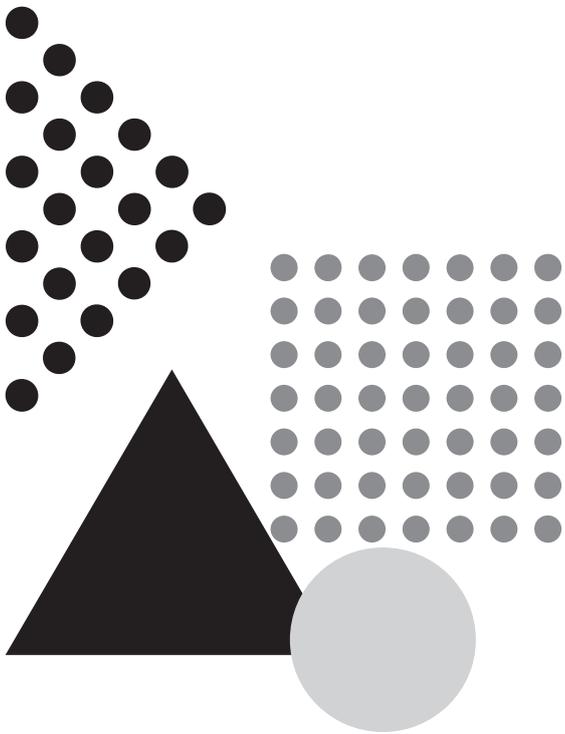
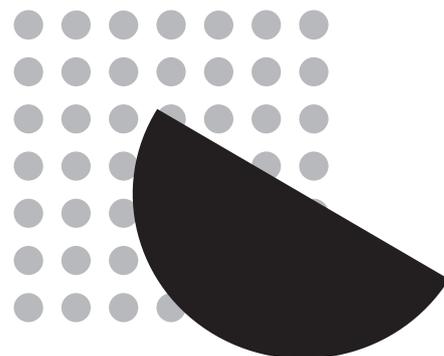


gotafe



**GOTAFE
Student
Handbook**



student-handbook.gotafe.vic.edu.au

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GOTAFE Provider No: 3094

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Contents

Getting Started	4
Acknowledgement	4
Welcome to GOTAFE	4
Our values	4
First steps	5
Your first week at GOTAFE	6
Staying connected	7
Student Life	9
Diversity and inclusion at GOTAFE	9
We want your feedback	9
Getting involved	10
Student facilities	11
Student safety	12
Awards and recognition	13
Supporting Your Study	14
Online learning tools	14
Library and knowledge hub	14
Learning support unit	15
Skills and Jobs Centres	16
Student wellbeing	16
Support services	17
Other support services	19
Important Things To Know	20
Assessments	20
Fees	21
Student safety and security	22
Rights and responsibilities	24

Getting Started

Acknowledgement

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

Welcome to GOTAFE

Welcome to the GOTAFE community! An exciting experience awaits you and we're delighted that you have chosen to learn, dream, and succeed with us.

Whether you are fresh out of school, returning to study after a break, or want a formal qualification to support your career aspirations, GOTAFE is here to help you achieve your goals.

As the largest vocational education provider in North East Victoria, GOTAFE is a leader in practical education and training; our learning environment is aimed at supporting you on your pathway to success.

GOTAFE strives to be more than an education facility, we want to be a place where people from all backgrounds feel safe and included. We are proud to have been named Inclusive Training Provider of the Year 2020 and remain committed to providing outstanding outcomes and creating opportunities for collaboration and growth as a community.

Take the time to look through this handbook and if you need help, wish to access our range of support or study services or just want to ask a question, please reach out to our friendly customer services team, or speak to your trainer. We are here to support you reach your full potential.

You're now part of the GOTAFE family. Thank you for trusting GOTAFE with delivering your education and training. We look forward to seeing you graduate and achieving great things in whatever field you choose.

Good luck!

Our values

At GOTAFE we live and practice and are committed to ensuring all are respected through our Values. We hold ourselves accountable to these values and we expect all students to abide by these same set of values.

- **Integrity:** Be honest, reliable and trustworthy
- **Collaboration:** Partner with others to achieve goals
- **Accountability:** Take responsibility for your actions
- **Respect:** Appreciate and accept each other's differences
- **Excellence:** Aim high

First Steps

You're about to start a whole new chapter in your life! Being a new student can be daunting, but we are here to help you. We've listed a few important things to get familiar with before you start your course to give you a kick-start on your journey.

Unique Student Identifier (USI)

Every student is required to have a USI. It is a list of numbers and letters that is unique to you. Your USI will give you access to your training records and results and you will need one to be able to receive a certificate of attainment on completion of your course.

Apply for your USI by visiting usi.gov.au or via contact with reception.

Please provide GOTAFE with your USI once you have received it, via email or through reception. For more information, contact us by emailing enquiry@gotafe.vic.edu.au, or speak to one of our friendly Customer Service Officers by calling 1300 GOTAFE (468 233).

Email and Office 365

GOTAFE students have access to a free Outlook email and Office 365 account.

To set up your account, go to the Office 365 section visit gotafe.vic.edu.au/current-students

Office 365 is Microsoft's Cloud version of the Office Suite including Word, Excel PowerPoint. You can save documents online meaning that you can access them from any device, share them with your trainer or collaborate on joint work projects with other students.

Orientation

We know how exciting and challenging it can be to commence your training journey. To set you up for success, we provide orientation sessions at all GOTAFE campuses. Information about the time and location of your orientation will be provided when you enrol and will also be available via the Student Lounge and the GOTAFE website.

Student account access

When you first enrol with GOTAFE, you will be provided with a student number and email address. You will need this information to access your GOTAFE student account.

Find more information on your student account at gotafe.vic.edu.au/current-students

You will need your student number and student email address to access services and online learning support at GOTAFE, so remember to keep this handy. You should not disclose your student login details to anyone.

Opening hours for all campuses

GOTAFE campus offices are open from Monday to Thursday 8am – 6pm and Friday 8am – 5pm. Campus facilities and classrooms will be open for any training that has been scheduled. Please check your training schedule for your classes as some classes may run after hours.

Contact us

If you have any questions about your course or if you just need further help or information about GOTAFE, get in touch with us today.

You can call us directly, or send a message via our online portal, and we'll get back to you with more information. You can also drop into one of our campuses and chat to our customer service team.

Call us on 1300 468 233 or (03) 5833 2555 (during opening hours), or visit gotafe.vic.edu.au/contact

Your first week at GOTAFE

Your first few days at GOTAFE may seem a bit overwhelming – you’ll be navigating a new place, meeting new people and learning new things. Here are some tips to help you hit the ground running.

Student identification cards

You will be provided with a Student identification Card in your first week at GOTAFE. These are available from the campus reception.

Your Student ID Card will have your name, student number and photo printed on it. You will need your student ID card for printing and photocopying, to gain access to the library as well as travel concessions and student discounts.

Keeping your details up to date

You are responsible for keeping your enrolment record up to date. Please provide us with any change to address, phone number or name through the student portal or by emailing us at enquiry@gotafe.vic.edu.au

WiFi

All students can connect to the GOTAFE WiFi on all GOTAFE campuses. To access the WiFi, simply follow the instructions in the WiFi section at gotafe.vic.edu.au/current-students

Mobile phones

Please turn off your mobile phone during class. If you need to be contacted urgently, alternative arrangements can be made with your trainer.

There are times when your trainer may have you use your mobile phone in class as part of the learning for the day. Your trainer will let you know when that will be. GOTAFE will not ask you to use personal data or airtime to participate in learning using your own mobile phone.

Parking and private property

Students bringing any private property onto GOTAFE campuses do so at their own risk. Some campuses have parking available for students, however no responsibility will be accepted for loss or damage to vehicles or private property.

Photocopying and printing

Photocopiers and printers are available throughout all our campuses and can be accessed using your student card. You can use any photocopier or printer located in an area accessible to students.

You will be required to load money on to your card in order to access these services. Machines for loading money onto your student card are in the Fryers Street Campus Library or near reception at all other campuses.

All photocopying and printing must comply with the copyright legislation, as detailed in the GOTAFE Copyright Procedure found at gotafe.vic.edu.au/forms

Lost and found items

Please contact front reception at your campus for all lost and found items.

Staying connected

goLearn

At GOTAFE, we use goLearn, to access all learning materials in the online learning portal. GoLearn is used not only as an important learning experience and online support access tool, but also to interact in the Student Lounge.

Download the Moodle app and you can learn wherever you are, whenever you want, with these app features:

- Easily access course content – browse the content of your courses and units, even when offline
- Connect with other students studying with you – quickly find and contact other people in your courses or units
- Keep up to date – receive instant notifications of messages and other events, such as assignment submissions, student activities, campus news, and so much more.
- Submit assignments – upload images and audio and other files from your mobile device
- Track your progress – view your grades, check completion progress in courses and browse your learning plans
- Complete activities anywhere, anytime – attempt quizzes, post in forums... and more!

To stay connected, simply download the Moodle App from the Apple App Store or from Google Play.

Once you have downloaded the Moodle App, simply follow the log in to gain access to your courses and units.

To access goLearn from your desktop, simply go to the goLearn page and log into the goLearn – GOTAFE Online Campus using your user name and password. You will have received your username and temporary password from GOTAFE. You will be required to create a password once you log in for the first time. We strongly recommend you adding the goLearn page to your favourites for easy access.

If you need to access goLearn and haven't added it to your favourites, follow the prompts via the gotafe.vic.edu.au/current-students page.

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.

Student lounge

Now is a good time to let you know that all students will automatically have access to the Student Lounge.

The Student Lounge is an online platform where students can access online support resources, find out more about the services GOTAFE offers to support you through your learning journey, and to receive important updates that get posted in the Student Lounge.

It is also an important place to link to the GOTAFE Library where you can access all the online journals related to your study, thousands of relevant articles and online resources, and log into the Library website to see what books and items are available on loan.

Access the student lounge by visiting gotafe.trainingvc.com.au

Student forms and policies

All the resources required to get organised for your studies are in one handy location. Whether you're looking for a re-enrolment form, or you are seeking more information and policies, find everything you need here.

For a glossary and easily searchable index of policies and procedures relevant to you as a student, visit gotafe.trainingvc.com.au to the Student Lounge in goLearn.

Student Life

Diversity and inclusion at GOTAFE

GOTAFE is committed to diversity and inclusion through the GOTAFE Social Justice Charter. The Charter speaks to GOTAFE's commitment to respect, equity, participation, diversity and empowerment for all regardless of their culture, disability, LGBTQI+ identify, age or background.

Through the Charter, GOTAFE is committed to delivering actions which will make GOTAFE a more inclusive training provider. These actions fall into five categories: policy, infrastructure, education, learning and teaching as well as celebration and awareness.

The Charter was formed from a reflection of over 500 student and staff voices and GOTAFE is committed to continued engagement with our diverse communities as we deliver on these actions.

Our commitment to Social Justice involves the planning for infrastructure including parent rooms, prayer spaces and quiet rooms as well as training our staff in multiple aspects of inclusion, ensuring our events, including celebrations of days of significance are accessible and inclusive for all people. We also aim to be a significant part of the community by supporting and sponsoring local events celebrating diversity and inclusion. Visit gotafe.vic.edu.au/students/diversity-and-inclusion to find out more.

We want your feedback

You have a right to feel safe, to be yourself and to be celebrated for your unique contributions to our community. We want to make sure that your time at GOTAFE is as welcoming and inclusive as possible. We want to hear from you if you have any ideas, or if you have experienced discrimination that has made you feel unsafe to be yourself. Your feedback will help us become an even more inclusive training provider.

Provide feedback by visiting gotafe.vic.edu.au/feedback

Getting involved

As a new or continuing student, why not use this opportunity to get involved with Student Life – it's a great way to meet new people and make friends. At GOTAFE, we strongly encourage you to become involved in having your say in how we can make your experience the best it can be.

There are several ways in which you can get involved:

- The Student Representative Council
- Student Class Representatives
- Student Social Justice Champions
- Student Ambassadors
- Student Peer Mentors

Student Representative Council (SRC)

The SRC plays a special role at GOTAFE, bringing together student representatives to ensure that the student voice is heard, and the student experience is the best it can be. We want to ensure that the diversity of the student population across our campuses is represented to share information and views, to work collaboratively in decision making and putting forward recommendations that affect the student body at GOTAFE.

The SRC receive a payment annually for the time spent to meet each month to discuss any issues that the student body may have, and to account for the additional support the President and Vice President may be required to make.

The following positions make up the SRC:

- SRC President
- SRC Vice President
- Aboriginal Student Representative
- Culturally & Linguistically Diverse Student Representative
- Benalla Campus Representative
- Seymour Campus Representative
- Wallan Campus Representative
- Shepparton Representative
- Wangaratta Campus Representative
- Online Campus Representative
- The Director Student Success (GOTAFE Senior Leadership Representative)
- The Chief Executive (or Executive Leader Delegate)(GOTAFE Senior Leadership Representative)

If you would like to nominate someone, or yourself, then please complete the Student Representative application form by visiting gotafe.vic.edu.au/students/student-voice or email us at studentcouncil@gotafe.vic.edu.au

Student Social Justice Champions

Social Justice Champions are students who work with GOTAFE on a casual basis to ensure student voices are included in our work toward creating a more welcoming and safer environment for everyone. Social Justice Champions are an integral part of the development of the Social Justice Charter and will be important in the implementation of the Charter's vision going forward.

This could involve promoting events and ensuring that diversity is represented at GOTAFE. It is a fantastic opportunity to develop your skills and become a leader at GOTAFE. If you are interested in a casual employment opportunity with GOTAFE and wish to become a Social Justice Champion, please contact us via gotafe.vic.edu.au/feedback

Student Ambassadors

GOTAFE Student Ambassadors play an important role in supporting GOTAFE's student and community engagement. Student Ambassadors represent GOTAFE at a range of events and forums, including orientation, open days, expos and community events.

Student Ambassadors are employed by GOTAFE on a casual basis to represent GOTAFE at various recruitment initiatives and events. To be lodge your interest in being a Student Ambassador, please send an email to enquiries@gotafe.vic.edu.au

Student facilities

Our range of student facilities are designed to help you make the most out of your time at GOTAFE.

Lunchrooms

There are various lunchrooms located at each campus for study or relaxation. Each lunchroom has microwaves, hot water, and drinking water for student use. There are a limited number of tables and chairs.

These lunchrooms are not serviced, and all students are required to clean up after themselves. It is also important that strict hygiene measures are implemented.

It is a requirement of use that strict physical distancing and hygiene measures are in place. To ensure you know what these are, please follow the recommendations made at the gotafe.vic.edu.au/covid-19 page on the GOTAFE website.

Food and drinks

You can purchase snacks and drinks at all GOTAFE campuses through either a vending machine on every campus, campus café or nearby shops and cafes.

Mobility access

On campuses that have multiple levels, elevators are available for students who are unable to use the stairs to access all GOTAFE facilities. Please ask a staff member if you are unable to locate an elevator or require support.

At GOTAFE we strive to ensure all students have access to their learning and social spaces. If you feel that your ability to access any of these spaces is compromised, please let us know by talking to your SRC or Class Rep or sending us feedback at gotafe.vic.edu.au/feedback

Toilets

There are female, male, and gender-neutral toilet facilities available. There are also designated accessible toilets available which are also assigned as gender neutral.

Lockers

A limited number of lockers are available at each campus and are provided as a storage area only. We strongly recommend that you do not leave valuables or money in the lockers and all items stored are the responsibility of the owner. Students are required to provide their own padlock.

Parents' facilities

Being a new parent is tough work at the best of times, but even more so when you are studying. Babies follow their own schedule, and parents need access to the right facilities throughout the day, wherever they are.

If you would like access to a parent's room, please speak to our reception staff.

Public transport

Trains and buses are available to and from all GOTAFE campus locations. Some forms of public transport allow for student fee concessions so always keep your Student ID card with you. Plan your journey to GOTAFE by visiting www.ptv.vic.gov.au/journey

Student safety

Your safety is of utmost concern to GOTAFE and we endeavour to ensure your health and safety is always at the centre of what we do.

As a result of COVID-19, GOTAFE have implemented a strict physical distancing policy while in class or anywhere else on campus. There are hand sanitiser stations across all campuses and we encourage all students to maintain good hygiene practices.

In case of emergency, phone 000.

Emergency procedures

GOTAFE has emergency evacuation procedures which explain 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 a building, you must assemble and follow the instructions of Emergency Wardens.

Refer to the Emergency evacuation procedure found at gotafe.vic.edu.au/forms

During an emergency, please remember to:

- 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 so that your trainer knows you are accounted for.
- Keep clear of the building to permit access by Emergency Services if required.
- Do not use elevators or lifts.
- Do not re-enter the building until advised it is safe to do so by a GOTAFE Emergency Warden or Emergency Services.
- Participate in scheduled evacuation exercises if required.

Awards and recognition

We're proud of our students, and we're excited to show the world what they can do. GOTAFE participates in several competitions, ceremonies and awards every year, so you can show off your skills and be recognised for your outstanding achievements.

Awards and certificates

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

Graduation ceremonies

You've worked hard for your qualification, and hard work deserves recognition. We hold graduation ceremonies every year to recognise graduating students and outstanding achievements.

Ceremonies are usually held in February/March at the Benalla, Wangaratta, Shepparton, and Seymour campuses. If you're graduating this year, you'll be contacted about attending a graduation ceremony. For more information, contact us or visit gotafe.vic.edu.au/graduation

Worldskills

The WorldSkills competition celebrates the achievements and importance of skilled workers around the world.

Students from vocational, technical, and service-oriented careers compete in an international competition to show off their skill set. Over the years, many GOTAFE students have advanced to the WorldSkills National competition.

If you are interested in applying for an awards program or compete in the next WorldSkills competition, contact us to find out how you can get involved. Visit gotafe.vic.edu.au/worldskills to find out more.

Victorian Training Awards

The Victorian Training Awards recognise and honour the outstanding achievements of Vocational Education and Training (VET) students, teachers, training providers and employers. The awards are run by the Department of Education and Training. In 2020, GOTAFE won the Inclusive Training Provider of the year award. We are immensely proud of this achievement.

Australian Training Awards

The Australian Training Awards recognise individuals, businesses, and registered training organisations for their contribution to up-skilling Australia.

The winners from each state and territory's Training Awards are eligible to compete at the national level. There are also seven award categories that can be entered directly. The Awards are held annually in November.

Supporting Your Study

Undertaking further study is a big commitment, and we know that life doesn't stop just because you've started studying. GOTAFE offers a range of support services to help you balance study with a busy schedule and make sure that, no matter what else is happening in your life, you have all the resources required to stay engaged with your studies.

Online learning tools

Certain courses have access to specific online learning tools. Your trainer will advise you how to access your online training tools.

Visit gotafe.vic.edu.au/current-students/online-learning-tools

goLearn

GoLearn is GOTAFE's online learning portal and is an important part of your learning experience. Login to your account or login to your Moodle App on your mobile device.

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. Visit gotafe.vic.edu.au/about-us/policies-forms/online-service-standards

Library & knowledge hub

The GOTAFE Library is located at the Fryers Street Campus. All students have access to the library via gotafe.vic.edu.au/library. If you need a book or any of the resources from the library, you can request it and the library team will ensure it is sent to the campus that you are on. Deliveries of requests are usually sent within one (1) working day and will be available for pickup at your campus.

The Library & knowledge hub provide more than just access to online resources, journals and books. You can access help with referencing, some study help, subject guides, support using computers and welcoming and interactive learning spaces.

Remember, our friendly and helpful Librarians are always here to help you, so feel free to make contact for a chat.

Learning support unit

The Learning Support Unit is a free and confidential service designed to help you build the foundation skills you need to be successful.

We offer one-on-one tutoring, group tutoring, and classroom-based support, and have a drop-in centre, so you can get the academic help you need, whenever you need it.

Speak to your Course Coordinator for more information about Learning Support.

We can help you up-skill in the following:

- Study skills and time management
- Effective reading and note-taking
- Computer skills
- Referencing and research
- Oral presentations and public speaking
- Interpreting assignment questions
- Assignment writing
- English language skills, including spelling and grammar
- Maths
- Assessment and Exam preparation.

Special consideration

We understand that sometimes things can happen that are out of your control. If unexpected circumstances affect your ability to complete an assessment you can apply for special consideration.

To find out whether you qualify for special consideration, please contact a Student Experience Advisor who will support you through the process and help you explore the options available to you.

Reasonable adjustment

Reasonable Adjustment refers to measures or actions taken to provide a student with a disability or with an illness or injury, the same educational opportunities as everyone else. In order to be reasonable, adjustments must be appropriate for that person, must not create undue hardship for GOTAFE, and must be allowable within rules defined by the training package.

If you require reasonable adjustments due to a disability, injury or medical condition, please contact the Student Success Team and they will work with you and your trainers to negotiate the applicable reasonable requirements. They will also support you in developing an Education Access Plan, outlining the approved reasonable adjustments.

Read and Write Gold

You can use Read and Write Gold to convert text to audio or to enlarge text, if required. Read and Write Gold can be installed on your laptop and converted audio files can be uploaded on to your smart device.

Studiosity

Many students are balancing TAFE with work or family commitments, which means studying often happens after hours. So, what do you do when you have a question?

Studiosity gives you access to online tutoring sessions from 3pm-midnight, six days a week, so you can get answers to your questions even if it's after hours. Whether you're struggling to understand an assignment question, or need some advice about referencing, the Studiosity tutors can help.

Visit gotafe.trainingvc.com.au to access GOTAFE Studiosity.

Skills and Jobs Centres

Skills & Jobs Centres are a one-stop-shop for anyone looking for career planning advice. These centres are Government-funded, and you don't have to be a GOTAFE student to get advice and support.

They work across the community, supporting businesses, individuals, and community organisations with expert advice about training and employment.

The Careers Advisors can perform an expert skills assessment, share job hunting tips, and provide advice to anyone looking to up-skill or re-skill through professional training.

Drop in to our Shepparton, Wangaratta, Benalla or Seymour locations, or send an enquiry to find out how we can help you reach your career goals.

Visit gotafe.vic.edu.au/students/skills-jobs-centres to find out more.

Student wellbeing

The team primarily responsible to providing you with confidential and personalised support are called Student Success. The Student Success team are made up of the following teams:

- Student Wellbeing
- Student Experience
- Reconnect

Visit gotafe.vic.edu.au/students/student-services to learn more.

Student Wellbeing Team

The Student Wellbeing team specialise in providing counselling support via the Student Wellbeing Advisors. They support students with disabilities or an injury or illness which impairs them from being able to fully engage with their learning via the Equitable Learning Advisor and Support.

Student Wellbeing Advisors

Student Wellbeing Advisors offer free support for counselling issues to GOTAFE students. You can speak to a Student Wellbeing Advisor face-to-face on campus or set up a phone or virtual appointment.

GOTAFE Student Wellbeing Advisors are not experts in your life. They use a coaching approach to help you explore the issues, find your strengths & resources, work with you to create a plan to move forward and support you along your journey.

Student Wellbeing Advisors can assist with:

- Personal or family issues
- Relationship issues
- Grief and loss
- Work-related issues
- Study-related issues
- Time management and goal setting
- Mental health issues, such as Depression and Anxiety
- Promotion of health and wellbeing
- Drug and Alcohol problems
- And any other issues or general concerns.

If our Student Wellbeing Advisors are unable to assist you, they'll refer you to another service that can help. Send us an email to studentwellbeingreferral@gotafe.vic.edu.au to self-refer.

Your information and anything you say to your counsellor is confidential, except in situations where you or someone else is at significant risk of harm. Please feel free to discuss confidentiality with your counsellor if you have any concerns.

Student Experience Team

Transitioning into study can be a big challenge for individuals and families. Most of us have many things going on in our lives and it can become difficult to stay dedicated to study.

This is where our Student Experience Team can help. Student Experience Advisors have many programs and services that can assist students along their journey. They can help you build life skills, set goals for your future and keep you connected to your community, so you have all the support you need to succeed.

The Student Experience Advisors are all qualified in their field of expertise and can help with issues impacting your studies, such as:

- Finding study difficult
- Family problems
- Homelessness and financial hardship
- Centrelink issues
- Time management
- Course payment plans
- Issues within the classroom
- Advocacy
- Relationships & more!

All your interactions with Student Experience Advisors are free and confidential, except in situations where you or someone else is at significant risk of harm.

The Student Experience Advisors are accessible though all campuses, and by phone, email or virtual appointments for students studying remotely, online or those who are in more remote areas.

Apprenticeship support

Apprenticeship Support Officers give guidance to all apprentices aged 15 to 24 in the first year of their apprenticeship. They offer advice on personal and workplace issues. Apprentice Support Officers are located within various regions around Victoria. If you are in need of support from an Apprentice Support Officer, simply send them an email to TMcCormack@gotafe.vic.edu.au or contact your nearest Student Experience Advisor.

Student support

Disability Services

We're committed to providing equal access for all our students and aim to ensure that students with a disability or medical condition have the assistance they need to access and be successful in their chosen course of study.

We provide support for a range of ability levels, including but not limited to:

- Physical disability
- Mental health conditions
- Visual impairments
- Deafness or hearing loss
- Intellectual disability
- Learning disability
- Medical and neurological conditions.

Our Equitable Learning Service helps you to access the adjustments you need to be successful in your studies.

Visit gotafe.vic.edu.au/students/student-services/disability-support to learn more.

Equitable Learning Support

Our Equitable Learning Service supports people with diagnosed disabilities and medical conditions that impact their ability to be successful in their study. Our Equitable Learning Advisor will meet with you to discuss how your condition impacts your study and will work with you, your trainer and other key people to explore reasonable adjustments, assistive technologies, and other supports that will make it possible for you to achieve both independence and success.

Equitable Learning aim to ensure that appropriate strategies for participation, engagement and successful learning are put in place.

Some supports include:

- Assistance with your course application and enrolment
- Orientation to campus facilities
- Adaptive technology, such as Text to Speech programs
- Ergonomic chairs
- Computer accessories
- Alternative formatting
- Liaison with teachers/coordinators
- Assessment accommodations
- Provision of sign interpreters
- Liaising with external agencies
- Classroom participation assistance
- Tutorial assistance

Aboriginal and Torres Strait Islander students

At GOTAFE we value supporting Aboriginal and Torres Strait Islander students in a culturally safe and respectful environment. We have an Aboriginal support team who are always willing to support and advocate for students. Please contact the Koorie Liaison Officer for more details.

Multicultural support

GOTAFE is proud of our multicultural student body and strive to provide safe and culturally appropriate support and advice to all students from a culturally and linguistically diverse community. Our Multicultural Centre has a strong relationship with the Goulburn Valley multicultural community. To seek support or to offer volunteer peer support to our multicultural students, please contact the Multicultural Centre on the Fryers Street campus.

Other support services

A comprehensive list of all community support services round your campus is available in the Student Lounge on goLearn.

In addition to GOTAFE's student support services there are many other options available to help you.

Lifeline

lifeline.org.au | 13 11 14

24 hour crisis support.

Beyondblue

beyondblue.org.au | 1300 224 636

Information and support to help achieve the best possible mental health, whatever your age or wherever you live

Black Dog Institute

blackdoginstitute.org.au

Enabling mentally healthier lives through innovations in science, medicine, education, public policy and knowledge translation.

Headspace

headspace.org.au | (03) 9027 0100

Localised, free information and support about mental health and wellbeing.

Touchbase

touchbase.org.au

Information, support and services for LGBTIQ Australians.

Embrace Multicultural Mental Health

embracementalhealth.org.au

(02)6285 3100

Empowering Australians from multicultural backgrounds to embrace mental health and wellbeing.

QLife

A national service that aims to keep LGBTIQ communities supported and connected.

Phone: 1800 184 527 (3pm–midnight AEST)

Online chat (3pm–midnight AEST)

SANE Australia

sane.org | 1800 187 263

Supporting the mental health of Australians affected by complex mental illnesses.

Sexual Assault Crisis Line

1800 806 292

A state wide confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault. 24 hours, 7 days a week.

1800 RESPECT

1800respect.org.au | 1800 737 732

Confidential information, counselling and support for people impacted by sexual assault, domestic or family violence and abuse.

Suicide Call Back Service

suicidecallbackservice.org.au

1300 659 467

Immediate and professional 24/7 telephone and online counselling for people who are affected by suicide.

Kids Helpline

kidshelpline.com.au | 1800 551 800

Free, private and confidential 24/7 phone and online counselling for young people aged 5 to 25.

The Butterfly Foundation

thebutterflyfoundation.org.au

1800 334 673

Support for Australians experiencing eating disorders and negative body issues, their family and friends.

Mensline

mensline.org.au | 1300 789 978

Telephone and online counselling service for men with emotional health and relationship concerns.

Important Things to Know

This section details all the important information that you need to be aware of. Please read this carefully and familiarise yourself with it.

Assessment

Extension of time

If you think you will have difficulty meeting the due date for an assessment and need an extension of time, you will need to speak to your trainer and complete the 'Application for Extension of Time form' found at gotafe.vic.edu.au/students/student-forms-policies

Please note:

- 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 Special Consideration Form. ([link](#))
- If the submission is late without an extension, or submitted after an extended deadline, 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.

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 weeks to resubmit your work and there are no extensions for resubmissions.

Assessment attempts

If you are assessed Not Yet Competent (NC), you will be given oral or 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.

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.

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

Find the 'Complaints and Appeals from Students and Clients Procedure' at gotafe.vic.edu.au/forms

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 is a serious misconduct.

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 without acknowledgement, this will be seen as plagiarism and will not be considered for assessment. This is also viewed as being dishonest and contrary to the GOTAFE Values.

Fees

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 our front reception 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.

Payment of fees

We understand that our students have different personal and financial circumstances, so we have a number of tailored approaches and support services available to ensure that you are able to make payments of your course fees.

Payment methods

Students are able to make payment of their fees at all major campus locations – Shepparton, Wangaratta, Benalla, Seymour and Wallan by: cash, cheque, EFTPOS, deferred, credit card and instalment by setting up a payment plan. Please note we also have several eligibility exemptions and concession programs available to eligible students.

Skills recognition

Skills Recognition is an assessment only process that may result in credits towards a part or full qualification. There is no formal training involved, although you may choose to complete further training as a result of the assessment process.

You can apply for Skills Recognition before you enrol in the qualification you are seeking. You can apply for Skills Recognition through one or both of the following processes:

Credit Transfer for formal training that might be equivalent to a new qualification or partial qualification
Recognition of Prior Learning (RPL) for people who have relevant and current skills and knowledge that they have gained through non-formal or informal learning i.e. work or life experience.

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. To find out whether you qualify for a refund, please refer to the 'Fees and Charges brochure' found at gotafe.vic.edu.au/fees, which you should have received prior to enrolment.

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.

Hardship

Financial Hardship Fees are payable in full at the time of enrolment. In some cases, there may be options for students in financial hardship. Students who cannot pay their fees because of financial hardship should contact our friendly Student Experience Advisors for financial advice. You can contact our Student Experience Advisors to arrange an appointment by emailing studentwellbeingreferral@gotafe.vic.edu.au

Scholarships

GOTAFE have several scholarships that are available across various learning areas. Visit gotafe.vic.edu.au/scholarships to find out about scholarships available.

VET Student Loans

VET Student Loans from the Commonwealth government are available for approved Diploma and Advanced Diploma courses. Visit gotafe.vic.edu.au/fees to find out more.

Student safety and security

GOTAFE is committed to ensuring we provide a safe and secure learning environment for students and staff. Please discuss any safety or security concerns with your Course Coordinator, the Student Success Team or campus reception. Visit gotafe.vic.edu.au/about-us/legal-policy to find out more.

Statement of Commitment to Child Safe Standards

GOTAFE has Zero Tolerance to all forms of abuse towards Children and Young People. 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.

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 18 years and under.

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
- Witnessing family violence
- Serious neglect

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.

Occupational Health and Safety

GOTAFE is committed to the principles contained within the *Occupational Health & Safety Act 2004*. Students at GOTAFE are required 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' found at gotafe.vic.edu.au/forms

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 found at gotafe.vic.edu.au/forms

In the case of a medical emergency, Phone 000 and provide your campus location to Emergency Services.

Injuries and illness

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

If a student under 18 years of age is unwell, GOTAFE will endeavour to contact a parent or guardian 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.

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

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 for further information.

Rights and responsibilities

All members of our GOTAFE community, including those visiting, can expect an environment and interactions that are friendly and free from any harm.

At GOTAFE we believe that every student has the right to know what to expect from GOTAFE and what is expected of students in order to make the learning journey enjoyable and successful.

Student Engagement Charter

The Student Engagement Charter explains the responsibilities regarding:

- Inter-personal behaviour at GOTAFE
- Attendance
- Use of electronic and personal mobile devices
- Recording class lectures
- Grievances
- Expected classroom behaviours
- Health & Safety

Respect and consideration

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

Fairness and equitability

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.

Bullying or harassment

GOTAFE has a zero-tolerance policy toward behaviours that may be considered abusive or insulting. This includes yelling or screaming; behaviour that intimates, humiliates, belittles, or degrades; teasing or making a person the brunt of jokes; or spreading malicious gossip. All instances of this behaviour will be taken very seriously whether conducted in person or through electronic mediums like social media and emails. Individuals that observe such behaviour are to immediately report it to a GOTAFE staff member, who will provide further guidance.

Discrimination

GOTAFE follows state and federal law to protect students or prospective students from being discriminated against in their education. There are various policies relating to this. To access a copy of these policies, visit student administration or the GOTAFE website. If you have any concerns, or if you believe that you have been discriminated against, please see a member of the Student Welfare Unit.

Safety and health

Your behaviour must consider 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.

Honesty and the law

You must always act within the law and comply with Workplace Health and Safety legislation.

Privacy and confidentiality

GOTAFE takes privacy and confidentiality matters seriously. Disclosure of any personal information about another student or individual without that persons consent is unlawful.

Duty of care for minors

Any student under 18 years of age who wishes to leave GOTAFE campus grounds during breaks (including lunch), will be required to have a permission to leave grounds form signed by a parent or guardian. Students under 18 years of age living independently away from home are considered 'independent minors'.

Social media policy

Students are always expected to adhere to GOTAFE policies and procedures where their personal use of social media overlaps with the interests of GOTAFE or members of its community.

Public interest disclosure

GOTAFE does not tolerate improper conduct, including corruption or dishonest or improper activity, of its officers, staff, directors or any other person acting on its behalf. Individuals will be protected from reprisal when making a genuine disclosure about GOTAFE. Further information can be found in GOTAFE's Public Interest Disclosure Policy by visiting gotafe.vic.edu.au/forms

Recording of lectures/classes

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

Alcohol and other drugs

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

Weapons

Unlawful possession of knives, firearms, 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 GOTAFE buildings and grounds.

Student dress standards

GOTAFE aims to prepare students for their working life. It is therefore expected that while 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, symbols, or graphics that could 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 as directed by your trainers. This may include safety glasses, steel-capped boots, and hearing protection.

Loose clothing worn in a practical activity could become a hazard. Clothing must provide adequate cover and be reasonably close-fitting, with no torn parts that can be caught on machinery.

Statement of adherence

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, GOTAFE undertakes to deliver our programs and teaching in a manner that supports 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 every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. 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 Behavioural Policy and Procedure, the Institute aims to:

- Foster an environment that is free from discrimination, harassment and bullying
- Always promote appropriate standards of conduct
- 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 time.

Visit gotafe.vic.edu.au/about-us/legal-policy to find out more.