:45am - 12:00pm
Closed public holidays and weekends.
For further bookshop information, please email
hungrymindsbookshop@gotafe.vic.edu.au

GOTAFE Salon
Located in Shepparton, Wangaratta and Seymour, our fully equipped, state of the art hair salons are open to the public throughout the year. So come in and indulge while supporting your local TAFE.
See salon pricelist go to
To make an appointment please contact
1300 GOTAFE (468 233) or
email salon@gotafe.vic.edu.au

GOTAFE Restaurants
Enjoy a culinary experience while supporting your local TAFE and students. Located in Shepparton, Wangaratta and Seymour, our fully licenced Training Restaurants are open to the public for lunch and dinner at selected times throughout the year.
Student Chefs and Waiters work under Hospitality staff supervision to provide great service and an innovative menu of food and beverages, all at affordable prices.
Go to www.gotafe.vic.edu.au/campus-life/restaurants
for Restaurant dates and opening hours.
Support Services

GOTAFE provides a number of services to assist you throughout your educational journey. From initial consideration of study, contemplating a career change, guidance with your resume, assistance with paying fees or getting help with issues; we have the support and services you need.

Counselling
Sometimes life can be difficult and nothing seems to be working out. It can feel even worse when we don’t have anyone to talk to about our problems. Counselling is the process of guiding you during a stage of life when reassessments or decisions have to be made about yourself and your life course. We are not experts in your life, but we can help you explore and open up other possibilities to do things differently or look at alternatives or other options.

What types of problems can Counsellors help with?
Counsellors can help you with a wide range of problems and issues. If the Counsellor cannot help you, then they will refer you to another service that can help.

- Personal or family issues
- Relationship issues
- Grief and loss issues
- Work related issues
- Student or study related issues
- Time management and goal setting
- Mental health issues such as depression and anxiety
- Promotion of Health and Wellbeing
- Other issues or general concerns

Counselling is a free and confidential service for GOTAFE students. If things are not going the way you would like, why not see one of our Counsellors?

Thinking of dropping out? Drop in and talk to one of our counsellors!
At GOTAFE, we understand that you will have many differing and varying levels of commitment whilst studying; from family and work, to financial and community commitments. The added commitment of study will often contribute to extra work loads in your already busy lives. Often the goals we set go to plan without any disruptions, however things may come up that disrupt even the greatest of well thought out plans.

Availability
Counsellors aim to be available on campus, or by phone, if they are unable to see or talk to you immediately, please leave a message and they will get back to you at the next available time.

If you are not able to access a Counsellor immediately or need counselling advice after hours, you can contact Lifeline on 13 11 14 (24 hrs a day, 7 days per week).

Confidentiality
Whatever you say to the staff in the Student Welfare Unit remains confidential, unless you or somebody else is in danger, then your confidentiality may be broken. You will be informed and empowered around any breach of confidentiality under our duty of care.

If you are referred onto another service, or have been seeing another health professional and you want information to be given or received, then you must provide written permission for either party before any information exchange.

We may also ask for personal information where we think we can offer you extra assistance, such as “Do you have a disability?” We respect this personal information and keep it safe in line with state and national privacy and storage safety regulations. We DO NOT hand this information onto marketing companies. We have obligations to maintain the individual’s privacy in accordance with the Information Privacy Act 2000 and the Privacy and Data Protection Act 2014.

If you are referred onto another service, or have been seeing another health professional and you want information to be given or received, then you must provide written permission for either party before any information exchange.

We may also ask for personal information where we think we can offer you extra assistance, such as “Do you have a disability?” We respect this personal information and keep it safe in line with state and national privacy and storage safety regulations. We DO NOT hand this information onto marketing companies. We have obligations to maintain the individual’s privacy in accordance with the Information Privacy Act 2000 and the Privacy and Data Protection Act 2014.
Our flexible, reliable, caring and kind Student Welfare Unit staff provide you with a number of support options that are confidential, private and free, to support you while you weather life’s unexpected storms to assist you to complete your goals.

Access & Equality
Access to education and training must be equal for all participants. Services should be available to everyone who is entitled to them and should be free from any form of discrimination, irrespective of a person’s country of birth, language, culture, race or religion, gender, sexuality or social status. GOTAFE has numerous policies and procedures developed and delivered on the basis of fair treatment of students, staff and visitors.

Where literacy language & numeracy (LLN) levels are identified as being lower than the specified requirements for the qualification or course level, GOTAFE will provide advice and information about alternative program choices or course pathways on where you can obtain assistance.

Additional Support Services
GOTAFE provides support for students in a variety of ways. Further support is provided by the Student Welfare Unit through our:
• Disability Liaison Officers
• Individualised support for Youth Engagement
• Retention Engagement Officers
• Career Services Officers
• Disability Support Workers
• Studiosity

Feel free to check out how we can assist you. To make an appointment call 1300 GOTAFE (1300 468 233) or drop into the Student Welfare offices located at the four main campuses.

Welfare & Retention
Staying focused on important goals such as your education can be difficult. Life can be stressful at the best of times, juggling families, finances and work commitments and taking on a study load can make being a student tough. When we become overly stressed it’s a natural response of humans to protect ourselves from the things that are causing the overwhelming stress and as a result it’s often study that suffers.

We understand your position as we have often been in a similar position ourselves throughout our own study while managing family and home life. Our Welfare & Retention Officers can guide and support you through a range of barriers that may come up while you study. Welfare & Retention support is available to you at each campus via appointment.
Disability Support
GOTAFE provides Disability Liaison Officers (DLO) with Disability Support Staff (DSS) employed to provide the necessary support students need during their time at GOTAFE. When applying for courses, you are advised to contact the DLO to discuss your needs, which may include:

- Assistance with your course application and enrolment
- Participation assistant
- Ergonomic chairs
- Note-taker
- Auslan sign interpreters for the deaf and hard of hearing
- Orientation to campus facilities
- Classroom support and tutorial assistance
- Adaptive technology, e.g. voice activated computer programs, JAWS for the blind and visually impaired, ergonomic keyboards/chairs etc.

Learning Support
Do you have difficulties completing course requirements? Assistance with reading, writing or mathematical tasks may help you to overcome these difficulties. Learning Support at GOTAFE is a strategy designed to assist students to maximise their learning and successfully complete training. Support is offered in a range of modes including:

- One to one support
- Classroom based support
- Drop in centre
- Focus groups - e.g. report writing, mathematical calculations
- Essay writing

Learning Support is not limited to students with very low level skills, but is available to all students who wish to improve language, literacy or numeracy skills in order to meet the requirements of their course.

Studiosity
As soon as you get stuck on a question or don’t know where to start, you can get help from a live, friendly online tutor with subjects like English, referencing, research, accounting, statistics and more.

Upload your final draft to Studiosity 24/7, and you’ll get it back in less than 24 hours with tons of feedback to make it even better.

Studiosity is a free service to all enrolled GOTAFE students if you would like further information on this comprehensive support service please either talk with your Trainer or one of our Student Services staff or please call 1300 GOTAFE (1300 468 233).
Skills and Job Centres
If you are looking to train or reskill, the Skills and Jobs Centre offers you expert advice on training and employment opportunities.
Funded by the Victorian Government, these walk-in centres offer a range of support services for individuals and businesses tailored to meet the needs of local communities and local industries.

Though the individual centres are locally focused, they are connected, meaning your local Skills and Jobs Centre can link you into the training provider that best suits your particular training needs.

Skills and Jobs Centres work with individuals, industry, business and community to provide new, and strengthened, links to TAFE. Why not contact your local Skills and Jobs Centre’s Relationships Manager to discuss what we can offer you?

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Careers Guidance
All enrolled students or potential students of GOTAFE across all campuses are eligible for free careers guidance by qualified GOTAFE Career services staff.

Careers counselling can help with:
• Career planning and decision making
• Course choice, course changes and options for further study
• Preparation for the job market (job search strategies, preparation for interviews, resume and cover letter assistance)
• Applications for further study at university.

Student Focus Group
Student Focus Groups provide students with the opportunity to put across their ideas and suggestions to enhance the overall student experience. Keep your eyes out for the posters promoting the next up-coming meeting.

Multicultural Education Centre
The Multicultural Education Centre is based at the Fryers Street, Shepparton Campus.
The Centre aims to assist people of a culturally and linguistically diverse background (CALD) with settlement, language and training programs for the purpose of enhancing employment prospects.
The Centre is the major provider of Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) program across regional Victoria. Interpreter assistance is also available from the Multicultural Education Centre.

Koorie Education Unit
The Centre for Koorie Education Unit is recognised as a provider of quality vocational education and training to Indigenous Australians.
GOTAFE has a dedicated Koorie Education Unit based at the Fryers Street Shepparton Campus and provide student support for all Indigenous students enrolled across all campuses of GOTAFE.
The Koorie Education Unit operates in a relaxed atmosphere, encouraging renewed self-esteem and confidence in the learning process as well as motivating pride in heritage and culture, whilst preparing students to take advantage of work opportunities.

Career Voyage
The Career Voyage software, used by a trained Career Voyage Adviser, takes you through four steps to identify suitable career paths.
The program analyses your attributes and preferences and matches these to suitable jobs, based on your likes and dislikes. Undertaking the Career Voyage program can reinforce your existing career ideas, provide backup options and can suggest job options you have not thought of.
Career Voyage is a Web based program which may allow for distance learners to undertake this program. To check your eligibility please contact a career advisor nearest you on the below number.
For further information or to make an appointment with a Career Advisor please call 1300 GOTAFE (1300 468 233).
Details of fees are outlined on the GOTAFE website and application of those fees are detailed in the Fees & Charges brochure that was supplied to you in your Student Enrolment Pack. If you require another brochure please collect from the Enrolment Centre at any Campus. Make sure you read it carefully. Prior to enrolment you will receive an ‘Indicative statement of fees” which will give you an approximate quote of what you could be charged for your course.

VET Fee Help/VET Student Loans
VET Student Loans from the Commonwealth government are available for approved Diploma and Advanced Diploma courses - go to www.gotafe.vic.edu.au/study-areas/vet-fee-help for further information.

Financial Hardship
Fees are payable in full at the time of enrolment. Students who cannot pay their fees because of financial hardship should contact Welfare Retention Officers prior to enrolment, or if financial hardship hits while you are studying please refer to Student Welfare Unit staff members. There may be Fee Deferral options for those with genuine hardship.

Financial Advice
Financial advice is available through the Community Health Service. See Youth and Student Welfare Officer for contact information.

Refund
If you withdraw from a course, you might be entitled to a refund, but this depends on the course and how soon after the course start date you apply in writing to withdraw. You will find information about Fees and Charges on the GOTAFE public website under the Courses menu. To find out whether you qualify for a refund, please refer to the current Fees and Charges brochure, which you should have received prior to enrolment. You can download the brochure from the GOTAFE website.

Debts To GOTAFE
Any outstanding debt, payable to GOTAFE will render your academic record “suspended”. This means that NO results or certificates will be released and no computer or library access will be available until all debts have been paid.

Scholarships
At GOTAFE we understand that there is a lot involved in choosing study. Sometimes financial hardship can be a barrier to achieving your study goals. That’s where GOTAFE is here to help. GOTAFE have a number of scholarships that are available across various learning areas and study departments. These scholarships can provide a waiver or a reduction of tuition fee, additional student services, IT fees and may include other related educational expenses eg. text books and materials.

Who can apply?
You must be an Australian Citizen, Permanent or holder of a Permanent Humanitarian Visa (PHV) who’s facing financial hardship. If you’re under the age of 18, you’ll need to obtain parental/guardian consent before submitting a scholarship application. Each scholarship and grant may have differing selection criteria. Go to www.gotafe.vic.edu.au/campus-life/scholarships to see available scholarships and full terms and conditions.

Awards/Certificates
Upon completion of your study, your Course Coordinator will apply for your award on your behalf which will be sent to you directly in the mail. For details please talk to your trainer.

Students please note: If a Certificate has been produced prior to your card’s expiry date (as displayed under your name) your access to ALL information and technology facilities will be cancelled.
Centrelink delivers Government payments to eligible students to provide support to people who are studying, training or undertaking an Australian Apprenticeship. Income support payments like ABSTUDY, Austudy and Youth Allowance provide financial support while you study. Eligible Payments while you are studying or training may include:

**Youth Allowance (student)**
Youth Allowance provides financial help for young people who are studying full-time, undertaking a full-time Australian Apprenticeship, training, looking for work or who are unwell. Eligibility for Youth Allowance is based on many things and takes into account: your age and whether you are doing an approved course or activity, if you are dependent or independent, income and assets, and residence requirements.

**Fares Allowance**
If you are a student and you live away from home in order to study, Fares Allowance helps you cover the cost of travelling between your permanent home and the place where you are studying. The assistance for Isolated Children Scheme helps parents and carers who live in rural and remote areas with the extra costs of educating their children.

**Austudy Payment**
Austudy provides financial help to full-time students and Australian Apprentices aged 25 or more.

**ABSTUDY Payment**
For Indigenous students to help with study costs. Provides help with costs for Aboriginal and Torres Strait Islander Australians who are studying or undertaking an Australian Apprenticeship.

**Education Entry Payment**
Available to people receiving specific income-support payments, to help with the cost of study.

**Payments for child care costs**
Child Care Benefit helps cover the cost of approved child care, including long day care, family day care, occasional day care, and before and after-school care. The Child Care Rebate is paid in addition to the Child Care Benefit and covers some out-of-pocket child care expenses for those who are working, training or studying. Jobs, Education and Training (JET) Child Care fee assistance provides extra help with the cost of approved child care for eligible parents who are looking for work, studying, training or undertaking rehabilitation to enter or re-enter the workforce.

To find out more, contact your nearest Centrelink office by calling 132 490 or visiting your nearest service centre.

The enrolment centre at each campus can also provide a printed copy if you need one.

**Advice on wages**
For advice on wages and conditions of employment including information on federal awards, agreements and industry sectors contact 131 394 (local call fee applies) or go to [www.fairwork.gov.au](http://www.fairwork.gov.au)
GOTAFE offers a range of courses that are delivered as a blend of classes and online learning. GOTAFE is committed to providing a quality learning experience for students studying online. These online service standards explain our commitment to students in key areas.

### Trainers/Assessors
Trainers and Assessors will be available for queries about learning and assessment by phone and email for the duration of the course/unit. Your Course Coordinator and Trainer will advise you of their contact details and best times and days for contact.

Replies will be made to queries within three working days, and assessment tasks will be returned with feedback within ten working days.

### Learning Management Systems (LMS) Support
eSupport student guides and video instructions are provided for goLearn Learners Portal. Students learning through Webtrain Learners Portal can lodge support requests within Webtrain. Your trainer can provide support, and also seek technical and digital learning assistance on your behalf.

### IT support for technical queries
IT support will be available for queries via email onlinesupport@gotafe.vic.edu.au from Monday to Friday with responses provided within 2 business days.

Instructions and guides for printing, photocopying, student email, Office 365 are provided during student induction and online. Instructions for wifi and BYOD, including laptops (windows and mac), tablets and smart phones (android and iOS) are available on the GOTAFE website. Instructions and video guides for accessing, navigating and using goLearn online are provided at student induction and online.

### Hardware and Software requirements
GOTAFE uses learning management systems (LMS) for online course delivery and provides a comprehensive suite of eLearning technologies to support teaching and learning. These technologies are browser based, and available anywhere anytime via the internet, both on and off campus. Some courses also use eBooks, ePortfolio, Polycom videoconferencing, Zoom (live classroom), Skype, and secure social media platforms.

The following are the minimum information technology requirements to enable optimal access to the LMS:

#### Hardware recommendations
As GOTAFE’s eLearning Technologies are all accessible through a browser, they require minimal hardware. You will need access to the internet and a Personal Computer (PC) or laptop, tablet PC or smart device with the ability to view and hear video-recordings. The recommended operating system requirements depend upon your computer or device, for example: 1.4 GHZ processor and 2GB RAM.

Some courses may require you to create and upload photographs or videos, so you will need a digital camera or device. Some courses may require you to participate in webinars so you will need a webcam and headset with microphone.

#### Internet connection speed
Use a broadband connection (256Kbit/sec or faster, however 1.2Mb/sec is recommended for optimal viewing of Zoom webinar presentations) through USB wireless modem, ADSL T1/ T2, fibre optic or cable. Dial up internet is not recommended as the quality of your learning experience may not be optimal.
Minimum Software recommendations

Browsers
We recommend the latest version of your preferred browser, although the online learning materials can be accessed through most browser versions. Recommendations are:

• Google Chrome 30.0+
• Mozilla Firefox 25.0+
• Apple Safari 6+
• Microsoft Internet Explorer 9+ / Microsoft Edge (for Windows 10)

Recommended browser settings:
• JavaScript enabled
• Cookies enabled
• Popups enabled

Plugins
• Adobe PDF reader

In addition, some Units/Courses may require:
• Microsoft Office suite (Word, Powerpoint, Excel)
• Zoom application (Mobile or Desktop)
• Polycom application (Mobile or desktop) for videoconference classes
• Skype application
• Flash browser plugin
• Moodle mobile application
• Mahara mobile application

Learning Materials
GOTAFE ensures that learning materials used in online training complement other delivery materials to cover all aspects of the units of competency. The online learning materials are interactive and are presented in a variety of formats, for example:

• Guided content through eBooks and eLessons
• Graphics, video and audio
• Interaction through discussion forums and webinars
• Interactive learning activities and quizzes.

GOTAFE ensures online materials meet the principles of Web Content Accessibility Guidelines WCAG2.0, and offers text to audio software options.

Student Engagement
GOTAFE aims to provide an online learning experience that is engaging and interactive. We will monitor your participation as you progress through your course. Collaborative learning opportunities will be provided so that you can interact with peers, during campus classes and/or through online discussion forums, chats and webinars.

Feedback can also be provided via email, telephone and directly with trainers and/or in informal online forums or webinars. Feedback will be provided in response to individual queries and tasks you complete, and within 10 days of assessment submissions.

We will contact students who have not logged on or continued to participate in learning activities after a period of two (2) months. If your course is in the goLearn Learners Portal, you can view the progress bar to show your progress in the online components of your course, and this allows trainers to quickly identify potential students at risk, and to offer proactive support.

Repeated unsuccessful attempts to contact students who have ceased participating in learning activities may result in withdrawal from the course.

Mode and Method of Assessment
A minimum of two forms of assessment will be used for each unit of competency. Online assignments include marking rubrics and grading forms in combination with online annotation of student work and feedback. Other forms of assessment can include, but are not limited to:

• Knowledge questions
• Assignments
• Case studies
• Projects
• Portfolios
• Demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills; video or annotated photographs may be used.
Course information

What happens when you complete your course?
When you have successfully completed your course, you will receive a:

• Course Certificate
• Course Evaluation Form.

Course Results
You can access your Course Results through your eStudent Portal
application.gotafe.vic.edu.au/T1SMProd/WebApps/eStudent/

Progress reports (if relevant)
The Course Coordinator is responsible for forwarding progress reports to both trainees and their employers, or to schools for VET programs, at least four (4) times a year.

Course Award
When you have successfully completed all the units required in your course, your Course Coordinator can submit an Application for Course Award. The Institute will then issue your Course Award.

Note: Your Course Award will be withheld if you have:
• any overdue books from the library
• any unpaid outstanding fees.

Upon completion of your study, your Course Coordinator will apply for your award on your behalf which will be sent to you directly in the mail. For details please talk to your teachers.

Students please note: If a Certificate has been produced prior to your card’s expiry date (as displayed under your name) your access to ALL information and technology facilities will be cancelled.

Course evaluation form
You will be asked to complete a Course evaluation form once you have completed your course. This evaluation is an opportunity for you to contribute to the continuous improvement of the course. Please return the form to your Course Coordinator.

Withdrawing from a course or unit
If you are thinking about withdrawing from your course or from a unit, talk to your Trainer or Course Coordinator first. There might be other options to withdrawing. If you do decide to withdraw from a course or unit, your trainer can assist you to complete and sign the Enrolment withdrawal or cancellation form.

Note: You can get this from your Course Coordinator or from Student Administration.
You will receive a Statement of Attainment for partial completion of a course.

Enrolment each year
Each year of your course, you will need to:
• complete and sign the Enrolment form

Note: If your training extends into the next calendar year, you will need to fill in this form again for that year:
• pay the tuition and materials fees at the enrolment centre or at reception

Note: Payment can be by cash, cheque (payable to ‘Goulburn Ovens TAFE’) or credit card. Credit card payment can be made over the phone on 1300 733 111 (nationally) or by filling in the details on the Enrolment form 2019.
• keep your receipt for taxation, withdrawals and/or refund purposes.
Apprenticeships

To find out more about Apprenticeships contact an Australian Apprenticeship Support Network Provider in your area or go to www.australianapprenticeships.gov.au

Australian Apprenticeship Support Network
These centres have been established by the Australian Government to provide support for employers and apprentices throughout the apprenticeship life cycle. See www.australianapprenticeships.gov.au

Disabled Australian Apprentice Wage Subsidy (DAAWS)
The Australian Government, in acknowledging the contribution people with disability make to their communities and workplaces, provides additional support to help them reach their full potential as skilled workers.

Australian Apprentices with disability and their employers may be eligible to receive additional assistance under the Australian Apprenticeships Incentives Programme. A range of support is available including Disabled Australian Apprentice Wage Support which is paid to employers, and assistance for tutorial, interpreter and mentor services for apprentices.

To enquire about your eligibility for DAAWS support please contact your Australian Apprenticeship Support Network (AASN), Teacher or contact the Disability Liaison Officer within the Student Welfare Unit who can point you in the right direction.

Authorised Officers
These monitor the compliance of employers for apprentices and trainees. Services provided:

- Assist TAFE Institutes in relation to apprenticeships and trainees
- Investigate disputes between apprentices/trainees and employers

For further information go to the VRQA website www.vrqa.vic.gov.au and request an enquiry directly.
Study

Your approach to learning
Use people around you as a resource to answer questions, discuss ideas and provide relevant examples. If your training course offers on-line discussion groups, use them to establish contact with other learners and to discuss issues and problems. Constantly check what you are currently learning against what you already know.

Use the following checklist to evaluate the presentation of your written assessment.

- Have you completed an Assessment cover sheet [FLA-24]?
- Is your writing neat and easy to read, or typed?
- Have you set out your pages attractively, using heading and subheading to help guide the reader?
- Have you checked your language and spelling?
- Have you proofread your work to see that it makes sense and is saying what you really mean?
- Have you acknowledged the work of others by using correct referencing?
- Have you kept a copy of all your work?

Language, Literacy and Numeracy (LL&N)
Contact the Learning Support Coordinator (1300 GOTAFE) if you need study skills support. Learning Support staff can help you with the language, literacy and numeracy requirements of your course.

Plagiarism (copying)
If you use ideas from another person, you must acknowledge their work. Copying the work of others without referencing the owner is cheating; it is called plagiarism, and it is a serious point of misconduct as per code of conduct.

For academic purposes it is required that you reference any ideas taken from another person (using APA Referencing).

If submitted work shows any signs of copying someone else’s work without acknowledgement, this will be seen as plagiarism.

You will be:
1. Given a first and final warning
2. Offered tutoring by your trainer on what plagiarism is and how to avoid it
3. Asked to resubmit your work.

If the resubmission or further work contains evidence of plagiarism, you will:
1. Be required to enter into a Student Conduct Resolution Contract
2. Be given an NC result for that unit
3. Have to re-enrol in the unit.

Any subsequent cases of plagiarism will result in you being suspended from the course for a semester, a year or completely.

APA referencing
GOTAFE recommends the APA (American Psychological Association) referencing system. Refer to the Study Guide - Appendix 1 – GOTAFE APA Referencing Guide - for more information about referencing and the complete GOTAFE APA Referencing Guide.

You can ask for assistance with referencing from the library or Learning Support staff if you need it. There is also an excellent tutorial at www.apastyle.org/learn/tutorials/brief-guide.aspx
Skills Recognition
Have you ever worked in a job or several different jobs in an industry, but have nothing to show for it other than a few lines on your resume? During the course selection process, you should have been asked questions about previous studies, work and life experience to establish whether you should apply for Skills Recognition.

What is it?
Skills Recognition is the process of gaining formal recognition for skills and knowledge that you have gained through your work history, previous study and life experience.

Even if you have never formally studied or trained in a particular vocation, you might have valuable knowledge and skills that can be converted into a part or full qualification.

Skills Recognition is an assessment only process – there is no formal training involved, although you might choose to complete further training as a result of the assessment process.

You can apply for Skills Recognition through one or both of the following processes:

• Credit Transfer
• Recognition of Prior Learning (RPL).

Who is suitable for Credit Transfer?
Credit Transfer suits people who have formal training that might be equivalent to a new qualification or partial qualification that they want to gain.

Who is suitable for RPL?
RPL suits people who have relevant and current skills and knowledge that they have gained through:

• paid or unpaid work experience
• life experience
• community or voluntary work.

How to find out more
If you think you might be eligible for Skills Recognition for one or more units, talk to your trainer or the Course Coordinator.
Assessments

Assessment tasks
Assessments can be conducted throughout the course and/or at the end of a module or unit. Assessments tasks might include:

• practical demonstrations
• practical exercises
• clinical experience or practical placement
• projects
• written assignments
• case studies
• a journal
• oral or written tests.

To complete an assessment task satisfactorily, you must:

• perform all tasks to the required standards
• answer questions using your own words
• address all the questions
• not copy anyone else’s work word for word
• write legibly or type, so that it is easy to read.

Note: For more information about written assessments, refer to the Study Guide which is available on the public website.

Reasonable adjustment
Reasonable adjustment refers to measures or actions taken to provide a student with a disability the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the registered training organisation, and must be allowable within rules defined by the training package.

If you require reasonable adjustments due to a disability please contact the nearest Disability Liaison Officer (DLO) to your place of study, the DLO will work with you and your trainers to negotiate the applicable reasonable adjustments. The DLO will support you in the development of an Education Access Plan (EAP) outlining the approved reasonably adjustments agreed by all stakeholders.

Read and Write Gold
An example of Reasonable Adjustment - You can use Read and Write Gold to convert text to audio (eg. for learners with language or literacy needs) or to enlarge text (eg. for visually impaired learners). Read and Write Gold can be installed on learner’s laptops and converted audio files can be uploaded onto MP3 players.

If you need to speak confidentially to someone about your individual needs, please contact your trainer, Learning Support or one of the student counsellors.

Special consideration
Sometimes, there are circumstances where you might need special consideration when undertaking assessment, for example if you are ill during the assessment period, or if you have a disability or lack of familiarity with English.

If you require special consideration, you can apply on the application for assessment special consideration form.

If you need to speak confidentially to someone about your individual needs, please contact your trainer, Learning Support or one of the student counsellors.

Assessment appeals
You may appeal an assessment result and the Institute’s Complaints and Appeals from Students and Clients Procedure provides an internal process for this.

Requesting an extension of time
If you think you will have difficulty in meeting the due date and need an extension of time, you will need to:

• talk to your Trainer
• complete and email, post or hand in a completed application for extension of time form [FLA-23]. This is available on the GOTAFE website or from your trainer.
Please note: For all courses (except Traineeships or Apprenticeship):

- An extension of time can only be granted if requested in writing before the assessment due date using the Application for extension of time form.
- The maximum extension of time that can be applied is two weeks after the original due date.
- Only one extension of time is allowed.
- If there are special considerations eg. Illness, a longer extension can be negotiated if applied for on the Application for assessment special consideration form.
- If the submission is late without an extension, or is submitted after an extended deadline, you will be withdrawn from the unit, and you will need to re-enrol in the unit or cluster.
- If the due date for an assessment is after the end of the year, an AP (Assessment Pending) will be recorded.
- If a unit is approved for grading, a second submission (re-submission) forfeits grading and will be resulted as CC (Competent) or NC (Not Yet Competent).

Assessment special consideration procedure

Special consideration is the formal process that you should follow if you think that you might be disadvantaged by an assessment method or process. It does not deal with a dispute about results.

Assessment special consideration makes sure that assessment is fair. You may apply for special consideration if you:
- are unwell before or during the assessment period or event
- illness suffered during the year
- any sight, hearing, physical or psychological disability (temporary or permanent) that affects your mobility or functioning
- serious hardship prior to or during the assessment, for example, bereavement, illness in the family, accident etc.
- mistakes contained in any written aspect of an assessment task, which were not communicated to you
- lack of familiarity with the English language, where English is your second language
- absence from assessment as a result of illness, or other serious and unforeseen cause.

Refer to the Assessment Special Consideration Procedure for more information.

Resubmissions

For each assessment task, only one resubmission will be accepted.

With resubmission, you must attach the original assessment also. Changes need to be clearly distinct from the original work. Do not destroy your original work.

You have a maximum of two (2) weeks to resubmit your work. There are no extensions for resubmissions.
**Assessment cover sheet**

For written assessments, you must attach a completed Assessment Cover Sheet Form or submit and sign-off in goLearn.

Submit the assessment task by the due date. Once your Trainer has received your work, you should be notified of your results within 10 working days.

**Foundation skills**

All TAFE qualifications incorporate:

- **Foundation skills** – language, literacy and numeracy skills that are essential to performance, and
- **Employability skills** – skills that are considered essential for employment:
  - Communication
  - Teamwork
  - Problem Solving
  - Initiative and Enterprise
  - Planning and Organisation
  - Self-management
  - Learning
  - Technology

The Employability skills to be achieved are relevant to the specific Training Package and qualification although the levels and requirements vary.

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**Assessment attempts**

If you are assessed Not Yet Competent (NC), you will be given oral and written feedback on areas that need improvement.

A final result of Not Yet Competent (NC) will be given to students who are unable to demonstrate competency after two unsuccessful attempts.

You will have to re-enrol if you wish to complete the unit and pay the prescribed fee (at the discretion of the Commercial Manager).

If any of the assessment tasks for a unit have not been attempted, a Withdrawn (WD) will be recorded.

If an assessment task is submitted late without an extension, or is submitted after an extended deadline, it will not be assessed and a WD will be recorded. You will need to re-enrol in the unit or cluster.

For apprentices and trainees, refer to the contractual conditions regarding assessment.

Where a unit is externally assessed, assessment will be according to the external examining body’s examination instructions.

If you are unhappy with the result you should refer to the Complaints and Appeals From Students and Clients Procedure.
GOTAFE takes great pride in recognising the achievements of both students and staff. Below are some of the awards that GOTAFE celebrate.

**Student Graduations**
GOTAFE’s Student Graduations recognise graduating students and outstanding student achievements. Held in March each year at Benalla, Wangaratta, Shepparton and Seymour campuses.

**Victorian Training Awards**
The Victorian Training Awards (VTA’s) recognise and honour the outstanding achievements of vocational education and training (VET) students, trainers, training providers and employers. The awards are run by the Department of Education and Training. GOTAFE selects a number of outstanding students each year and supports them in their applications for the various award categories, but anyone can apply. Nominations open December 1st and close April 2nd. Visit www.education.vic.gov.au/about/awards/Pages/vta.aspx.

**Worldskills**
WorldSkills showcases the value of skills and raises the recognition of skilled professionals worldwide. From July to October the Regional World Skills Competitions are held at GOTAFE across a variety of study fields. The winners from the Regional Competitions are eligible to be selected to attend the National Competition. Visit www.worldskills.org

**Australian Training Awards**
The Australian Training Awards are the national level awards for the vocational education and training (VET) sector, recognising individuals, businesses and registered training organisations for their contribution to skilling Australia. The majority of the Awards are the culmination of the state and territory training awards with winners from each state and territory eligible to compete at the national level in aligned categories. There are also seven award categories available by entering directly. The Awards are held annually in November. Visit www.australiantrainingawards.gov.au
Safety and emergency procedures

Emergency Procedures
The emergency evacuation procedure explains what to do if there is a fire or other emergency requiring the evacuation of a building. Each Campus has identified Emergency Wardens who will implement GOTAFE emergency procedures if this is required. If you hear a continuous alarm bell or siren, or GOTAFE Emergency Wardens directing the evacuation of an institute building, you must assemble and follow the instructions of Emergency Wardens and/or GOTAFE staff and:

• Not use elevators or lifts.
• Assist any person in immediate danger if safe to do so.
• Raise the alarm if the emergency situation is in your immediate area - notify institute staff and Emergency Services if required.
• Evacuate to the assembly area displayed on maps in institute buildings, using the closest emergency exit.
• Remain at the assembly area until further advice and stay near to your class group if possible so that your trainer knows you are accounted for.
• Keep clear of the building to permit access by Emergency Services if required.
• Do not re-enter the building until advised it is safe to do so by an Institute emergency warden or Emergency Services.
• Participate in scheduled evacuation exercises if required.

Refer to the Emergency evacuation procedure for more information.

First Aid
Each Campus has trained First Aid Officers and first aid kits. Report all incidents or accidents to a trainer, staff member or reception, so that first aid assessment and treatment can be arranged if required.

All first aid events must be reported using the Incident Report Form. In the case of a medical emergency, Phone 000 and provide your campus location to Emergency Services.

Student Safety/Security
GOTAFE is committed to ensuring that it provides a safe and secure learning environment for its students and various measures have been put in place, which will be covered at student orientation. Please discuss any concerns with your Course Coordinator, the Student Welfare Unit or campus reception.

Accidents & Incidents
All staff and students must report any incidents, accidents, “near misses” and hazards to their Supervisor/Trainer as soon as possible (see First Aid). An Incident Report Form should be completed; these are available from your trainer or supervisor.

Ambulance
As ambulance cover is not covered by GOTAFE and is costly, students are encouraged to purchase an Ambulance Membership.

Call 1800 648 484 for further information.

Students who hold a Centrelink Health Care Card may be entitled to free Ambulance Cover. Contact Centrelink or Student Welfare Unit for further information.

OH&S
GOTAFE is committed to the principles contained within the Occupational Health & Safety Act 2004. Students and staff at GOTAFE are to carry out their responsibilities in a safe and secure manner.

Any matters relating to OH&S at GOTAFE may be raised with your trainer, or directed to a Health & Safety Representative on your campus or the OH&S Coordinator at the Shepparton Campus. All hazards and incidents must be reported using the Incident Report Form.
Injured/Ill Persons

If an incident is relatively minor it can be treated by a First Aider. However if the incident requires immediate medical attention, the First Aider may provide initial treatment and then contact or ask you to contact medical assistance or call emergency services.

If a student under 18 years of age is unwell, GOTAFE will endeavour to contact parents/guardians to make arrangements for the student to be transported home safely.

Where possible, the student or their emergency contact should organise transport home or to medical attention. If this is not possible, it is appropriate that a GOTAFE staff member accompany the student to medical treatment using a GOTAFE vehicle.

If GOTAFE is unable to contact the student’s relevant emergency contacts in an emergency medical situation, a GOTAFE staff member will remain with the student until they receive medical attention or their emergency contact arrives. GOTAFE staff members will not transport students home or to medical attention in their personal vehicles.

In emergency medical situations, GOTAFE will respond appropriately and in a timely fashion. If it is a medical emergency and there is any doubt about the health of the person, Emergency Services MUST be contacted by calling 000.

For medical emergencies involving students, a GOTAFE staff member will remain with the student until they receive medical attention or their emergency contact arrives.

In emergency medical situations involving staff, another GOTAFE staff member will remain with the involved staff member until they receive medical attention or their emergency contact/a family member arrives. All injuries must be reported using the Incident Report Form.

Driving Safety

If you own a motor vehicle you must be aware of driving safely to, on and from campus. It is up to you to ensure that you follow the road rules and laws to guarantee the wellbeing of yourself, other drivers and pedestrians. Motor Vehicles are only permitted to park in designated parking spaces. GOTAFE does not accept responsibility for damage to vehicles, loss of vehicles or damage to or loss of accessories or contents of vehicles while on campus.

Crisis

If you are in a need of urgent assistance, medical, police or other emergency service assistance.

PHONE - 000

During business hours you could contact First Aid assistance through Reception or contact the on-campus counselling service. For after hours help please ring Lifeline, SuicideLine or Kids Helpline.
Rights and responsibilities

GOTAFE is committed to providing a learning environment where everyone has the right to be safe and feel safe in their workplace and community aligning to expectations and standards. All members of our GOTAFE community, including those visiting, can expect an environment and interactions that are friendly and free from any harm.

Respectful and Considerate
You must treat others with respect, not act in a way that is aggressive, violent or intimidating.

Safe and Healthy
Your behaviour must take into account the physical and emotional safety of others, be in line with Workplace Health and Safety Standards and follow the specific requirements of the learning area in which you are operating.

Fair and Equitable
You must not harass, bully, intimidate or treat others unfairly. Your behaviour must allow others to freely participate in their chosen activities, and not disadvantage or discriminate against them.

Honest and Legal
You must act within the law at all times and comply with Workplace Health and Safety legislation.

Alcohol And Other Drugs
Alcohol and drugs are strictly prohibited on campus grounds. GOTAFE expects that each student, will be at all times unimpaired by alcohol or other drugs whilst attending or representing GOTAFE.

Weapons
Unlawful possession of knives, firearms or replicas of firearms (including ammunition or magazines), weapons, flammables, explosives or dangerous instruments are prohibited on any premises owned or operated by GOTAFE.

Whilst GOTAFE acknowledges specific knives and other implements may be a ‘tool of trade’ requirement as part of a course of study, no person may possess, carry or use a controlled weapon without lawful excuse in a public place including Institute buildings and grounds (refer Control of Weapons Act 1990 and Control of Weapons Regulations 2011).

Attendance
For on-campus students, punctuality is a courtesy. If you are sick or unable to attend a class, it is courteous to inform the trainer or Coordinator. You are also wholly responsible to see the teacher to obtain notes and information regarding classes you have missed.

If you need to be absent for a long time, please let your Course Coordinator know, so that your teachers can be informed, and so that you can be offered support to finish your studies.

Behaviour &/or Bullying
GOTAFE has a zero tolerance towards behaviours that may be considered abusive or insulting, including yelling or screaming; behaviour that intimidates, humiliates, belittles or degrades; teasing or making a person the brunt of jokes; or spreading malicious gossip. All instances of this nature will be taken seriously and may be a breach of the Student Code of Conduct where disciplinary action may entail.

Harassment
Students are not to behave in an aggressive, offensive, humiliating or intimidating manner towards other students or GOTAFE staff. Individuals that observe such behaviour are to report it to their Trainer, Contact Officer or Student Welfare Unit who will provide further guidance.

Recording of Lectures/classes
The recording of lectures/classes is prohibited unless you have gained prior permission from the Course Coordinator.

Discrimination
GOTAFE has policies in line with State and Federal law to protect students and intending students from being discriminated against in their education. To access a copy of the policies, go to the website or student administration. If you have any concerns or believe you have been possibly discriminated against please see a member of the Student Welfare Unit or visit the GOTAFE website.
Confidentiality
Whatever you say to the staff in the Student Welfare Unit remains confidential unless you or somebody else is in danger then your confidentiality may be broken. You will be informed and empowered around any breach of confidentiality under our duty of care.

We respect your personal information and do our best to keep it safe and secure. We have obligations to maintain the individual's privacy in accordance with the Commonwealth Privacy Act 1988 and the Privacy and Data Protection Act 2014.

Student Dress standards
GOTAFE aims to prepare students for their working life. It is therefore expected that whilst participating in GOTAFE activities, students will dress in a manner that is clean, neat and safe, as is expected in any other workplace.

Students should not wear any clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic work to provoke, intimidate, condemn or ridicule others; or because of its lack of decency, modesty or cleanliness.

For some programs you will be required to wear Personal Protective Equipment (PPE) as directed by your Trainers. This may include safety glasses, steel capped boots and hearing protection. Clothing must provide adequate cover and be reasonably close fitting with no torn parts that can be caught. Loose clothing in a practical activity could become a hazard. Long hair must be restrained with a hair net or a beret type cap that fully encloses the hair.

Child Safe Standards
The purpose of the Child Safe Standards policy is to create a child safe organisation and protect students from all forms of abuse. In situations where any person 18 years and above has reasonable grounds to suspect sexual abuse towards a child 15 years and younger by an adult must report their suspicions to the appropriate authorities.

GOTAFE has a zero tolerance of any forms of abuse towards any child or young person where we will take all allegations seriously. If a child or young person discloses abuse taking place at home or away from any GOTAFE domain, they will be supported and empowered in their disclosure of abuse.

If you are not sure what constitutes reasonable grounds for you to suspect abuse please visit: services.dhhs.vic.gov.au/child-protection or contact one of our Child Safe Officers on 1300 GOTAFE (1300 468 233).

Duty of Care for Minors
If you are under 18 years of age and wish to leave the GOTAFE campus grounds during breaks, including lunch then you will be required to have a permission to leave grounds form signed by your parent or guardian before the course start date. Persons aged less than 18 years of age are classified as minors and those students under 18 years of age living independently away from home are considered ‘independent minors’.

Student code of conduct procedure [E6-P27]
Every student has the right to participate in Institute programs, free of inappropriate behaviour that may impair the learning processes, or social well-being of individual students or others.

The Student Code of Conduct Procedure explains your responsibilities regarding:
- attendance
- mobile phones
- recording class lectures
- smoking on campus
- grievance
- swearing.

You are responsible for your behaviour in the classroom. The basic rules are:
- Do not disrupt the learning of others.
- Allow teachers to teach without disruption.
- Do not endanger the safety of others.
- Do not cheat during assessments.

Refer to the Student Code of Conduct Procedure for more information.

Privacy & Confidentiality
GOTAFE takes privacy and confidentiality matters seriously. Students are to be aware that disclosure of any personal information about another student or individual without that persons consent is unlawful. Students caught doing this will face disciplinary action under the Student Code of Conduct.

Protected Disclosure (Whistle-blowing)
Whistleblowing is the act of reporting corruption or dishonest activity by a public body, including GOTAFE, or its officers, staff or directors. Individuals are encouraged to read the Protected Disclosure (Whistleblower) Policy available on the GOTAFE website.
Expectations and behaviour

Acceptable behaviours
As students, you are expected to commit to the principles of the student code of conduct and the standards within the Child Safe Standards by:

- Demonstrating a commitment to learning
- Respecting others
- Being mindful of safety, health and welfare
- Adhering to student dress standards
- Complying with workshop dress standards
- Not smoking on campus grounds
- Appropriate use of technology; both personal or institute provided
- Ethical use of social media
- Appropriate group behaviours
- Not cheating and no plagiarism
- Institute and/or personal property
- No drinking of alcohol or taking of illicit drugs
- No bullying, harassment of staff or fellow students
- No threatening or intimidating behaviour
- No threatening conduct
- No criminal behaviour

These principles under the student code of conduct apply across all work placements, study tours and excursions where you are a representative of GOTAFE.

Safe standards for children and young people:

- Uphold GOTAFE’s statement of commitment to child and young safety at all times and adhering to GOTAFE’s child safe policy
- Treat children and young people and their families with respect both within the campus environment and outside the GOTAFE environment as part of normal social and community activities
- Listen and respond to the views and concerns of children and young people, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child or young person
- Respect the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students
- Respect the cultural safety, participation and empowerment of students with culturally and/or linguistically diverse backgrounds
- Promote the safety, participation and empowerment of students with a disability
- Report any allegations of child abuse and or other child safety concerns to GOTAFE’s Child Safe Officers
- Understand and comply with all reporting or disclosure obligations as they relate to protecting children from harm or abuse
- If the child or young person is in immediate danger from abuse, ensuring as quickly as possible that they are safe and protected from harm by calling 000.

Unacceptable behaviours
As students you must familiarise yourself with the below principles that are regarded as unacceptable or suspicious behaviours that may put a child, young person or yourself at risk:

- Ignoring or disregarding any concerns, suspicions or disclosures of child or young person abuse
- Developing a relationship with a child or young person that could be seen as favouritism or amount to ‘grooming’ behaviour (for example, offering gifts)
- Exhibiting behaviours or engaging in activities with children or young people which may be interpreted as abusive and not justified by the educational, therapeutic, or service delivery context
- Ignoring behaviours by other adults towards students when they appear to be overly familiar or inappropriate
- Discussing content of an intimate nature or using sexual innuendo with children or young person directly or within the vicinity of
- Treating a child or young person unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Photographing or videoing a child or young person except in accordance with GOTAFE policy or where required for duty of care purposes
- Where children and young people are present do not consume alcohol or take illicit drugs under any circumstances.
- Communicating directly with a student through personal or private contact channels (including by social media, email, instant messaging, texting etc.) except where that communication is reasonable in all the circumstances, related to school work or extra-curricular activities or where there is a safety concern or other urgent matter.
Expectations of all students

At GOTAFE we expect students and staff to display honesty, fairness, cooperation and courtesy. We also expect them to display responsibility, self-discipline and the ability to work cooperatively with others in fostering a positive learning environment by:

- Treating all members of the GOTAFE community with courtesy and respect
- Being tolerant and considerate of others and respecting their rights and property
- Following instructions and working to the best of their ability
- Being punctual and regular in attendance
- Behaving in a manner that reflects GOTAFE’s attitudes and behavioural standards in all related activities
- Wearing full uniform on all appropriate occasions
- Not possessing alcohol, drugs or potentially dangerous items on GOTAFE premises or during unauthorised related activities
- Not promoting or conducting inappropriate activities on GOTAFE premises
- Using GOTAFE equipment only for appropriate purposes
- Assisting in maintaining a clean and tidy environment
- Treating GOTAFE and personal property with respect and being responsible financially if they fail to do so.

Breaches of the Student Expectations will result in appropriate consequences being applied. These consequences might include:

- Official warnings
- Discipline hearings
- Suspension
- Expulsion
- Other processes as related to the Student Code of Conduct
- Other processes related to the Child Safety Policy
- Referral to police or other appropriate agencies.
Statement of Commitment by GOTAFE of Zero Tolerance of all forms of abuse towards Children and Young People

The introduction of Child Safe Standards is part of the Victorian Government's response to the recommendations from the recent Betrayal of Trust Report. GOTAFE is committed to supporting increased responses to child and young person abuse in the community and will use the Child Safe Standards to promote and embed a culture of protecting children across the organisation.

All children and young people have the right to feel safe and be safe regardless of gender, sexual identity, race, national origin, religious beliefs or other affiliations, age, family structure, disability, or sexual orientation. We are committed to promoting the cultural safety and identity of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Victoria set into law that failure to report suspected or disclosed child abuse is a criminal offence along with failure to protect children. People in authority can face penalties including 5 years imprisonment for failing to protect a child.

This statement of commitment and associated policy and procedures are intended to provide clear guidelines, principles and processes for staff, students, contractors and volunteers within all GOTAFE domains where adults 18 years and over interact with children and young people 17 years of age and below.

The definition of Child Abuse constitutes any act committed against a child or young person involving:

- Physical violence
- Sexual offences
- Serious emotional or psychological abuse
- Serious neglect

Reporting actual abuse, alleged abuse or suspicion based on reasonable grounds is the responsibility of every person 18 years and over. In cases where there is a belief on reasonable grounds that sexual abuse towards a child 15 years and under has occurred, it is embedded into law that a failure to disclose and failure to protect may result in imprisonment.

GOTAFE will take all allegations of abuse against a child or young person seriously and will report all allegations to the appropriate authorities for further investigation. This commitment extends to and includes responsibilities for the welfare of children outside of normal program contact hours such as camps, excursions, after-hours activities or structured workplace learning/work placements.

The safety and wellbeing of children and young people is a priority for GOTAFE across all programs and services and in all domains, including online activities and events where GOTAFE is the sole provider or in partnership with other organisations.

To create and maintain a child safe organisation, GOTAFE commits to maintain and improve on each of the standards:

- Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangement.
- Standard 2: A child safe policy or statement of commitment to child safety.
- Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.
- Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.
- Standard 5: Processes for responding to and reporting suspected child abuse.
- Standard 6: Strategies to identify and reduce or remove risks of child abuse.
- Standard 7: Strategies to promote the participation and empowerment of children.

These standards are the guiding principles with respect to child and young person safety in the delivery and development of all activities, events and interactions by the organisation.
Statement of Adherence to Australian Democratic Principles

Australian society is defined, among other aspects, by a belief in elected Government, by a commitment to the rule of law, to equal rights for all before the law, and by a belief in freedom of religion, freedom of speech and freedom of association. Our society is also tolerant of a range of religious, political, social and cultural beliefs and values in the context of the fundamental principle of our democracy.

As a registered training provider operating under the regulations of the Victorian Education and Training Reform Act 2006, GOTAFE undertakes to deliver our programs and teaching in a manner that support and promotes the principles and practice of Australian democracy.

This includes a commitment to:

- Elected government
- The rule of law
- Equal rights for all before the law
- Freedom of religion
- Freedom of speech and association
- The values of openness and tolerance

GOTAFE is committed to operating in a manner consistent with these principles and to ensure that these principles are put into practice through appropriate inclusion in Institute policies and procedures.

The GOTAFE community is enriched by people of many backgrounds, age, race, ethnic and national heritage, physical and intellectual abilities and lifestyle choices. GOTAFE aims to treat all members of the community with dignity, courtesy and respect.

By creating a positive environment in which the welfare and needs of students is of paramount importance, GOTAFE seeks to enhance the learning experience and optimise outcomes for all students. In this way, GOTAFE aims to not only practice these principles but to embed them in the learning process to contribute to their perpetuation.

Through the GOTAFE student code of conduct policy, the Institute aims to:

- Foster an environment that is free from discrimination, harassment and bullying
- Promote appropriate standards of conduct at all times
- Implement education and awareness-raising strategies to ensure that everyone is made aware of their rights and responsibilities
- Encourage reporting of inappropriate behaviour and provide an effective procedure for resolving complaints in a sensitive, confidential, fair and timely manner
- Provide protection from victimisation
- Provide individuals access to information outlining how to best manage their health and safety
- Ensure the principles of natural justice are adhered to at all times.
Complaints and feedback

Complaints and appeals from students or clients procedure

The Complaints and Appeals from Students and Clients Procedure covers complaints relating to any aspect of GOTAFE’s operations, including appeals on assessment results.

The GOTAFE complaints and appeals process has four stages:
• Informal (Stage 1)
• Complaint (Stage 2)
• Formal Appeal (Stage 3)
• External Complaint (Stage 4)

You can make a formal complaint to GOTAFE in writing, addressed ‘Confidential’ to the CEO, Goulburn Ovens Institute of TAFE, 152-200 Fryers Street, Shepparton, 3630 or on an online client feedback form available at www.gotafe.vic.edu.au/contact/feedback

A Client Feedback Form is also available from reception at each campus.

Client feedback

During your course, if you wish to record a comment, complaint or compliment about your experiences, please complete the online Client Feedback Form at www.gotafe.vic.edu.au/contact/feedback or available in hardcopy from Reception.

Your comments will be acknowledged if you provide contact details. You will also receive feedback on any action taken if you provide contact details.

During your course, you might also be asked to complete a:
• Unit feedback
• Course evaluation form
• Learner Engagement survey.

These evaluations form part of the GOTAFE Quality System through which we aim to continually improve our delivery of training and services. It is not intended to apportion blame to individuals.

The Department of Education and Training might also request your participation in a survey or review of training. In the year following completion of your course or units you might receive a request to complete a Student Outcomes Survey, which is a national survey conducted by the National Centre for Vocational Education Research (NCVER).

External complaints or appeals

If you are dissatisfied with the outcome of a formal appeal heard by the Appeals Panel, the final option is for you to contact the Victorian Ombudsman’s office on 1800 806 314. The Victorian Ombudsman hears complaints against the decisions of TAFE institutes, is independent and impartial and provides a free service.

Refer to the Complaints and appeals from students and clients procedure for more information.

Surveys & Feedback

Students may be asked to provide feedback on their learning experiences during their course of study and on their satisfaction and employment or further study outcomes following successful completion of their qualification. Feedback is typically requested in the form of in-class course evaluation or by survey conducted on campus via electronic means or mail.

The feedback is used by GOTAFE for continuous improvement purposes to ensure quality training and assessment and support services are provided to students, while the Victorian Government, Australian Skills Quality Authority (ASQA) and National Centre for Vocational Education Research (NCVER) seek feedback to benchmark performance of training providers or for research purposes.
Our Campuses

Primarily based in Northern Victoria, GOTAFE campuses are located in Shepparton, Wangaratta, Seymour and Benalla. We also provide training for selected courses in Werribee, Echuca, Cobram, Wodonga and Melbourne.

Fryers St, Shepparton

Located in the heart of Shepparton, the Fryers Street campus is the administrative hub of the organisation. The campus boasts facilities that reflect real life situations for students including a day spa and hair salon, library, commercial kitchen, bakery and restaurant, plus automotive, electrical and engineering workshops. This Campus also includes the Shepparton Skills and Jobs Centre.

Docker St, Wangaratta

Wangaratta’s Docker Street campus is the hub of training in the North-East region. It houses a training restaurant and offers students a friendly, relaxed study atmosphere with a central area for students. This campus includes the Wangaratta Skills and Jobs Centre.

Benalla

The Benalla campus is a modern building with excellent facilities including clinical skills laboratories with syndaver for our health students. Outdoor recreation is based at this campus.

Seymour

Seymour campus is easily accessed via regular train and bus services. Students benefit from a modern environment and enjoy a friendly and welcoming atmosphere. Our training restaurant and commercial kitchen regularly hosts dinners and luncheons for community groups.
Werribee
The Werribee campus offers the latest in food processing facilities. Student accommodation supports the ability for students from all over the country to learn on this campus. It is also home to state-of-the-art pet grooming facilities and an onsite veterinary nursing trainer to support animal sciences students.

Wangaratta Regional Study Centre
The Wangaratta Regional Study Centre campus is a world-class facility catering to the needs of the animal science, agriculture, horticulture and viticulture industries and is the main campus of the National Centre for Equine Education. Charles Sturt University is also located at this Campus.

Goulburn Murray Trades Skill Centre
Located in Archer Street, Shepparton, The Goulburn Murray Trade and Skills Centre (GMTSC) and is home to trainers and students from the building, construction and cabinet making departments. The multifunctional centre is an initiative of the Better Together Alliance comprising GOTAFE and the regions four public secondary schools, McGuire College, Shepparton High School, Wanganui Park and Mooroopna Secondary Colleges with support from the Federal Government and opened in 2018.

William Orr, Shepparton
William Orr is a 120 hectare property on the outskirts of Shepparton. The campus features the William Orr homestead, a historic building constructed in 1896 and is still in use today. It is the site for agriculture, horticulture, plumbing and dairy farming.