



Student Handbook 2012

gotafe.vic.edu.au

1300 GOTAFE
1300 468 233



Email enquiry@gotafe.vic.edu.au

Fax (03) 5833 2551

TTY (03) 5833 2608

Telephone text specifically for hearing impaired



Welcome

gotafe

Benalla

Samaria Road,
Benalla 3672

Seymour

Wallis Street,
Seymour 3660

Shepparton

Fryers Street Campus
Fryers Street,
Shepparton 3630

William Orr Campus

Wanganui Road,
Shepparton 3630

Wangaratta

Docker Street Campus
Docker Street,
Wangaratta 3677

Rural Industries Campus

Tone Road,
Wangaratta 3677

Telephone Typewriter for the Hearing Impaired

Benalla (03) 5760 4574

Seymour (03) 5735 2487

Shepparton (03) 5833 2608

Wangaratta (03) 5723 6346

Student Handbook

Welcome	2
Campus information	3
Dates to remember	9
Phone numbers	9
Student Services	10
GOTAFE A-Z	13
Policies	32

Want to know more?

Phone: 1300 GOTAFE
(1300 468 233)

Visit our Website

www.gotafe.vic.edu.au

Visit one of our
Enrolment Centres

Disclaimer

Every effort has been made to ensure that the contents of this publication are accurate at the time of printing, December 2011; contents may be subject to change without notice.

gotafe
choose success



Welcome

On behalf of the Institute Council and staff I extend a warm welcome to you as a student of GOTAFE.

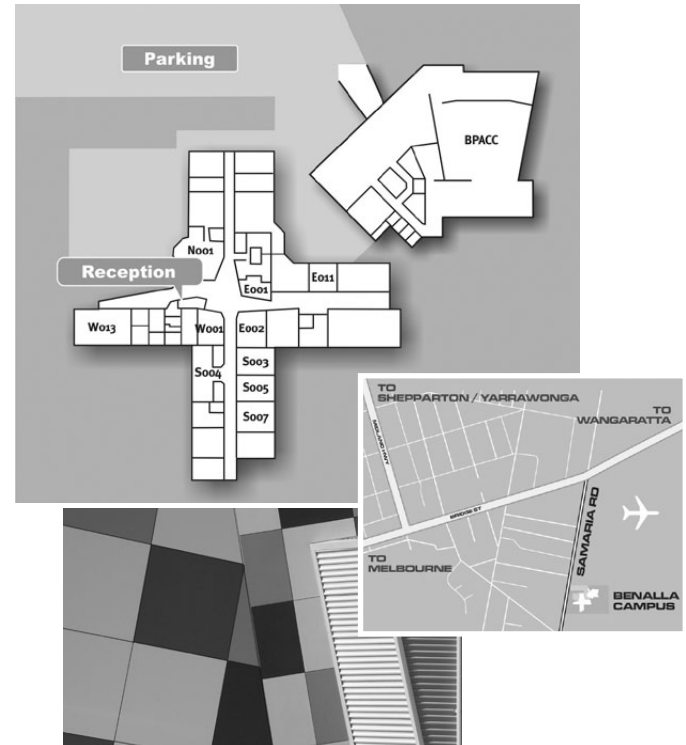
GOTAFE is committed to doing its best to provide education and training opportunities to the people of the Goulburn North East Region and beyond. We are here to help you achieve your goals - to choose success.

GOTAFE has a wide variety of education and training opportunities designed to fulfil a wide range of student needs and employment outcomes. We encourage you to take every advantage of the educational facilities and the support services available to assist you with your study.

Good luck with your study and please feel free to contact any of our staff to ensure that you gain every possible assistance in achieving and updating the skills required.

Paul Culpan
Chief Executive Officer

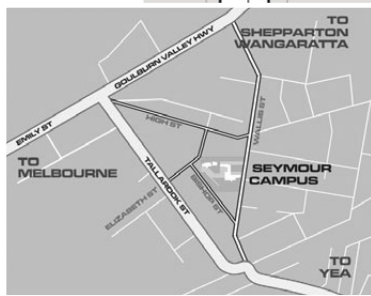
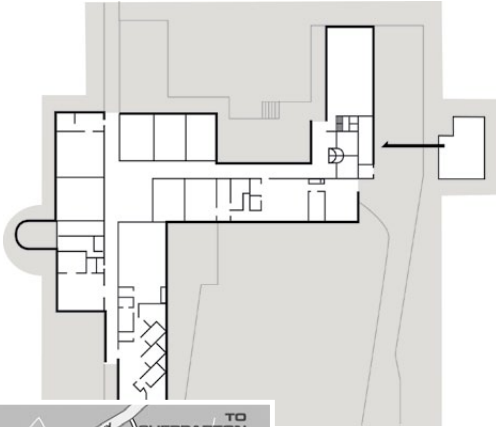
Benalla



The Benalla campus is a modern building with comfortable facilities. Rooms are available for hire and are well suited for meetings, lectures and conferences.

The Benalla Campus is home to the Benalla Performing Arts and Convention Centre (BPACC). BPACC is also available for hire and operates in conjunction with the Benalla Campus training restaurant - Olivers. Other Courses offered by the Campus include Outdoor Recreation, Hospitality, Business Studies, General Education, Health and Community Services. The Benalla campus is also home to the GOTAFE Regional Academy of Dramatic Arts (GRADA), which provides courses in the Performing Arts including Acting, Dance and Production programs.

Seymour

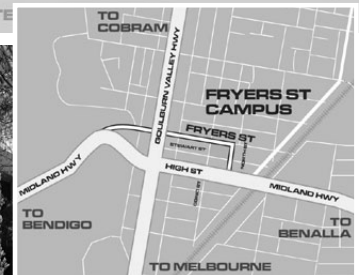
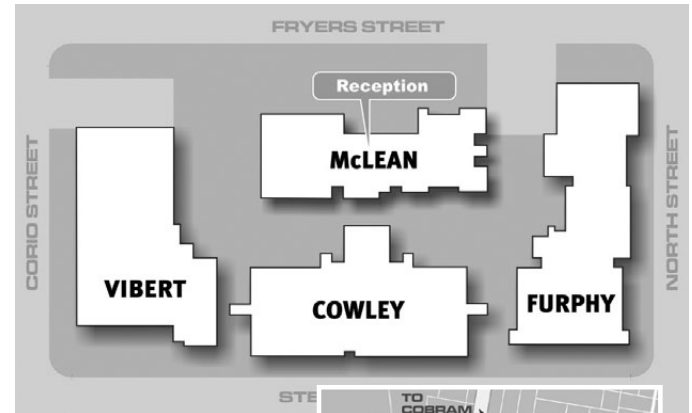


Services the southern part of the region and offers courses in the fields of Building and Construction, Furnishings, Business Studies, General Education, Health, Community Services, Disability Access, Agriculture and Horticulture, Hospitality and Hairdressing.

The Seymour Campus has rooms and facilities available for hire.

The Campus also has a training restaurant which is open to the public for functions and special lunch services at advertised times during the year.

Shepparton Fryers St

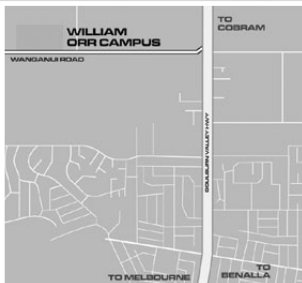
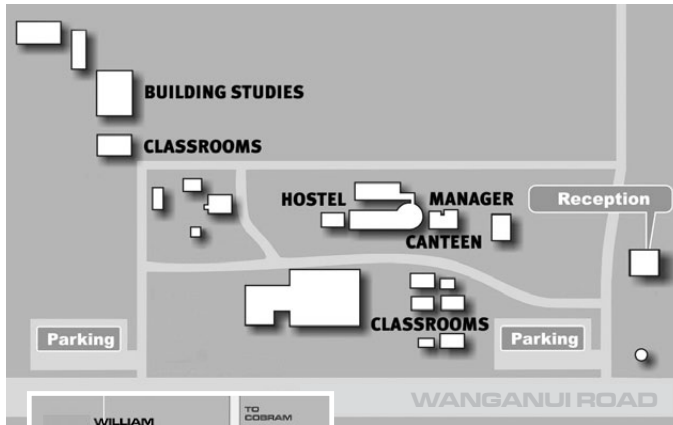


Located in the heart of Shepparton, the Campus offers courses in the fields of Automotive, Baking, Business/Information Technology, Electrical and Electronics, Engineering and Drafting, Food Technology, Furnishings, General Education, Graphic Arts, Health/Nursing, Hospitality and Event Management, Koorie Education, Logistics, Multicultural Education, Occupational Health and Safety, Community Services, and Sport and Recreation.

The Campus is also known for its extensive range of short courses and has an excellent training restaurant, which is open to the public at advertised times during the year.

This Campus houses the administration of the Institute and has excellent rooms and an auditorium for hire.

Shepparton William Orr

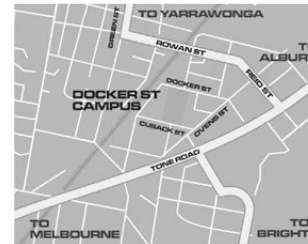
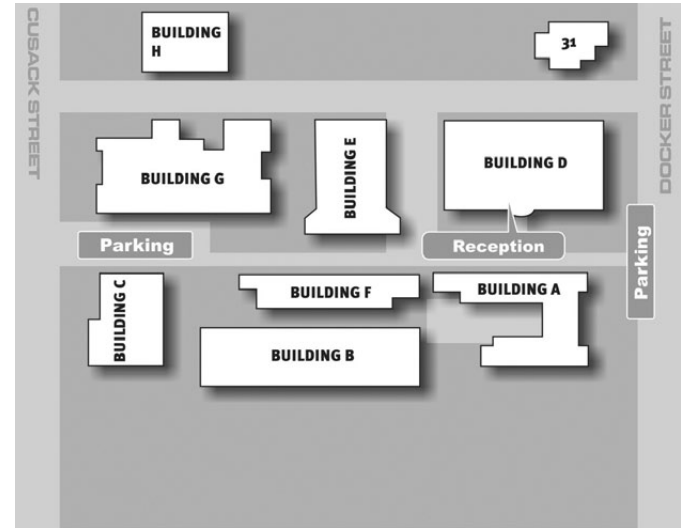


The Campus is located on a 120 hectare property on the outskirts of Shepparton and has a focus on courses in Agriculture, Automotive, Building and Construction, Horticulture, Plumbing and Gasfitting, Surveying and Forklift.

The Shepparton Technical Education Centre (TEC) is primarily based at this Campus and provides trade training in numerous program areas.

A 40 bed student hostel and dining facilities also feature, along with classrooms, computer labs, library facilities and purpose built workshops. Staff offices are located in the William Orr homestead, built in 1896, and in the adjoining annex.

Wangaratta Docker St

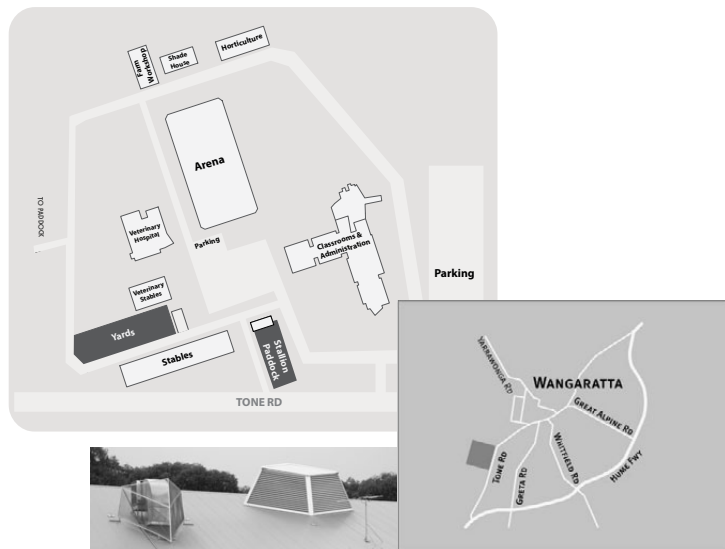


The hub of training in the North East region. Courses in the Automotive, Building and Construction, Business/Information Technology, General Education, Electrical and Electronics, Engineering, Health, Community Services, Graphic Art and Multimedia, Sport and Recreation and Hospitality areas are offered at this Campus.

The Campus offers students a friendly and relaxed study atmosphere with a central area devoted to students including cafeteria, library and student services. The Campus has conference rooms to suit from 10 to 30 people and an auditorium with projection facilities. Classrooms and computer laboratories are available for hire. The Campus also has an excellent training restaurant, which is open to the public at advertised periods during the year.

Wangaratta

Rural Industries Campus



The purpose-built Rural Industries Campus, located on Tone Road, focuses on the Equine, Animal Care, Veterinary, Agriculture, Horticulture and Conservation and Land Management sectors.

It features the Park Lane Stud and the Wangaratta Equine Hospital providing students with a unique opportunity to bring Equine students and staff into direct contact with industry on a day-to-day basis.

Dates

Term Dates

Term 1	13 February - 13 April
Term 2	30 April - 29 June
Term 3	16 July - 21 September
Term 4	8 October - 23 November

Graduation Nights (2011 Graduates)

Shepparton	Thursday 8 March
Seymour	Tuesday 20 March
Benalla	Thursday 22 March
Wangaratta	Thursday 15 March

Public Holidays

New Years Day	Monday 2 January
Australia Day	Thursday 26 January
Labour Day	Monday 12 March
Good Friday	Friday 6 April
Easter Monday	Monday 9 April
Anzac Day	Wednesday 25 April
Queen's Birthday	Monday 11 June
Melbourne Cup	Tuesday 6 November
Christmas Day	Tuesday 25 December
Boxing Day	Wednesday 26 December

Phone No's

Apprenticeship/ Traineeship Field Officer

Shepparton (03) 5833 2567

Counsellor

1300 GOTAFE
(1300 468 233)

Disability Liaison Service

1300 GOTAFE
(1300 468 233)

Library

Shepparton (03) 5833 2644
Wangaratta (03) 5723 6210

Reception

1300 GOTAFE
(1300 468 233)

Student Accommodation

Wangaratta 1300 GOTAFE
1300 468 233
Shepparton William Orr
(03) 5833 2892 b/h
(03) 5833 2891 a/h

Taxi

Benalla (03) 5762 3333
Seymour (03) 5792 1644
Shepparton 131 008
Wangaratta (03) 5721 8888

Telephone Typewriter for the Hearing Impaired

Benalla (03) 5760 4574
Shepparton (03) 5833 2608
Seymour (03) 5735 2487

Student Services

1300 GOTAFE
(1300 468 233)

Career Services

1300 GOTAFE
(1300 468 233)

Student Services

As an enrolled student at GOTAFE, you are entitled to access a variety of non-academic support services from the Student Services unit. These support services are funded from the compulsory non-academic student fee that is paid upon enrolment.

Services include

- Careers service
- Counselling service
- Disability liaison service
- Student activities including GO Week
- Welfare support program
- Youth Engagement program

Staff include counsellors, disability support staff, youth engagement officers, welfare support officers and career officers. All staff are qualified and experienced in dealing with the many issues that students encounter while studying.

Careers Guidance

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

Careers counselling can help you with:

- Career planning and decision making
- Course choice, course changes and options for further study
- Preparation for the job market (job search strategies, preparation for interviews, resume and cover letter assistance)
- Applications for further study at university

Course Guidance "Career Voyage"

The Career Voyage software, used by a trained Career Voyage Adviser, takes you through four steps to identify suitable job, and gives access to research those jobs.

The program analyses your attributes and preferences and matches these to suitable jobs, based on your likes and dislikes. A large data source is used to provide interesting career suggestions in a huge range of occupations.

Undertaking the Career Voyage program can reinforce your existing career ideas, provide backup options and can suggest job options you have not heard of, or have not previously considered.

For more information contact Career Services on 1300 GOTAFE (1300 468 233).

Counselling

Sometimes life can be difficult and nothing seems to be working out. It can feel even worse when we don't have anyone to talk to about our problems.

Counselling is the process of guiding you during a stage of life when reassessments or decisions have to be made about yourself and your life course. We are not experts in your life, but we can help you explore and open up other possibilities to do things differently or look at alternatives and options.

At GOTAFE we employ professional counsellors to provide counselling free of charge to enrolled students.

What types of problems can counsellors help with?

Counsellors can help you with a wide range of problems and issues. If the Counsellor cannot help you, then they will refer you to another service that can help. Counsellors are available to talk to you about:

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

Counselling is a free service for GOTAFE students.

If things are not going the way you would like, why not see one of our Counsellors? The Counsellor can help you find options of your choice and empower you to solve your own problems. Talking to a Counsellor is not a sign of weakness - it means taking a positive step toward coping with whatever is troubling you.

Availability

Counsellors aim to be available on campus or by phone. If they are unable to see or talk to you immediately, please leave a message and they will get back to you at the next available time. If you have an emergency you can contact Lifeline on 131 114 (24hrs a day, 7 days per week).

Confidentiality

Whatever you say to a Counsellor remains confidential. However, if you are referred onto another service, or have been seeing another health professional and you want information to be given or received then you must provide written permission for your Counsellor or another health professional to pass on information. Please feel free to discuss issues of confidentiality with your Counsellor.

Thinking of dropping out? Drop in and talk to one of our Counsellors!

If you are feeling swamped and thinking about dropping out, don't keep these feelings to yourself. Speak to your teacher or come and talk to a Counsellor. There may be other alternatives, but you will never know if you don't talk to a teacher or a Counsellor.

Additional support services

GOTAFE provides support for students in a variety of ways. Further support is provided by Students Services through our:

- Disability Liaison Officer
- Youth Engagement Case Workers
- Welfare Services Officer
- Career Services Officer

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

Disability Support

GOTAFE provides a Disability Liaison Service with Disability Liaison Staff (DLS) employed to provide students with disabilities with the necessary support they need to access GOTAFE courses.

When applying for courses, you are advised to contact the DLS to discuss your needs which may include:

- Assistance with your course application and enrolment
- Orientation to campus facilities
- Note takers and sign interpreters
- Classroom support and tutorial assistance
- Adaptive technology, e.g. voice activated computer programs, ergonomic keyboards/chairs etc

The appropriate support services may take some time to set up, so it is important to let the DLS know as soon as you have been offered a place. The DLS will discuss the range of options available to best suit your needs.

To speak to the Disability Liaison Staff call 1300 GOTAFE (1300 468 233).

Youth Engagement Program

The Youth Engagement Program (YEP) is for young people aged 15-19 years studying at GOTAFE. Case workers based at each campus work with you to design your own training and support plan, to help you get a job, or to do further training and education for at least 6 months.

A Youth Engagement case worker can also assist with:

- Information on travel and accommodation to assist study
- Referrals to external agencies
- Career planning
- Goal setting
- Time management
- Attendance issues
- Planning for future education and training
- Course information
- Development of "Exit" Pathway plan from GOTAFE
- Centrelink information

For further information contact a Youth Engagement/Welfare Support Officer from your local campus on 1300 GOTAFE (1300 468 233).

A

Absences

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

Abstudy

Abstudy provides assistance for Aboriginal and Torres Strait Islanders who wish to undertake post-secondary studies on a full time basis. Depending on your situation, Abstudy can help with living costs, school fees, books and travel. For more information and assistance contact the Koorie Education Unit on 1300 GOTAFE (1300 468 233) or Centrelink on 13 23 17.

Access and Equity Committee

(as part of the student inclusion committee)

An Access and Equity working party has been established to advise the GOTAFE Board and Executive Management on the implementation, review and success of the Disability Action Plan.

The Access and Equity working party is a sub-committee of Executive Management comprising the Deputy Director, Manager Student Services, Organisational Development Representative, Manager Facilities, Student Administration, Multimedia Development or Marketing Representative, Disability Liaison representatives, Teacher Representatives and student input.

Terms of Reference of the Access and Equity working party are:

To provide advice to GOTAFE Board and Executive Management on strategies and procedures for creating an inclusive environment for all students and staff.

To develop a Disability Action Plan that is "responsive to the diverse needs of individual clients, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes" (AQTF Definitions 2005:15).

The GOTAFE Disability Action Plan has been lodged with the Human Rights and Equal Opportunity Commission. (AQTF Definitions 2005:15).

To monitor, review and advise Institute Board and Executive on the effective implementation of the Disability Action Plan.

To recommend changes to Institute policies and procedures in relation to access and equity principles and issues.

Nominations will be called for in March for the student representative on the Access and Equity Committee. For further details please contact the Manager of Student Services on 1300 GOTAFE (1300 468 233).



Accidents and 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.

Accommodation

Student accommodation is available at two venues on a full-time or block release basis.

Hostel accommodation for 40 people is available at William Orr Campus on Wanganui Road, Shepparton. Meals are available. Contact 5833 2892 b/h or 5833 2891 a/h for further information.

Multi-unit style accommodation for 15 people is available in Cusack Street at the Wangaratta Campus. Telephone 1300 GOTAFE (1300 468 233) for further information.

GOTAFE keeps a register of people prepared to take in boarders or can refer you to accommodation services. Student Support Officers will post information on the Student Notice Boards.

Activities

As a student at GOTAFE you are encouraged to participate in the student activities such as orientation, barbecues, sporting events and health promotions organised by Youth and Student Support Services on your Campus. Events are advertised in the GO4IT Student Newsletter, Staff email, the Student Zone (intranet facility) and on notice boards.

Please contact the Youth and Student Support Officer from Student Services if you wish to suggest or participate in a particular event.

Advertisements/ Classifieds

Classifieds can be placed free of charge in GO4IT - Student Newsletter, please contact your campus Youth and Student Support Officer, on 1300 GOTAFE (1300 468 233). Alternatively, a classified advertisement can be posted on student notice boards which are located across the GOTAFE Campuses.

Ambulance

As ambulance cover is not covered by GOTAFE and is costly, students are encouraged to purchase an Ambulance Membership. Telephone: 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 or the Institute's Apprenticeship Co-ordinator on the telephone number below.

For further information contact GOTAFE's Apprenticeship Co-ordinator: Shepparton: 1300 GOTAFE (1300 468 233).

Apprenticeship Field Officers

Provide assistance in a number of different areas:

- Assist TAFE Institutes in relation to apprenticeships and trainees
- Answer queries and provide information on the New Apprenticeship Scheme
- Advise/counsel apprentices/trainees and employers on training and other matters
- Investigate disputes between apprentices/trainees and employers
- Provide support for apprentices/trainees who are victims of workplace violence and harassment

For further information contact your Apprenticeship Field Officer at Shepparton Campus on 1300 GOTAFE (1300 468 233).

Assessment

GOTAFE education and training is assessed by the relevant educators, trainers and assessors. The purpose of assessment is to enable students to demonstrate competence through evidence. Assessors are guided by the rules of evidence to ensure that the evidence is valid, sufficient, authentic and current.

In designing assessment tasks, the assessor will develop assessments that are fair, flexible, valid, reliable and sufficient. The assessment which incorporates Recognition of Prior Learning (RPL) is required to:

- Meet the requirements of the relevant training package or accredited course
- Be conducted in accordance with the principles of assessment and rules of evidence
- Meet workplace and where relevant regulatory requirements

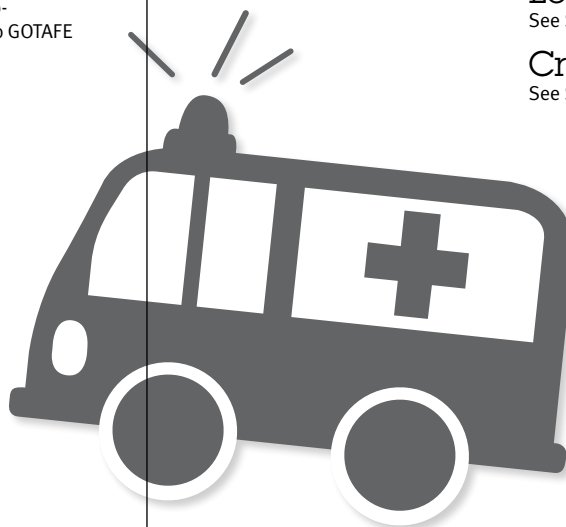
At the commencement of your course/ training you will be advised of the assessments you will be required to complete to achieve competency.

Recognition of Prior Learning (RPL)

See Skills Recognition

Credit Transfer

See Skills Recognition



Australian Qualification Framework (AQF)

GOTAFE is a Registered Training Organisation (RTO) offering a range of nationally accredited qualifications and Skill Sets which are recognised by industry, State training authorities and other Registered Training Organisations. These principles also apply to GOTAFE recognising AQF qualifications and Statements of Attainments issued by other RTOs.

All formally recognised, national education qualifications are linked across the three education sectors within the Australian Qualifications Framework (AQF). The table below shows how the current qualifications relate and where they can be earned. It also shows the linkages between schools, Vocational Education and Training (VET) providers and higher education providers.

Awards are within the Australian Qualifications Framework (AQF) and include:

School Sector	Vocational Education & Training Sector	Higher Education
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
	Associate Degree, Bachelor Degree	Bachelor Degree
	Advanced Diploma	Associate Degree, Advanced Diploma
Senior Secondary Certificate of Education	Diploma	Diploma
	Certificate IV	
	Certificate III	
	Certificate II	
	Certificate I	
Source: http://www.aqf.edu.au/aqfqual.htm (Nov. 2010)		

ATMs

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

Audiovisual Equipment

Please contact the library at your Campus to find out what equipment may be available for use by students. All equipment loans must be organised via your teacher or the Disability Unit.

Please look under library for the hire of:

- Digital cameras
- Video cameras
- Tripods
- and other equipment

Austudy

Austudy provides financial assistance to students aged 25 and over, who are Australian citizens or permanent residents and normally undertaking full-time studies in an approved course.

The allowance varies according to the student's circumstances and are subject to an income and assets test on the student and their parents or spouse and satisfactory progress in an approved course.

Australian Apprenticeship Centres

These centres have been established by the Federal Government to provide assistance and advice to employers, job seekers, students and career advisors about all facets of apprenticeships and traineeships. See www.newapprenticeships.gov.au for further information.

Awards/ Certificates/ Graduations

If you have successfully completed your course of study you must apply for your Award/Certificate. Awards are presented to students at annual graduation ceremonies held each year. For details talk to your teachers.

B

Bookshop

A bookshop service operates at the Shepparton Campus. All books and nursing & hairdressing equipment are available. Orders for textbooks can be placed with the Shepparton Campus via phone, fax or email.

Hungry Minds Bookshop

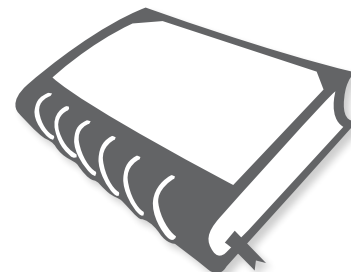
Shepparton Campus
Located next to the library
1st Floor McLean Building
Phone: (03) 5833 2501
Fax: (03) 5833 2642
Email: infoaccess@gotafe.vic.edu.au

Hours of opening

Monday to Friday 8:45am - 5:00pm
Closed Public Holidays

Buses-School

Where vacancies exist, GOTAFE students are permitted to travel on school buses, subject to approval of the bus coordinator.



C

Cafeterias

Hot snacks, sandwiches, cakes and drinks are available at most Campuses, via canteens and vending machines. Shepparton students are encouraged to make use of the cafeteria located at Latrobe University in Shepparton adjacent to the Fryers Street campus.

Car Parking

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

At Fryers Street - Shepparton it is suggested to park free near Deakin Reserve in Nixon Street or the Stewart Street car park behind the GV Hotel. Alternatively concession prices are available to students at the multi-deck car park in Stewart Street, near Village Cinemas. A copy of the student card on the car dash is required.

Day parking is available in Docker Street, Cusack Street, Norton Street and Mackay Street in Wangaratta. Parking notices and time limits on GOTAFE grounds and adjoining streets should be strictly observed. Car parking at the Benalla, Seymour and William Orr Campuses is freely available. Vehicles are parked at own risk.

Career Assistance

See Student Services.

Car Sharing

Students wanting to share rides on a regular basis can advertise free in GO4IT the Student Newsletter. Student noticeboards are also available to advertise lifts wanted/ lifts offered.

Centrelink

A Centrelink Services Officer will be available at Shepparton and Wangaratta Campuses at the commencement of Term 1.

Speak to a Client Services Centre Officer or a Youth and Student Support Officer for further information.

Change in Personal Details

You are responsible for keeping your enrolment record up to date. Please update any changes such as address, phone number or name change at your Campus Enrolment Centre.

Comments/ Complaints

Client Comment Forms are available from reception, libraries, and Student Support Officers for the registering of complaints, compliments and suggestions for improvements. Please return to Head of Campus for follow up.

Note that student satisfaction surveys and quality of instruction surveys are conducted regularly through the year.

Counselling

See Student Services.



Computers and On-line Facilities

GOTAFE students have access to computers and a number of online facilities to assist with study.

Computers are available for use in the libraries at Wangaratta and Shepparton and in the computer laboratories at each of the four (4) main Campuses. General access and library facilities are available at Wangaratta campus library, Shepparton campus library, Seymour campus foyer, and the Benalla campus Resource Room. Computer laboratories are located at Wangaratta, Shepparton, Benalla, Seymour, Werribee and William Orr. Portable student computer facilities are available at Terang, Warragul and Leongatha.

To access the Student Web you will need access to a computer that is connected to the internet. Go to www.gotafe.vic.edu.au and choose the Student Web or Student Login if enrolled in an online course.

What you can access:

- GOTAFE documents (policies, procedures, forms etc)
- Library catalogue to search for resources held on Campus
- Student news and information (including the GO4IT - Student Newsletter)

Concessions

A minimum charge will apply to all TAFE students enrolled in government funded courses. This is a portion of the enrolment fees, not an additional charge. The minimum charge will be paid by all students including those who are entitled to concessions.

Note: No exemptions or concessions exist for the Non-academic Fee.

People who are eligible for a Concession.

Students (or if they are a dependant child or spouse of someone who does) who hold one of the following concession cards will be eligible for a concession:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veterans Gold Card

In all cases students must produce documentation of proof of status, e.g. Health Care Card.

Indigenous students also pay a minimum enrolment fee.

The only students totally exempt from all enrolment fees are prisoners and people detained in youth training or remand centres or in a youth residential centre.

See Fees & Charges brochure or visit www.gotafe.vic.edu.au

Course Information

Client Services Officers at your local Campus can help you select a course at GOTAFE. A copy of the Annual Course Guide can be obtained from the Client Services Centre.

If you are unsure of which course you would like to enrol, then a Career Counsellor can assist you to identify suitable jobs and courses using Career Voyage, an interactive software program that leads you through a series of questions to suggest a range of occupations.

Your Careers Advisor will then advise you on the availability of courses at GOTAFE which match those occupations.

At GOTAFE all courses are designed to allow flexible learning and training to prepare you with the skills necessary to enter the workforce. Course brochures are available from the Enrolment Centre or by calling 1300 GOTAFE (1300 468 233). A list of courses is also available online at www.gotafe.vic.edu.au

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

Credit Transfer

See Skills Recognition

D

DAAWS

DAAWS stands for Disabled Australian Apprentice Wage Support, and is designed to help apprentices with a disability who are training and working with additional supports. All trainees and apprentices are now called Australian Apprentices. Australian Apprentices may also be eligible for Workplace Modification funding. Note that Australian Apprenticeship Centres (AAC's) will apply for the DAAWS funding on behalf of the Apprentices. For further information please ring GOTAFE's Apprenticeship/Traineeship Administrator on 1300 GOTAFE (1300 468 233).

Debts to GOTAFE

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

Disability Action Plan

The GOTAFE Board endorsed the Institute's Disability Action Plan (DAP), which has been lodged with the Human Rights and Equal Opportunity Commission.

The Disability Action Plan represents a key strategy for changing past practices within GOTAFE that may have previously resulted in unintentional discrimination against staff and students with disabilities.

Disability Liaison Services (DLS)

See Student Services.

Discrimination

GOTAFE has policies in line with State and Federal law to protect students and intending students from being discriminated against in their education. To access a copy of the policy, go to the website or student administration.

If you have any concerns please see a member of Counselling or visit the GOTAFE website:
www.gotafe.vic.edu.au.

Dropping Out? Drop In Before You Drop Out

See Student Services.



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.

E

Electronic Article Access

Students can easily access library articles within GOTAFE and from home (with Internet access) by visiting:
www.gotafe.vic.edu.au/library

Simply click on the online resources link.

On Campus: Will log you straight into the electronic resources.

Off Campus: Will ask you for a student I.D.: (It's on your I.D. card, just above the barcode - including the letters!) Then simply place a tick in the box next to each subject area you wish to search and press continue. If you have any problems accessing from home, contact the Shepparton library (details available under Contact Us).

Email

GOTAFE students have access to the Microsoft Live@EDU service which allows students to set up an email account and manage their calendar and contacts. Live@EDU makes it possible to create communities that last a lifetime, with e-mail

addresses students can keep after they graduate, and a rich set of communication services GOTAFE can use to help maintain an ongoing relationship with students/graduates. To find out more speak with your teacher.

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 emergency exit
- Remain at the assembly area until further advised and stay near to your class group if possible so that your teacher knows you are accounted for
- Keep clear of the building to permit access by Emergency Services if required
- Do not re-enter the building until advised it is safe to do so by an institute emergency warden or Emergency Services

Enrolments/ Students Records

To secure your offer of a place in a course you must complete an enrolment form and pay the prescribed fees upon enrolment.

At the start of your course, teachers will ask to see your receipt and/or student ID card as proof of enrolment. Failure to produce this will result in you being asked to leave the classroom.

All names (including middle names) should be recorded accurately on the enrolment form.

F

Fees

Details of fees are outlined in the Fees & Charges brochure which is available from the Enrolment Centre at your Campus. Make sure you read it carefully.

Financial Advice

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

Financial Hardship

Fees are payable in full at the time of enrolment.

Students who cannot pay their fees in full at the time of enrolment because of financial hardship should contact the Student Support Officer prior to enrolment. Please refer to the Fees and Charges brochure.

There may be Fee Deferral options for those with genuine hardship.

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.

Football / Ball Games

Please note ball sports are not allowed on the Fryers Street Shepparton and Docker Street Wangaratta campuses due to limited space and concerns about the safety of students. Please check with your Student Services Officer for details for your specific campus.

G

GO4IT

GO4IT is the Student Newsletter available on the student intranet each semester. To check it out for news, events and hot topics go to www.gotafe.vic.edu.au



H

Health Information

Youth and Student Support Officers hold health promotion events throughout the year. Look out for flyers on student notice boards and in the GO4IT Student Newsletter.

I

Identification Cards

Your student ID provides proof of your enrolment. It allows you to borrow books from the library and for travel concession applications and student discounts. The student id card is required for printing from photocopiers and printers. A fee is charged for a replacement card.

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

Ph: (0) 000 MUST be contacted.

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.

Internet Access

The library at each Campus has computers with internet access available for student study and general use. Make sure you read the guidelines first because inappropriate use such as viewing pornography, excessive downloads or sending inappropriate emails are not allowed at GOTAFE.

K

Koorie Education Unit

The Koorie Education Unit is based at the Fryers Street, Shepparton Campus. The 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).

L

Learning Support

Do you have difficulties completing course requirements? Assistance with reading, writing or mathematical tasks may help you to overcome these difficulties.

Learning Support at GOTAFE is a strategy designed to assist students to maximize their learning and successfully complete training. Support is offered in a range of modes including:

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

After negotiation with the Learning Support Coordinator students and teachers can decide on the approach most suitable to the needs of individuals or groups.

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

Contact Learning Support
1300 GOTAFE (1300 468 233)

Library Services

Library Services, including equipment loans are available at all Campuses.

Services and hours vary from Campus to Campus. To check opening and closing times as well as access to the online catalogue visit:

www.gotafe.vic.edu.au/library

Fryers Street

McLean Building,
1st Floor Fryers Street,
Shepparton, 3630.

Phone (03) 5833 2644
Facsimile (03) 5833 2642

Hours of Opening

March to October (inclusive)

Monday to Thursday	8:30am-6:00pm
Friday	8:30am-5:00pm
Sunday	1:00pm-5:00pm

November to February (inclusive)

Monday to Friday	8:30am-5:00pm
Not open Sundays	

Seymour Campus

Library access by arrangement with teacher.

Wangaratta Campus

21 Docker Street
Wangaratta, 3677

Phone (03) 57212 366
Facsimile (03) 5721 5532
wangaratta@hcl.vic.gov.au

Hours of Opening

Monday to Tuesday	8:45am-6:00pm
Wednesday	8:45am-8:00pm
Thursday to Friday	8:45am-6:00pm
Saturday	9:30am-1:00pm
Sunday	CLOSED

William Orr Campus

Library access by arrangement with teacher.

Borrowing Conditions

Borrowing rights will be withdrawn if borrowing conditions are not adhered to.

Library Facilities

- Computers and internet facilities
- Online information databases
- Newspapers
- Library catalogue
- Books, DVD's & print journals
- Scanning and colour printing

Equipment

Various items of equipment are available for loan. This needs to be organised via your teacher or the Disability Liaison Officer.

Inter-Campus Loans

Through our Campus network you have access to resources at any of our Campus Libraries. We will arrange for the material to be available at the Campus of your choice.

Search catalogue and request online - www.gotafe.vic.edu.au/library

To use these services contact a librarian at the Shepparton campus.

Reciprocal Borrowing through CAVAL

The Co-operative Action by Victorian Academic Libraries (CAVAL) Reciprocal Borrowing Program is a scheme whereby staff and students of participating libraries are able to borrow material from other participating Victorian libraries. Please contact the Shepparton library to organise a CAVAL card to be sent to you.

Library Catalogue

Available through the GOTAFE Home page www.gotafe.vic.edu.au/library

Photocopiers / Printers

GOTAFE photocopiers and printers are operated using your student ID card with money loaded to it via the Papercut system at the library (or at Campuses without a library please ask at reception).

Hungry Minds Bookshop

Shepparton Campus
Located next to Library
1st Floor McLean Building
Phone (03) 5833 2501

Hours of Opening

Monday to Friday 8:45am-5:00pm

Lifts

Lifts are provided in the Cowley and Vibert buildings at Fryers Street Campus, Shepparton and Building E 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 as a storage area only. All items stored are the responsibility of the owner. We strongly recommend that you do not leave valuables or money in the lockers.

A padlock is required and all lockers need to be emptied by December 22.

Lost Property

If you find or lose an item contact reception with the details.

M

Microwaves

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

Mobile Phones

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

Multicultural Education Centre

The Multicultural Education Centre is based at the Fryers Street, Shepparton Campus.

The Centre aims to assist people of a culturally and linguistically diverse background (CALD) with settlement, language and training programs for the purpose of enhancing employment prospects. The Centre is the major provider of Adult Multicultural Education Services (AMES) across regional Victoria. Interpreter assistance is also available from the Multicultural Education Centre.

Contact the Multicultural Education Centre on 1300 GOTAFE (1300 468 233).

N

Newspapers

Newspapers are located in the library. Please do not remove or cut out contents of newspapers from the library as they are stored for research.

Non Academic Fees

GOTAFE through the *Vocational Education and Training Act 2006* levies the compulsory non-academic service fee. The purpose of this fee is to provide a broad range of student services, amenities and activities that enhance the education experience and provide support to students.

Non-academic fees subsidise social and support activities, advice and counselling services and amenities.

Noticeboards

Students should make themselves aware of the information presented on the Student Noticeboards across the GOTAFE Campuses. Prior permission through Student Support Officers is required before posting items on Student Notice Boards.

O

Orientation

At the beginning of your course, your teacher will arrange for Administration and Student Services staff to speak to your class on what services are available to you. Client Service Centres will distribute the student diary to you when you pay your course fees.

P

Photocopying and Printing

Photocopying and printing facilities are available at all Campuses using your student card. Machines for student use are generally located within the library. Where this is not the case, check with Campus reception for details.

Refer to the Copyright procedure.

Plagiarism

For academic purposes it is required that you reference any ideas taken from another person. If submitted work shows any signs of copying someone else's work without acknowledgement, this will be seen as plagiarism. You will be given a first and final warning, and asked to resubmit your work.

Policies

Please check the student intranet for all policies relating to having a safe and healthy work and study environment for students and staff at www.gotafe.vic.edu.au

Pool Tables

Pool tables are available to students on a pay as you use system at Wangaratta and William Orr Campuses. Please look after them.

Q

Qualifications

GOTAFE offers a range of qualifications and awards for study within the Australian Qualifications Framework (AQF). These awards include:

Certificates I and II

The majority of these programs are to prepare students for employment or further education. Pre-apprenticeship, adult study and bridging programs and basic English programs are within this grouping. Certificate I and II programs are generally six months full time duration.

Certificates III and IV

Covers more complex work and learning situations preparing students for higher-level work.

Certificate III programs are generally six - twelve months full time, while Certificate IV are generally twelve months full time.

Diplomas and Advanced Diplomas

Higher qualifications that aim to prepare students for jobs that require advanced skills such as for professional and middle management positions. These are usually two and three year full time programs.

Additionally, New Apprenticeship certificate programs are delivered under formal employment and training agreements. They involve the apprentices/trainees in a combination of work and training to obtain the relevant industry qualifications.

GOTAFE offers Recognition of Prior Learning (RPL) and credit transfer based on a student's previous and current work experience, which can reduce the study load and credit transfer may be granted for previous study.

Pathways from a certificate level to a higher-level certificate or diploma level may be available to students. Pathways into university may also be available for those students who have completed Certificate IV, Diploma or Advanced Diploma programs.

As a Registered Training Organisation GOTAFE recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other RTOs.

R

Recognition of Prior Learning

See Skills Recognition

Recycling

GOTAFE is committed to environmental sustainability. Recycling bins are located around most Campuses for cans, bottles, paper and cardboard. Recycling bins have a yellow lid for easy identification.

Referencing

The chosen referencing style for assignments across the institute is the APA style of referencing, produced by the American Psychological Association. More information can be found at www.apastyle.org or contact the Learning Skills Unit, Library or your teacher for assistance.

Refund of Fees

Refund of fees is available up to four weeks after the commencement of the program for Government funded courses. Apply to the Client Service Centre. Full details are available in the fees brochure.

Results

A statement of results will be issued at the end of the course or the end of the academic year for continuing students. For a statement of results outside of these times, contact the Enrolment Centre. If there is a mistake on your statement, contact the Enrolment Centre.

RESULTS WILL NOT BE ISSUED UNTIL
OUTSTANDING FEES ARE PAID IN FULL.

Representative on GOTAFE Board

If any student is interested in the governance of GOTAFE, there is a position available for one student representative on the GOTAFE Board.

Nominations are called for in March of each year for a student to be elected to the Board position. See your Youth and Support Officer for further information and a nomination form.

S

Skills Recognition

Skills Recognition is the process of gaining formal recognition for skills and knowledge that have been obtained through work history, previous study and life experiences.

It is important to remember that this is an 'assessment only' process - there will be no training (although the candidate may choose to complete further training as a result of the assessment process).

There are two ways for this recognition to occur:

Credit Transfer

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the candidate's initial course or subject is equivalent to the required learning outcomes, competency outcomes or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF. AQTF, 2007.

Recognition of Prior Learning (RPL)

An assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion of a qualification. AQTF, 2007.

Short Courses

GOTAFE offers an extensive range of short courses across all Campuses. Whether for professional development, to develop new skills or to develop a hobby, GOTAFE has many short courses on offer to meet your learning needs. The GOTAFE Short Course Guide is available at each of the Campuses in January and June. Short courses can also be customised to meet the needs of any group, business or industry, enquiries and suggestions for short courses are welcome.

For short course information visit the GOTAFE website at www.gotafe.vic.edu.au or contact the Customer Service Centre on 1300 GOTAFE (1300 468 233).

Skateboards and 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.

Student Safety / Security

GOTAFE is committed to ensuring that it provides a safe and secure learning environment for it's students and various measures have been put in place, which will be covered at student orientation. Please discuss any concerns with your Course Coordinator, Student Services or Campus Manager.

Surveys and and Feedback

Students will be asked to provide feedback on their learning experiences during their course of study and on their satisfaction and employment or further study outcomes following successful completion of their qualification. Feedback is typically requested in the form of in-class course evaluation or by survey conducted on campus via electronic means or mail, including a Student Outcomes Survey administered by NCVET in the year following successful completion of a qualification. The feedback is used for continuous improvement purposes to ensure quality training and assessment and support services are provided to students.

T

Table Tennis Tables

Table tennis tables are provided by Student Services at some Campuses and are free to use by students. Table tennis balls and bats can be obtained from your Youth and Student Support Officer.

Telephones

Public telephones are available for use. Please check with the Enrolment Centre staff for directions.

Toilets

These facilities are available on each Campus for the convenience of staff, students and visitors to the Institute. Disabled toilets are located at each campus.

Training Restaurants

'Covers' Training Restaurant

Covers at Fryers Street, Shepparton, seats 50 and is operational at different times of the year for lunch and evening meals. Bookings may be made by calling 1300 GOTAFE (1300 468 233).



'The Tower' Training Restaurant

The Tower at Docker Street, Wangaratta, seats 50 and is operational at different times of the year for lunch and evening meals. Bookings may be made on (03) 5723 6114.



'Olivers' Training Restaurant

Olivers Training Restaurant on Samaria Road Benalla seats 80 - 100 patrons in a relaxed, contemporary environment.

Bookings can be made by contacting (03) 5760 4510.



V

Vaccinations

Students who enrol in programs such as nursing, aged care, child care, etc. where there is an increased risk from contact with communicable diseases, should talk to their co-ordinator for the advised immunisation in these industries or refer to the "Australian Immunisation Handbook". A website reference is www.health.gov.au/immhandbook and search groups with special vaccination requirements.

VCE / VCAL

GOTAFE offers learners the opportunity to complete these Year 11 and 12 programs.

Adult VCE (Victorian Certificate of Education)

VCE is the traditional Year 12 program that leads towards tertiary education. It is available for mature aged students (over 18 and have been out of secondary school for at least 12 months).

Classes are held in the evening at the Fryers Street Campus, Shepparton. Units on offer vary from year to year and are subject to demand.

Contact the VCE Co-ordinator for more information on 1300 GOTAFE (1300 468 233).

VCAL (Victorian Certificate of Applied Learning)

VCAL is designed to be a hands-on program that guides students to employment pathways. Various programs are available. Consult the website at www.gotafe.vic.edu.au for basic details or contact your nearest Campus to discuss your needs with the VCAL co-ordinator on 1300 GOTAFE (1300 468 233).

W

Wireless Internet

Wireless internet access is available to students at all GOTAFE campuses. Connectivity is available in various locations around the campuses, within buildings and some outside areas. To find out more refer to www.gotafe.vic.edu.au/about/wifi.cfm

Workplace Authority

The Australian Government Workplace Authority provides advice on wages and conditions of employment including information on federal awards, agreements and industry sectors for the cost of a local call on 1300 363 264 or at www.workplaceauthority.gov.au

Withdrawals

If you decide to discontinue with your studies, you must contact the Enrolment Centre and complete a withdrawal form. Refunds will not be given to students who do not formally withdraw.

Y

Youth Allowance

Youth Allowance provides financial assistance to young people aged 25 years and under.

For more information contact Centrelink on 13 24 90 or Youth and Student Support Services on your Campus.

Youth Pathways Program

See Student Services Unit.

Institute Policies

These forms are designed for you to make any comments - good and bad - about GOTAFE. The availability of the forms are at Reception and the Library. If action is taken as a result of a client comment, then you are informed of the outcome. Forms can be lodged anonymously to the Campus Manager.

Copyright

As a student you are permitted as a general rule to copy 10% of text from a complete work or a chapter/article (this includes the material on the internet) for educational purposes. There are various other regulations from the Copyright Act and amendments that explain the limits on copying of music, art, etc or to find a general overview you can go to the website: www.gotafe.vic.edu.au

Click on Sitemap to locate GOTAFE documents link and then choose procedure and education to locate Copyright Procedure. Or you can contact the library manager located at Shepparton to answer your copyright questions.

Email: infoaccess@gotafe.vic.edu.au or phone on 1300 GOTAFE (1300 468 233).

Equal Opportunity

In line with State and Federal Equal Opportunity legislation GOTAFE upholds the principle that all people have the right to benefit fully from participation in GOTAFE programs.

Furthermore, GOTAFE is committed to eliminating any barriers facing people with access to vocational education and training.

GOTAFE offers a number of preparatory programs for people returning to work or study, culturally and linguistically diverse background, people with a disability and long term unemployed.

Also, GOTAFE policies specifically forbid sexual harassment, and discrimination against people on the grounds of age, impairment, gender, sexual preference, marital status, race, religious beliefs, status as a parent and physical features.

Occupational Health and Safety

GOTAFE staff and students all have an Occupational Health and Safety (OHS) responsibility and a role to play in the provision and maintenance of a safe and healthy work and study environment. It is expected that staff and students will take reasonable care of themselves and others in the workplace, comply with Institute OHS systems and that items or facilities provided in the interest of health, safety and welfare are not misused. Bullying, harassment or intimidation along with any behaviour which may cause injury or illness to any person will not be tolerated.

Staff and students must report any incidents, "near misses" and actual or potential hazards to their respective supervisor. By taking a proactive approach to reporting of OHS hazards and risks we can all contribute to the maintenance of a safe and healthy environment for all.

For further information regarding Institute OHS, contact your supervisor in the first instance, or the Institute OHS office on 1300 GOTAFE (1300 468 233).

Privacy Statement

In accordance with the Information Privacy Act 2000 (IPA) and the Health Records Act 2001 (HRA) GOTAFE will only collect information in order to perform our primary purpose of providing educational service or to meet our legal obligations.

GOTAFE will not use or disclose this information for any secondary purpose unless that purpose is related to the primary purpose for which the information was collected and you would reasonably expect the Institute to use that information for a secondary purpose.

Recording Class Lectures

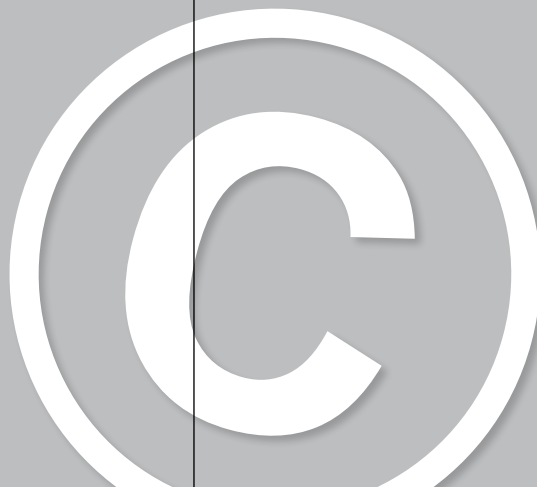
Students who want to record class lectures or presentations must have approval from the teacher. The teacher must let all the students in the class know that the lecture is being recorded before the class starts.

Written permission must be given before recording is allowed. If written permission is not given by all students in the class and the teacher before class starts, then the lecture or class discussion cannot be recorded. Class lectures are property of GOTAFE and recordings are not to be used for commercial gain. Under no circumstances are other students' private conversations to be recorded either in or out of class.

Sexual Harassment

It is against the law to sexually harass another person. Sexual harassment is behaviour of a sexual nature that is unwelcome, unsolicited and not reciprocated. It includes comments about a person's sex life, unnecessary physical intimacy and suggestive behaviour such as leering. Sexual harassment may be physical, verbal or written including over the internet, SMS or email.

GOTAFE has policies in line with Federal and State legislation to protect students. Contact Counselling or Youth and Student Services for information and support if you believe you are experiencing sexual harassment.



Smoking

GOTAFE has a Smoke-Free Campus policy. Smoking is not permitted on Campus grounds, in buildings or Institute vehicles. Facilities for smokers to place cigarette butts are provided on the perimeter of the Campus grounds.

Cigarettes must be completely extinguished and placed in the cigarette butt receptacles that have been provided.

In the interests of the health of students, GOTAFE encourages smokers to call the Quitline helpline on 13 78 48.

Student Conduct Policy

The purpose of this policy is to ensure that:

- Every student has the right to participate in GOTAFE programs, free of inappropriate behaviour that may impair the learning processes or social wellbeing of individual students or others
- All members of GOTAFE community have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones
- Attempts are made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedures are invoked
- All members of the GOTAFE community are aware of the processes and penalties incurred through misconduct
- Requirements of student conduct are consistent with community standards of acceptable behaviour

Student Grievance Policy

The purpose of the policy is to:

- Provide clear and practical guidelines to ensure student grievances are resolved in an equitable and efficient manner
- Improve morale by providing an avenue for early resolution of grievances, free from prejudice
- Enable parties involved in the grievance to be heard in an objective and unbiased manner
- Resolve grievances in an informal manner with the emphasis on conciliation and confidentiality

To initiate a grievance process, students should contact their Teaching Staff.

Note: Student appeals against assessment come under the Training and Assessment Policy in the manner prescribed in the Academic Grievance Procedure.

Student Access and Equity Policy (Disability)

GOTAFE is committed, through the principle of inclusiveness, to increasing and enhancing educational opportunities and participation for all students irrespective of whether they have a disability.

This policy outlines the processes for disclosure of disability - both at the time of enrolment/employment and during the course of study/employment and the processes for making reasonable adjustment - be this in terms of teaching techniques or in terms of assessment practices.

The purpose of this policy is to:

- Ensure compliance with the Disability Discrimination Act 1992
- Ensure compliance with access and equity requirements within the Australian Quality Training Framework (AQTF)
- Define and promote the concept of inclusiveness for all students
- Identify the parameters for the disclosure of disability information
- Identify the parameters for the application of reasonable adjustment
- Identify the parameters for changes to facilities, administrative practices and marketing processes to ensure student access and equity

every student
has the right to
participate in
GOTAFE programs