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Welcome to Goulburn Ovens Institute of TAFE (GOTAFE).

You have made an excellent choice to study at GOTAFE. We are committed to providing you with world-class education and training opportunities.

We are here to help you achieve your goals.

The purpose of the Student Handbook and Induction Guide for Learners is to provide you with information you might need during your time studying with us at GOTAFE.

Where can I find information?

In addition to this Handbook, there are many ways to find information at GOTAFE. Your Course Coordinator, trainers and campus customer service staff will be able to answer many of your questions.

You can also find a wealth of information in this Handbook and on the GOTAFE website.

Client feedback

During your course, if you have any comment to make about your experiences, complimentary or otherwise please complete the online Client feedback form at http://feedback.gotafe.vic.edu.au/feedback.cfm 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 [FLA-27]
- Course evaluation [FLA-33]
- 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 Early Childhood Development 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).

Contacts

Jon Lee
Commercial Manager TEC VETiS - All campuses
Phone: 5833 2903

Leanne Holland
TEC VETiS - Wangaratta and Benalla
Phone: 5723 6289

Important Dates

Orientation 25 January 2017
Classes commence 1 February 2017
Classes conclude 18 October 2017

VETiS Enrolments Close
Shepparton, Seymour, Benalla & Wangaratta 2 December 2016
Health course 16 September 2016
Mid Year reports sent 16 June 2017
End of Year reports sent 6 October 2017

School Term Dates
Term 1 30 January - 31 March
Term 2 18 April - 30 June
Term 3 17 July - 22 September
Term 4 9 October - 22 December

School Holidays
Autumn break 1 April - 17 April
Winter break 1 July - 16 July
Spring break 23 Sept - 8 October
Summer break 23 Dec -

Public Holidays
New Years Day 2 January
Australia Day 26 January
Good Friday 14 April
Easter Monday 17 April
Anzac Day 25 April
Queens Birthday 12 June
Melbourne Cup 7 November
Christmas Day 25 December
Boxing Day 26 December
GENERAL COURSE INFORMATION

What is VET?

VET stands for Vocational Education and Training. The courses GOTAFE offer are nationally accredited training courses and are at an introductory level for the vocational area chosen.

Some students chose VET as the course content interests them more than other subjects available through the school curriculum and they want to choose topics that they are interested in.

Many students choose VET because they feel they know what career they want and are keen to get started with some training in that area. VET allows them to gain confidence that they are on the right track before leaving the safety net of school.

When undertaking VET courses in traditional trade areas, you may gain study credit into your apprenticeship which will be attractive to an employer.

Other VET studies can provide credit into further study.

Some courses on offer will contribute towards a students ATAR for university entry and can give great skills for part time work whilst at university, e.g. hospitality.

There are no right or wrong reasons to do VET. Each student’s motivation and desired outcomes are different. VET courses are a great way to try some further study in a non school environment and develop independence and social skills for life, irrespective of the course of study chosen.

Course Referral & Acceptance

All referrals are made to GOTAFE through your home school. Your school must refer you as they are paying for the tuition cost of your course. Your school must approve your participation in the course. You can ask any questions you wish prior to accepting your position in the course.

As classes have minimum and maximum numbers to run. We may need to have waiting lists for some courses if we have more demand than expected. We will fill one class at a time. All students and schools will be notified of their acceptance prior to course commencement.

Please note:

- Electrical students will have pre-testing requirements and no places can be offered until after pre-testing is conducted.
- Health courses have an application process and limited spaces.
- Equine students must have access to horses and completed all required documentation.
- Music students must submit an application form and demo or link to such.

Students must have provided all enrolment paperwork before we can offer them a place in the course, including any documentation for credit transfers, eg. CI card.

Dates & Times

Alliance Timetable

Commence  Week commencing Monday 30 Jan
Conclude  Week commencing Monday 16 Oct
Class Times  As per your school timetable

Wednesday Timetable

Commence  Wednesday 1 February
Conclude  Wednesday 18 October
Class Times  9am – 3.20 pm

CISCO classes are evening classes run between 6pm and 9pm usually on a Tuesday evening. This is a public course that secondary school students can join. Start and finish dates will be advised to you by your teacher at orientation for this course.

Course Duration

Our VETiS programs are run over two years as they are targeted at Year 11 and 12 students although we do have some year 10 students participating. Some offer full completion of the certificate and some only partial completion due to the amount of training hours required to complete. Please check your course guide for details on full or partial completion and ATAR contribution. www.tec.edu.au pg 4.

What if I Change my mind?

No problems, sometimes knowing what you don’t like helps you move forward to finding the right thing for you. Now you have had a taste of attending GOTAFE you may wish to try another course of study better suited to you. If you wish to change programs you will have to wait until the next enrolment period to do so. You will need to apply before the close off date. You cannot move programs mid year. The only course which demands a two year commitment from the outset is the Health course.

Training Locations

Most courses are delivered on campus with a few exceptions:

- CISCO is an evening course in Shepparton
- Sport and Recreation is often held off site for sporting activities
- Health programs are held off site or a mixture of on campus and off site.
- All online programs will require some on campus attendance during school holidays
Attendance & Absences
If you are sick or unable to attend class it is courteous to inform your teacher or TEC VETiS contact person.
For on-campus participants, punctuality is a courtesy. Students are wholly responsible to see their teacher to obtain notes and information regarding classes they have missed.
If you need to be absent for a long time, please let your TEC VETiS contact person know so that your teacher and schools can be informed and support can be offered to assist you to finish your studies.
Please be aware that turning up to class gives you the best chance of achieving competency but is not a guarantee. You must demonstrate the required level of understanding with supportive evidence in order for our teachers to assess you as competent.
If you do not achieve competency in some units this may also impact your VCE outcomes.

Transport
Every student is responsible for their own transport to and from the course and must be able to attend placement venues where placement is mandated in their course.

Communication to Schools
GOTAFE VETiS contact staff and trainers will be in communication with students throughout the course via face to face teaching, phone, email and SMS texting. Often trainers for on-line courses will phone students in the evenings or on weekends. Parents and students can contact their teachers or the VETiS staff directly with any queries.
Attendance and any concerns about a student’s progress is fed directly back to your home school for them to follow up with families. Students will be spoken to by their teacher or course co-ordinator if there are concerns about their progress.
Reports are issued at the end of Semester 1 & 2 for 1st year students and at the end of Semester 1 only for 2nd year students.
Reports are sent to your home school in Shepparton and Seymour and posted directly to the student if you attend the Wangaratta or Benalla Campus.
GENERAL COURSE INFORMATION

Classroom Expectations
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.

Please ensure you familiarise yourself with the Student code of conduct policy which can be downloaded from the GOTAFE website.

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 to cheat during assessments.
• The use of mobile phones and other electrical devices are prohibited in GOTAFE VETiS classrooms unless you seek approval from your teacher
• Lateness will be reported to your home school
• Any student needing to leave class for an appointment must have a signed and dated note from their parent or guardian
• Students who breach OHS requirements will be asked to leave the class and the student’s home school and parent/guardian will be notified.

Further details on student conduct can be obtained from the Course Coordinator. Refer to the Student conduct procedure for more information.

Recording class lectures without consent
Students who want to record class presentations must seek approval from their teachers and declare the purpose and intent of recording the presentation prior to recording the session.

Smoking on campus
GOTAFE has a policy of no smoking on campus. This policy applies to both staff and students.

Withdrawing from a course or unit
If you are thinking about withdrawing from your course or from a unit, talk to your trainer or TEC VETiS contact person first. There might be other options to withdrawing.

If you do decide to withdraw from a course or unit, you must speak with your secondary school who will authorise GOTAFE to withdraw you.

At the end of the school year, your Statement of Results will include the units you have withdrawn from.

Withdrawal from a course could have an impact on your senior secondary outcomes so we must seek confirmation from your school.

All VETiS (on campus) students have an expected 80% attendance rate. Students who attend less than this are “at risk” of not achieving competency.

If students have not attended for 4 consecutive weeks without formal notification from either a parent/guardian or school as to the reason why, GOTAFE reserves the right to withdraw you from your course.

Course Completion
When you have successfully completed your course, you will receive a:

• Statement of Results
• Course Award
• Course evaluation form.
Statement of Results
You will be issued with a Statement of Results at the end of the calendar year or in January of the following year. The Statement of Results records the units that you have completed. It is not a course award.

If you need a Statement of Results earlier, please contact your Course Coordinator. There is a charge for re-issue of Statements of Results, so please keep them in a safe place.

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.

Please note that your Course Award will be withheld if you have:
- Any overdue books from the library
- Any unpaid outstanding fees at GOTAFE.

Course evaluation
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.

Enrolment each year
Each year of your course, you will need to complete and sign the Enrolment Form.

Students not attending a secondary school but attending an adult education provider and accessing VETiS TEC programs will need to complete an enrolment form and eligibility statement in the year they wish to enrol along with an acceptance to pay their fees.

Payment of Fees
Students who are currently enrolled in a secondary school do NOT pay fees directly to GOTAFE. The student’s home school will enter into a fee for service contract with GOTAFE and pay GOTAFE the cost of the tuition and materials fees.

Secondary schools will invoice families for their fees. Private and government schools have different fee structures. Please check with your school to determine what they will charge you.

Students not enrolled in a secondary school, that is young members of the community who are under 20 years of age and have their academic education provided by an Adult Education provider eg GOTAFE, must pay the required course fees. Course fees are made up of a tuition contribution fee, a compulsory Non-Academic Fee and a materials Fee.

Details of your enrolment will be entered in the Institute’s system and you will be eligible for a student card for the current year. You will then be able to use the computer facilities and the GOTAFE libraries.

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.

Keep your receipt for taxation, withdrawals and/or refund purposes.

Refer to the section on Withdrawing (under Policies and Procedures).

Refunds
If you are a secondary school student you need to check with your secondary school if you will be entitled to a refund if you withdraw.

If you enrol directly with GOTAFE 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 current Fees and Charges brochure, which you should have received prior to enrolment.

You can also find the Fees and Charges information on the GOTAFE public website (under the Courses menu).
**Fryers Street Campus**

**Fryers Street, Shepparton**

Located in the heart of Shepparton, the Fryers Street Campus houses the administration of the Institute as well as a large number of teaching departments and is known for its range of short courses geared towards the adult education sector.

**William Orr Campus**

**Wanganui Road, Shepparton**

The William Orr campus is a 120 hectare property on the outskirts of Shepparton, named after the William Orr homestead, an historic building constructed in 1896 and still in use today. It is the Shepparton site for Agriculture, Automotive Year 1, Horticulture, Building, Plumbing and NCDE programs.

**Seymour Campus**

**Wallis Street, Seymour**

Seymour Campus is located in the heart of Seymour and is easily accessed via regular train and bus services. Students benefit from a modern environment with access to the latest technology and enjoy a friendly and welcoming atmosphere.
**Docker Street Campus**  
**Docker Street, Wangaratta**  
The Docker Street Campus is the hub of training in the North East region. The Flexible Learning Centre provides training rooms, break-out study areas and access to industry standard equipment and facilities.

**Wangaratta Regional Study Centre (RSC)**  
**Tone Road, Wangaratta**  
The RSC is a world class facility developed in partnership with Charles Sturt University (CSU). This facility caters to the needs of the animal science, agriculture, equine, horticulture and viticulture industries.

**Benalla Campus**  
**Samaria Road, Benalla**  
The Benalla Campus is a modern building with excellent facilities. The Benalla Performing Arts and Convention Centre, (BPACC,) was established in 2005 and caters for up to 300 people.
DRESS STANDARDS

Dress Standards & Requirements

This minimum standard takes into account hazards that are present in the training space most of the time, and considers the work of the group as a whole and not just that of an individual. For many tasks protection may be needed additional to the minimum standard.

Listed below are the minimum standards of protective dress and PPE expected for all students and staff working in the listed areas. (Additional protective equipment may be required for specific tasks).

All Trade Areas (must be worn when required)

• Clear safety glasses (complying with AS/NZS 1337)
• Class 5 rated ear muffs or ear plugs. (Audio devices shall not be used and ear buds/headphones must not be worn)
• Hair nets will be required for long hair

Agriculture, Conservation Land Management, Horticulture & Landscape Construction

General dress code for all agriculture and horticulture activities.

• Sturdy work boots (leather upper or WorkSafe accredited footwear)
• Safety glasses (complying with AS/NZS 1337) - supplied
• Cotton long pants
• Hi-vis long sleeved shirt (shirt included in Agriculture materials fees)
• Broad brim hat
• Sun protection
• No dangling or protruding jewellery
• Long hair tied back: not impeding vision
• Ear muffs or ear plugs to the required Db level - supplied
• Raincoat for wet weather work
• Protective gloves like riggers gloves that offer full hand, finger and wrist protection

Additional protective equipment for the following specific tasks:

Motorbike/ATV/Tractor

• Motorbike helmet - Supplied (Hair nets are supplied when wearing an Institute helmet)

Chain saw operation

• Hard helmet complying with AS 1801 - supplied
• Chaps or chainsaw trousers to AS 4453 - supplied

Horticulture & Landscape Construction

• Protective gloves suitable for gardening activities.
• Dust mask (must be worn when using potting mix) AS 1716:2012 - supplied
• Appropriate chemical mask (must be worn when required) - supplied

Animal Sciences

• Sturdy covered work shoes
• Long pants and long sleeved shirt - no baggy clothing
• Broad brim hat and sun protection for outdoor work
• No dangling or protruding jewellery
• Long hair tied back

Automotive

• Safety work boots (leather upper or WorkSafe accredited footwear)
• Work overalls or cotton long pants and long sleeved shirt – no baggy clothing

Beauty & Hairdressing

• GOTAFE T-Shirt or tunic (included in material fees)
• Black pants, NO LEGGINGS or jeans are acceptable
• Black knee length skirt – mini skirts are NOT acceptable
• Covered in black shoes
• Beauty students should tie long hair back

Building, Electrical, Furniture Making & Plumbing

• Safety work boots (leather upper or WorkSafe accredited footwear)
• Cotton long pants no baggy clothing
• Close fitting High Visual cotton shirt and windcheater

Business, Integrated Technology & Media

• Covered footwear
• Neat casual attire

Community Services

• GOTAFE logo polo shirt (included in materials fee)
• NO jeans or leggings are acceptable
• Navy or black dress pants MUST be worn
• Hair to be tied back while on work placement.
Digital Media, Information Technology & Design Fundamentals

- Covered in shoes
- GOTAFE polo shirt (included in materials fees)

Engineering Mechanical & Metal Fabrication

- Safety work boots (leather upper or WorkSafe accredited footwear)
- Work overalls or cotton long pants and long sleeved shirt – no baggy clothing

Welding

- Full body coverage, may be overalls or full length cotton clothing.
- Welding helmet to AS 1337.1.2010. Filters on welding helmet should comply with AS 1338. Supplied by GOTAFE. If you are supplying your own helmet for use it must comply with these standards.

It is preferable you supply your own welding gloves for hygiene reasons. Welding gloves should comply with AS2161.2.2005 which are often measured in European Standards EN12477. Glove classification split into type A or B. Type B has increased dexterity and is preferred for welding.

Equine

- Work boots
- Long pants and long sleeve shirt
- Minimal jewellery
- Long hair tied back

Events

- GOTAFE T-Shirt and Apron (included in materials fee)
- Name badge
- Covered flat leather shoes

Health Services & Allied Health Services

- **Seymour** – Shirt fitted at All Things Uniform, Shop 1, 70 High Street Broadford. This shirt is included in the materials charge. Students should be fitted over the Christmas school holidays.
- **GV Health, Cobram District Hospital** - Shirt fitted at Hip Pocket, 189-197 High Street, Shepparton. This shirt is included in the materials charge. Students should be fitted at their ‘meet and greet’ session.
- **Northeast Health** – Fitted at Worklocker located at 120 Murphy Street, Wangaratta (03 5722 4644). This shirt is included in the materials charge. Students should be fitted over the Christmas school holidays.

- **Benalla Health** – The hospital will be organising your shirt for your uniform when you start.

Immunisations for Health & Nursing students

Students undertaking this course must be prepared to have the following Immunisations. Immunisations must be up to date and complete before commencement of the course

- Hepatitis B
- Diphtheria and Tetanus
- Measles Mumps Rubella
- Polio (Sabin)
- Pertussis (Whooping Cough)
- Varicella Zoster Virus (Chicken Pox)
- Mantoux test (Tuberculosis) Skin test is performed and results read 47-72 hrs after, or a blood test called ‘Quantiferon Gold’ may be undertaken

Hospitality - Kitchen Operations (Cookery)

- Leather upper shoes or boots (fully enclosed) Rubber soled.
- Hat and hairnet (no hair to be exposed) – included in material fees
- Minimal jewellery
- Small check chef pants (included in material fees)
- White chef jacket with white buttons (included in material fees)
- Neckershield (included in material fees)
- Apron (1/2 or bib style) (included in material fees)

Students will be fitted for their uniform after course commencement.

Lab Skills

- Covered flat leather shoes
- Clothing appropriate for laboratory environment
- Laboratory coat and safety glasses
- Long hair needs to be tied back

Music

- Fully enclosed shoes or boots
- Black pants or jeans, no tears
- T-Shirt supplied (included in material fees)

Sport & Recreation

- GOTAFE polo shirt (included in material fees)
- Relevant sporting attire
ACCOUNTS & INCIDENTS
All staff and students must report any incidents, accidents, “near misses” and hazards to their supervisor/teacher as soon as possible (see First Aid). An incident report form should be completed; these are available from your teacher 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 Youth and Student Services for further information.

APPRENTICESHIPS
To find out more about Apprenticeships contact an Australian Apprenticeship Centre in your area go to http://www.australianapprenticeships.gov.au/australian-apprentices

ATMS
Unfortunately there are no banking facilities on Campus - but fees can be paid by EFTPOS (no cash withdrawals).

CAFETERIAS
Snacks and drinks are available at most Campuses, via canteens or vending machines or nearby shops.

Fryers Street Shepparton Campus students are encouraged to make use of the cafeteria located at Latrobe University adjacent to the Fryers Street Campus.

CHANGE IN 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 your Campus Enrolment Centre.

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 Counselling service on your Campus or see a Youth and Student Support Officer for Welfare related needs.

For after hours help please ring:
LifeLine on: 13 11 14
Suicide Helpline: 1300 651 251
Kids Helpline: 1800 55 1800

DRUGS
Illegal drugs and alcohol must not be consumed on GOTAFE premises. Appropriate action will be taken by staff, should they consider any student unable to carry out class work safely.

If you are concerned about your own or someone else’s alcohol or drug abuse, contact the Counsellor at your Campus for referral to a drug and alcohol service.

EMERGENCY PROCEDURES
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 exit.
- Remain at the assembly area until further advice and stay near to your class group if possible so that your teacher knows you are accounted for.
- Keep clear of buildings 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.
FIRST AID
Each Campus has trained First Aid Officers and first aid kits. Report all incidents or accidents to a teacher, staff member or reception, so that first aid assessment and treatment can be arranged if required. In the case of a medical emergency, PHONE 000 and provide your Campus location to Emergency Services.

FOOTBALLS / BALL GAMES
Please note ball sports are not allowed on GOTAFE campuses with the exception of William Orr Campus.

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 advice. 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 advice in their personal vehicles.

In emergency medical situations, GOTAFE will respond appropriately and in a timely fashion. Ideally the student should be in agreement with contacting Emergency Services (Ambulance), however, there may be occasions when seeking their agreement is not possible. 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, it is recommended that another GOTAFE staff member remains with the involved staff member until they receive medical attention or their emergency contact/a family member arrives.

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.

For further information contact the Koorie Unit on 1300 GOTAFE (1300 468 233).

LIFTS
Lifts are provided in the Cowley and Vibert buildings at Fryers Street Campus, Shepparton and the FLC in Docker Street, Wangaratta for students who are unable to use the stairs e.g. students with disabilities, parents with pushers, etc. Able-bodied students are expected to use the stairs.

LOCKERS
A limited number of lockers are available at each Campus. Speak to a Youth and Support Officer or Reception staff for further information.

These lockers are provided for storage 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 October 18.

LOST PROPERTY
If you find or lose an item contact reception, so that first aid assessment and treatment can be arranged if required. In the case of a medical emergency, PHONE 000 and provide your Campus location to Emergency Services.

MICROWAVES
Microwaves are available for students use in the student amenities area of your Campus.

SKATEBOARDS & SKATES
In the interests of safety, skateboarding and skating are not permitted on Campus premises and grounds.

SMOKING
GOTAFE campuses uphold a smoke free policy in order to provide and maintain so far as practicable, an environment that is safe and without risks to health to both students and staff. Students are asked to be mindful of our smoke free status while on campus. Designated smoking areas are located at the perimeter of each campus with waste receptacles provided.

SOCIAL MEDIA
GOTAFE recognises the need to provide guidance regarding the expectations and standards that apply where this use is about the Institute, its products and services, its people (students and staff) and other business-related stakeholders. GOTAFE’s Student Code of Conduct 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.

UNIQUE STUDENT IDENTIFIER (USI)
Students are required to have a USI if enrolling into Nationally Recognised Training. It provides you with access to your training records and results. To apply for your USI go to www.usi.gov.au make sure you have some identification handy. Once you have your USI make sure you provide it to us via any enrolment centre at any campus or email: enquiry@gotafe.vic.edu.au detailing your name, address, the course you are enrolled in and your USI number.
GETTING STARTED

Using the GOTAFE Website

On the GOTAFE website, you will find information about courses, fees, Skills Recognition, Student Services and many other things.

If you are off-campus, you can search for “gotafe” or type www.gotafe.vic.edu.au in the address field on your browser.

You can also access login pages, for example, for Moodle and Online Campus. Your trainer will provide you with login details if this is relevant to your course.

Logging into Learning Management System (LMS)

Part of your course might be offered online via a Learning Management Systems such as Moodle.

From the GOTAFE Home Page, you can log in to a range of Learning Management Systems.

- Click on the Students link at the top of the page to access the log in page - this is the log in page
- You can click the links to log in to our Learning Management Systems eg. Moodle

Once enrolled, your course coordinator or trainer will arrange access rights to your online resources and they will explain how to log in.

Note: If you are using a shared or public computer, make sure the options for “keep me signed in” is not ticked.

ASSESSMENT

In this section, you will find the following topics on assessment:

- Skills Recognition
- Assessment tasks
- Reasonable adjustment
- Special consideration
- Submitting assessments
- Requesting an extension of time
- Assessment attempts
- Assessment appeals
- Foundation and employability skills
- Graded Assessment

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 CV?

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.

What is it?

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.

Most VETiS students would apply for credit transfers. You will need to submit your certificates or statement of attainment with your enrolment form.
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
To find out more about Skills Recognition, call 1300 GOTAFE (1300 468 233) or talk to the Course Coordinator.

Assessment tasks
Assessments are conducted throughout the course. To progress to the next phase in your course, you need to satisfactorily complete the assessment tasks for the preceding phase. Your Assessments might be provided during training and/or at the end of a module/unit.

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 - be relevant
- Not copy anyone else’s work word for word
- Write legibly or type, so that it is easy to read

Note: Refer to the next section - Study Guide - Guidelines for preparing written assessments for more information.

Reasonable adjustment
We recognise that there might be a need to make reasonable adjustments to the method in which evidence of your performance is collected. However, the evidence criteria for decisions cannot be altered. That is, the standards expected should be the same, irrespective of the group and/or individual being assessed.

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
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.

Refer to the next section on Policies and Procedures for information about the Institute’s Assessment Special Consideration Procedure [E2-P3].

If you require special consideration, you can apply on the Application for assessment special consideration form [FLA-58].

Submitting assessments
All assessment tasks must be submitted by the due date, which should not be later than two weeks after the end of a unit of competency as stated on the timetable.

Assessment cover sheet
For written assessments, you must attach a completed Assessment Cover Sheet [FLA-24] or submit and sign-off in Moodle.

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.
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, fax, post or hand in a completed Application for extension of time form [FLA-23]. This is available on the GOTAFE website or from your tutor.

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 [FLA-23].
- 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 [FLA-58]
- 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).

Final Results

All VETiS results are required to be finalised by late October. All results will be forwarded to your secondary school or education provider.

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.

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. Resubmissions of assessments for Certificate IV or above will not be graded but can still be assessed Competent (CC) or Not Yet Competent (NC).

Assessment appeals

You may appeal an assessment result and the Institute’s Complaints and appeals from students and clients procedure [PRQM-170] provides an internal process for this. Refer to the section on Policies and Procedures for more information.

Foundation and employability 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 organization
  - 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.

Graded assessment

At GOTAFE, assessments for Certificate IV qualifications or above might be graded. Results for assessments at Certificate II or III level will be assessed as Competent (CC) or Not yet Competent (NC).
In this section, to help you get the most out of your study, you will find the following topics:

- Support
- Study tips
- Guidelines for preparing written assignments
- A checklist for written assignments
- Plagiarism (copying)
- Referencing

Study tips
To study effectively you need to consider:

- Your study environment
- How you organise yourself
- Your approach to learning.

Study environment
Make sure that your study environment is:

- Comfortable
- Quiet
- Well lit
- Free of interruptions
- A pleasant place to be

Organise yourself
Organise yourself by:

- Setting goals and developing timelines to monitor your progress
- Setting yourself regular study times when you are not tired
- Breaking a large task into small manageable chunks
- Starting a task, if you have limited time. Don’t procrastinate.
- Organise your work by using:
  - Folders, files, a memory stick or CD’s to store your work
  - Assessment marking guides monitor your own progress

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.

Guidelines for preparing written assessments
The following guidelines aim to assist you in preparing written assessments. Make sure that you read the assessment questions carefully by looking for key words.

Planning
Read the assessment question carefully and check the word limit.

Check the due date.

Brainstorm ideas with a colleague or small group.

Start to source information to assist planning your ideas.

Draw a mind map or plan of the topic of your choice.

(Look at http://en.wikipedia.org/wiki/mind_map for more on mind maps.)

Talk to your trainer if you are having difficulties.
Research

Read relevant information, this should come from a variety of sources:

- Books
- Journals
- Audio visual resources
- Newspapers
- Internet
- Personal communications (including interviews).

Remember to record your sources of information for later referencing and bibliography.

Revisit your plan (mind map).

Refine your ideas and areas of emphasis.

Reading the assessment questions

Key words indicate what action or type of information your assessor requires.

<table>
<thead>
<tr>
<th>Key word</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyse</td>
<td>Break the subject into its parts and examine each part in detail.</td>
</tr>
<tr>
<td>Compare</td>
<td>Look for similarities and/or differences.</td>
</tr>
<tr>
<td>Complete</td>
<td>Add the necessary information to give full details.</td>
</tr>
<tr>
<td>Define</td>
<td>Give the precise meaning.</td>
</tr>
<tr>
<td>Demonstrate</td>
<td>Explain or describe by using experiments, examples or reasoning, or by actually doing the task.</td>
</tr>
<tr>
<td>Describe</td>
<td>Give a detailed account, use diagrams and sketches if possible.</td>
</tr>
<tr>
<td>Develop</td>
<td>Work out in full detail or reveal full detail.</td>
</tr>
<tr>
<td>Discuss</td>
<td>Examine a topic or issue and give reasons for and against.</td>
</tr>
<tr>
<td>Evaluate</td>
<td>Make an appraisal of the worth of something.</td>
</tr>
<tr>
<td>Examine</td>
<td>Present an in-depth study.</td>
</tr>
<tr>
<td>Explain</td>
<td>Give reasons for or causes of something: tell why or how it came to be.</td>
</tr>
<tr>
<td>Illustrate</td>
<td>Explain and make clear by the use of examples, figures or diagrams.</td>
</tr>
<tr>
<td>List</td>
<td>Itemise or place into categories.</td>
</tr>
<tr>
<td>Outline</td>
<td>Give the main features of the subject; omit minor details.</td>
</tr>
<tr>
<td>Summarise</td>
<td>Give a concise account of the main points.</td>
</tr>
</tbody>
</table>
STUDENT SERVICES

In this section you will find the following topics:

- Careers counselling service
- Career voyage
- General counselling service
- Disability liaison service
- Retention and engagement service
- Student activities

Careers Counselling

All enrolled students or individual potential students of GOTAFE across our four main campuses are eligible for free careers guidance by a qualified and experienced GOTAFE careers advisor. Careers counselling can help you with Career planning and decision making, Course choice, Preparation for the job market and Applications including VTAC for further study.

Career Voyage

The Career Voyage software, used by a trained Career Voyage Adviser, takes you through four steps to identify suitable career paths providing access and research into those jobs. 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 base program which may allow for distance learners to check your eligibility please contact a career advisor nearest you. For further information or to make an appointment with a Career Adviser please call 1300 GOTAFE (468233).

Disability Liaison Service

GOTAFE provides disability supports to students with the necessary support they need to access GOTAFE courses. If you feel you need support due to any of the following physical disability, mental health condition, visual or hearing impairment, intellectual disability, learning disability or medical or neurological condition. GOTAFE is committed to providing equal access to learning opportunities to all students with a disability through reasonable adjustments made in consultation with yourself and your teachers. When applying for courses please make contact with a Disability Liaison Officer (DLO) as early as possible prior to enrolment or information sessions.
In this section, you will find information about the following important policies and procedures:

- Assessment special consideration procedure [E2-P3]
- Complaints and appeals from students and clients procedure [PRQM-170]
- Emergency evacuation procedure [CS15-P78]

Assessment special consideration procedure [E2-P3]

Special consideration is the formal process to deal with an application by a learner in which he/she claims to be disadvantaged by an assessment. It does not deal with a dispute concerned with the marks or grading given as a result of an assessment process.

A learner may apply for special consideration on any of the following grounds:

- Illness prior to or during the assessment period or event
- Illness suffered during the year
- Any sight, hearing, physical or psychological impairment that affects detrimentally the mobility or functioning of a student (a disability may be of a temporary or permanent nature)
- Suffering of 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 the student
- Lack of familiarity with the English language, where English is the second language of the student
- Absence from assessment as a result of illness, or other serious and unforeseen cause.

Refer to the Assessment Special Consideration Procedure [E2-P3] for more information. This is available from your Course Coordinator.

Complaints and appeals from students or clients procedure [PRQM-170]

This procedure covers complaints relating to any aspect of GOTAFE’s operations, including appeals on assessment results.

The GOTAFE complaints and appeals process comprises four stages:

- Informal (Stage 1)
- Complaint (Stage 2)
- Formal Appeal (Stage 3)
- External Mediation (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 made on an online client feedback form available at www.gotafe.vic.edu.au/feedback.cfm.

A Client feedback form is also available from reception at each campus site.

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 the matter to be reviewed by an appropriate independent third party. This external mediation process shall be arranged by the Registrar or Manager: Quality & Sustainability, as appropriate, within five (5) days of the request.

For full details of this procedure, refer to the Complaints and appeals from students and clients procedure [PRQM-170].
Emergency evacuation procedure
[CS15-P78]

If there is a fire or other emergency requiring the evacuation of a building, an alarm will sound. The evacuation procedure is:

1. Move in an orderly fashion and exit the building by the closest emergency safe exit. Fire doors will shut. Do not attempt to open them.
2. All staff and students should assemble at the designated area, which you will be shown during your course induction. Students are not to leave the area until told to do so.
3. GOTAFE staff will ensure that all students are accounted for by checking names against the roll.
4. Campus Fire Wardens will ensure that all rooms and buildings under their jurisdiction have been evacuated before leaving the building themselves.
5. No staff member or student may re-enter the building/s unless instructed by the Emergency Officers.
6. If it is deemed safe by the Fire Warden/Evacuation Officer to re-enter the building, you will be informed. Otherwise you stay in the designated area.

DOCUMENTS

You might need some or perhaps all of the following GOTAFE documents during your studies. You will find some of them on the public website http://www.gotafe.vic.edu.au/about/documents.cfm

You can also ask your trainer, Course Coordinator or Student Administration to provide you with the latest versions.

GOTAFE forms and documents

- Application for assessment special consideration form [FLA-58]
- Application for extension of time [FLA-23]
- Application for refund [FSA-55]
- Assessment cover sheet [FLA-24]
- Course evaluation form [FLA-33]
- Enrolment form [FSA-21]
- Unit feedback [FLA-27]
- Assessment special consideration procedure [E2-P2]
- Complaints and appeals from students or clients procedure [PRQM-170]
- Copyright procedure [E9-P30]
- Emergency evacuation procedure [CS15-P78]
- Student conduct procedure [E6-P27]