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We acknowledge the traditional owners of the land on which our GOTAFE campuses operate. We pay our respects to their Elders, past and present. We also acknowledge and pay our respects to the many Aboriginal people who have a connection to country outside of our regions.
How does GOTAFE support diversity and inclusion?
GOTAFE is committed to diversity and inclusion and we have created an environment that embraces all cultures, genders, abilities and experiences. We aim to provide a sense of community and belonging at GOTAFE and would love to hear about your experiences and ideas to foster an inclusive and enriching environment.

All GOTAFE campuses proudly fly the Aboriginal Flag, the Torres Strait Islander Flag, and the Rainbow Flag. We particularly pay respect to Australia’s First Peoples and ensure all of our meetings and events commence with a Welcome to Country or an Acknowledgement of Country.

GOTAFE also actively engages with diverse communities to ensure all of our campuses are safe spaces where you are free to be yourself.

We want your feedback
We want to make sure that your time at GOTAFE is as welcoming and inclusive as possible and we would love to hear ideas about how we can better meet your needs. We also want to know if you have experienced any discrimination that has made you feel uncomfortable or unsafe to be yourself. If student life is becoming too difficult, if you have had any negative experiences, or if you just want to have a chat with one of our counsellors, please get in contact via gotafe.vic.edu.au/feedback

Our commitment to celebrating diversity involves activities such as: sponsorship of local festivals which celebrate diversity and inclusion; providing spaces for community groups to meet free of charge; and recognising and celebrating important days and events throughout the year, such as NAIDOC Week, IDAHOBIT (International Day Against Homophobia, Biphobia, Intersexism and Transphobia) and R U OK Day.

At GOTAFE we strive to provide a welcoming and inclusive environment for all people within our diverse and vibrant community. You have a right to feel safe to be yourself at GOTAFE and to be celebrated for your unique contributions to our community.
Our Values
GOTAFe’s people, practices and processes commit to the following set of values:

**Integrity**
Be honest, reliable and trustworthy.

**Collaboration**
Partner with others to achieve goals.

**Accountability**
Take responsibility for your actions.

**Respect**
Appreciate and accept each other’s differences.

**Excellence**
Aim high.
Let me extend a warm welcome to the GOTAFE family and the exciting experience that awaits you.

We are delighted that you have chosen to learn, dream, and succeed with us.

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

GOTAFE is the largest vocational education provider in North East Victoria, which means we can offer more subject choices, qualified teachers, quality facilities and experiences, and pathways in to university if that’s what you want.

We have listened to student feedback and facilitated a learning environment that is flexible, creative, and inclusive, providing outstanding outcomes for students, employers, and industry. By choosing GOTAFE, you are joining a bright and vibrant community that encourages diversification, and for you to achieve your best.

GOTAFE is a Registered Training Organisation (RTO), meaning your education is recognised across Australia. We know that employers are seeking TAFE-trained employees.

Whether you are learning on campus, online, or in the workplace, be assured our team of talented and experienced trainers will provide you with the tools of the trade and will guide you along your career path to help achieve the results you desire.

GOTAFE will go above and beyond to provide opportunities for you to immerse yourself in our community and to ensure you are familiar with the many facilities, resources, and student services available.

If you need help, please take the time to seek out one of our friendly customer service team members, or speak to your trainer, we are here to help.

Thank you for trusting GOTAFE with delivering your education and training. We look forward to seeing you graduate and achieving the most in whatever field you choose.

Travis Heeney
CEO, GOTAFE
GOTAFE has nine campuses across regional Victoria, each featuring a modern learning environment with world-class facilities dedicated to the particular learning areas offered at that campus. All GOTAFE campuses are conveniently located with parking and public transport access nearby. Find out more about our campus locations and facilities at gotafe.vic.edu.au/campuses.

Each campus has a unique range of facilities available, including:

- Professional Kitchens & Café
- Nursing Lab
- Dental Lab
- Hair Salon & Spa
- Barber Shop
- Technical Trades Workshops
- Innovation Hub
- Science Lab
- Equine Specialist Training Centre
- Farm Facilities
- Animal Grooming Salon
- Veterinary Clinic
- Dairy Micro Plant
- Marine Craft Workshop
- Food Processing Lab
**Student Lounge**
Student lounges are located at each campus for study or relaxation. Student lounges have microwaves, hot water, and drinking water for student use.

**Food and Drinks**
Snacks and drinks are available at most campuses through either a vending machine, campus cafe or nearby shops and cafes.

**Lifts**
Lifts are available for students who are unable to use the stairs to access all GOTAFE facilities. Please ask a staff member if you are unable to locate a lift or provide support.

**Toilets**
Female, male, and gender-neutral toilet facilities are available. There are also designated toilets available for students with disabilities.

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

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

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

**Library**
GOTAFE libraries are located at the Fryers Street, Shepparton and Docker Street, Wangaratta campuses. The library provides extensive physical and online resources to support students in their study, including comfortable spaces for quiet and group study.

For more information, opening hours, or to view the online resources available, visit [gotafe.vic.edu.au/library](http://gotafe.vic.edu.au/library)

**Bookshop**
The GOTAFE Bookshop can assist in getting you all the textbooks you will need for your studies. The bookshop is located at the Fryers Street campus in Shepparton, next to the library.

The Bookshop offers services to all campuses and can even post your order directly to your home. Courier deliveries to Benalla, Seymour and Wangaratta do not incur a delivery fee. Items sent to a home address or outlying campuses will incur a postage fee. Orders for the Bookshop can be placed via phone or email.

The Bookshop is open Monday to Friday, 8:45am – 12noon and is closed on public holidays.

For more information, contact the Bookshop on (03) 5833 2501 or email gotafebookshop@gotafe.vic.edu.au
“What sets GOTAFE apart from any other training organisations is that our trainers give 100% to our students. We have the best interests at heart for them and at the end they are absolutely wonderful hairdressers.”

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

Student Leadership and Student Representatives
GOTAFE Student Leaders are elected to represent you at leadership levels with GOTAFE. Having your views and perspectives heard is important in ensuring our GOTAFE environment and services are meeting your needs. Student Representatives are elected from each class and collectively become the student voice. Student Representatives are also important in establishing a vibrant student community where your needs come first.

If you are interested please contact us via gotafe.vic.edu.au/feedback

Social Justice Champions
Social Justice Champions are students who work with GOTAFE to ensure student voices are included in our work toward creating a more welcoming and safe environment for everyone. In 2019, the Social Justice Champions spoke with hundreds of staff and students to develop a plan for inclusion and diversity. We hope that you will get involved in the activities available to you on campus and be part of our incredible GOTAFE community.

Feedback
Complaints, Compliments, Comments – we value your feedback
GOTAFE welcomes and values all feedback, as it helps us to improve the services we provide and ensure we are meeting the needs of all students.

Our feedback form is available online via gotafe.vic.edu.au/feedback
“I use the word home to describe GOTAFE because they help you to get onto your feet. For me coming to Australia as a refugee, it was really hard to get a job. Not just a job but especially that experience of how to talk to people, how to communicate, how to send emails even. These are small things that really mattered for me.”

– Liaqat Ahmadi, Social Justice Champion
Before you start

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

Opening Hours for all campuses
Monday to Thursday 8am – 6pm
Friday 8am – 5pm

Contact Us
If you have any questions about your course or if you just need further help or information about GOTAFE, get in touch with us today.
You can call us directly, or send a message via our online portal, and we’ll get back to you with more information. You can also drop into one of our campuses and chat to our customer service team.
Call us on 1300 468 233 or (03) 5833 2555 (during opening hours), or visit gotafe.vic.edu.au/contact

Public Transport
Trains and buses are available to and from all GOTAFE campus locations. For more information about transport options, visit ptv.vic.gov.au/journey

Student Account Access
When you first enrol with GOTAFE, you will be provided with a student number and email address. You will need this information to access your GOTAFE student account.
For more information, visit gotafe.vic.edu.au/student-login

Unique Student Identifier (USI)
Every student is required to have a USI. It will provide you with access to your training records and results. The application process can be done online at usi.gov.au, or via contact with reception.
Please provide GOTAFE with your USI once you have received it, via email or through reception. For more information, contact enquiry@gotafe.vic.edu.au, or speak to one of our friendly Customer Service Officers.

Email and Office 365
GOTAFE students have access to a free Outlook email and Office 365 account.
To set up your account, refer to the Office 365 section at gotafe.vic.edu.au/current-students
Your First Week

Student Identification Cards
You will be provided with a Student Identification Card on your first week at GOTAFE via front reception. Your ID card is required for printing and photocopying and provides library access, as well as travel concessions and student discounts.

WiFi
Connectivity to WiFi is available to students at all GOTAFE campuses in various locations around the campus, within buildings, and in some outside areas.

To access WiFi, simply follow the instructions in the WiFi section at gotafe.vic.edu.au/current-students

Parking and Private Property
Students bringing any private property on to GOTAFE campuses do so at their own risk.

Some campuses have parking available for students, however no responsibility will be accepted for loss or damage to vehicles or private property.

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

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

Photocopying and Printing
Photocopiers and printers are available throughout all of our campuses and can be accessed using your student card. Any device in a GOTAFE shared space is accessible to students for printing and photocopying.

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

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

Lost Property
Please contact front reception at your campus for all lost and found items.
goLearn
GOTAFE’s online learning portal, goLearn is an important part of your learning experience. To login to your account visit gotafe.trainingvc.com.au
GOTAFE is committed to providing a quality learning experience for students studying online. These online service standards explain our commitment to students in key areas. To find out more visit gotafe.vic.edu.au/service-standards

Student Forms and Policies
All the resources required to get organised for your studies are in one handy location. Whether you’re looking for a re-enrolment form, or you are seeking more information and policies, visit gotafe.vic.edu.au/forms

Online Learning Tools
Certain courses have access to specific online learning tools. Your trainer may advise you to access your online training tools (Catapult, WebTrain, Didask, Futura) by visiting gotafe.vic.edu.au/online-tools

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

If you require special consideration, you can find the Special Consideration Form at gotafe.vic.edu.au/forms

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

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

Studiosity is available through the goLearn – Moodle platform.

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

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

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

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

If submitted work shows any signs of copying without acknowledgement, this will be seen as plagiarism and will not be considered for assessment.
“An apprentice comes in on their first day unsure of themselves and then at the end of their three, almost four years, they go out and are quite capable tradespeople in their own right”
– Jeff Gleeson, GOTAFE Trainer
**Skills Recognition**

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

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

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

**Extension of Time**

If you think you will have difficulty meeting the due date for an assessment and need an extension of time, you will need to speak to your trainer and complete the Application for Extension of Time form, which can be found on the Student Forms & Policies Page.

Please note:

- An extension of time can only be granted if requested in writing before the assessment due date using the Application for Extension of Time Form.
- The maximum extension of time that can be applied is two weeks after the original due date.
- Only one extension of time is allowed.
- If there are special considerations (eg. Illness), a longer extension can be negotiated if applied for on the Special Consideration Form.
- If the submission is late without an extension, or submitted after an extended deadline, you will need to re-enrol in the unit or cluster.
- If the due date for an assessment is after the end of the year, an AP (Assessment Pending) will be recorded.

**Resubmissions**

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

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

You have a maximum of two weeks to resubmit your work and there are no extensions for resubmissions.

**Assessment Attempts**

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

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

You will have to re-enrol if you wish to complete the unit and pay the prescribed fee.

If any of the assessment tasks for a unit have not been attempted, a Withdrawn (WD) will be recorded. If an assessment task is submitted late without an extension, or is submitted after an extended deadline, it will not be assessed and a WD will be recorded. You will need to re-enrol in the unit.

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

If you are unhappy with the result, you should refer to the Complaints and Appeals Form.
Payments

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

Payment Methods
Students are able to make payment of their fees at all major campus locations – Shepparton, Wangaratta, Benalla, Seymour and Werribee by:

- Cash
- Cheque
- EFTPOS
- Deferred
- Credit Card
- Installments

Please note we also have a number of eligibility exemptions and concession programs available to eligible students.

VET Fee Help/VET Student Loans
VET Student Loans from the Commonwealth government are available for approved Diploma and Advanced Diploma courses. For further information go to gotafe.vic.edu.au/fees

Financial Hardship
Fees are payable in full at the time of enrolment. In some cases, there may be Fee Deferral options for those with genuine hardship. Students who cannot pay their fees because of financial hardship should contact our friendly student success officers.

Financial Advice
Financial Advice is available at Welfare Services. See student success unit for contact information.

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

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

Scholarships
GOTAFE have a number of scholarships that are available across various learning areas and study departments. To see available scholarships and full terms and conditions go to gotafe.vic.edu.au/scholarships
Undertaking further study is a big commitment, and we know that life doesn’t stop just because you’ve started studying. GOTAFE offers a range of support services to help you balance study with a busy schedule and make sure that, no matter what else is happening in your life, you have all the resources required to stay engaged with your studies.

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

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

We can help you up-skill in the following:
- Study skills and time management
- Effective reading and note-taking
- Computer skills
- Referencing and research
- Oral presentations and public speaking
- Interpreting assignment questions
- Assignment writing
- English language skills, including spelling and grammar
- Maths
- Exam preparation.

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

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

**Apprenticeship Support**
Apprenticeship Support Officers give guidance to all apprentices aged 15 to 24 in the first year of their apprenticeship. They offer advice on personal and workplace issues.

**Student Success Advisors**
Transitioning into study can be a big challenge on individuals, families, and sometimes on a community level. When there are other things going on in your life, it can be hard to dedicate enough time to keeping up with your studies. This is where our Student Success Advisors come in.

They will work with you to help you build life skills, set goals for your future, and keep you connected to your community so you have all the support you need to succeed.

Student Success Advisors are qualified support workers who can also help you with issues impacting your studies, such as:
- Finding study difficult
- Family problems
- Health concerns
- Homelessness
- Centrelink issues
- Time management
- Course payment plans
- Issues within the classroom
- Advocacy
- Relationships with others

All your interactions with Student Success Advisors are confidential, except in situations where you or someone else is at significant risk of harm. Student Success Advisors are available at the Shepparton, Wangaratta, Benalla, and Seymour campuses, and can also provide support via phone or email to students studying off-campus or by distance.

To find out how the Student Success Advisors can help you, get in touch at gotafe.vic.edu.au/contact
Skills and Jobs Centres
Skills & Jobs Centres are a one-stop-shop for anyone looking for career planning advice. These centres are Government-funded, and you don’t have to be a GOTAFE student to get advice and support.

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

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

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

To find out more visit gotafe.vic.edu.au/students/skills-jobs-centres
Counselling
GOTAFE offers free support through its counselling services. You can speak to a counsellor face-to-face on campus, or set up a phone appointment. GOTAFE counsellors are not experts in your life, but they can help you explore and open up new possibilities in your life.

Some of the things our counsellors can help you with include:
• Personal or family issues
• Relationship issues
• Grief and loss
• Work-related issues
• Study-related issues
• Time management and goal setting
• Mental health issues, such as depression and anxiety
• Promotion of health and wellbeing
• Drug and alcohol problems
• Any other issues, or general concerns

If our counsellors are unable to help you, they’ll refer you to another service that can help.

Support for Students with Disabilities
If you have a disability that needs support to ensure you can fully engage with your learning and in student life, then the Student Success Team are here to help. They can ensure that appropriate strategies for participation and learning are put in place. They can suggest and negotiate appropriate ‘reasonable adjustments’ that can be made for support so that you can successfully complete your studies.

Other support services that may be offered include:
• Assistance with your course application and enrollment
• Orientation to campus facilities
• Classroom participation assistance
• Tutorial assistance
• Adaptive technology, such as Text to Speech programs, JAWS for the blind, ergonomic chairs and computer accessories, etc.
• Alternative formatting
• Liaison with teachers/coordinators
• Assessment accommodations
• Providing sign interpreters
• Liaising with external agencies
Other support resources you can access
In addition to GOTAFE’s student support services there are many other options available to help you.

Lifeline
lifeline.org.au | 13 11 14
24 hour crisis support.

SANE Australia
sane.org | 1800 187 263
Supporting the mental health of Australians affected by complex mental illnesses.

Beyondblue
beyondblue.org.au | 1300 224 636
Information and support to help achieve the best possible mental health, whatever your age or wherever you live.

1800 RESPECT
1800respect.org.au | 1800 737 732
Confidential information, counselling and support for people impacted by sexual assault, domestic or family violence and abuse.

Black Dog Institute
blackdoginstitute.org.au
Enabling mentally healthier lives through innovations in science, medicine, education, public policy and knowledge translation.

Suicide Call Back Service
suicidecallbackservice.org.au | 1300 659 467
Immediate and professional 24/7 telephone and online counselling for people who are affected by suicide.

Headspace
headspace.org.au | (03) 9027 0100
Localised, free information and support about mental health and wellbeing.

Kids Helpline
kidshelpline.com.au | 1800 551 800
Free, private and confidential 24/7 phone and online counselling for young people aged 5 to 25.

Touchbase
touchbase.org.au
Information, support and services for LGBTQI Australians.

The Butterfly Foundation
thebutterflyfoundation.org.au | 1800 334 673
Support for Australians experiencing eating disorders and negative body issues, their family and friends.

Embrace Multicultural Mental Health
embracementalhealth.org.au | (02)6285 3100
Empowering Australians from multicultural backgrounds to embrace mental health and wellbeing.

Mensline
mensline.org.au | 1300 789 978
Telephone and online counselling service for men with emotional health and relationship concerns.

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

Emergency Procedures
GOTAFE has emergency evacuation procedures which explain what to do if there is a fire or other emergency requiring the evacuation of a building. Each campus has identified Emergency Wardens who will implement GOTAFE emergency procedures if this is required.

If you hear a continuous alarm bell or siren, or GOTAFE Emergency Wardens directing the evacuation of a building, you must assemble and follow the instructions of Emergency Wardens.

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

Refer to the Emergency evacuation procedure for more information.

Student Safety and Security
GOTAFE is committed to ensuring we provide a safe and secure learning environment for students and staff. Please discuss any safety or security concerns with your Course Coordinator, the Student Welfare Unit or campus reception.

Occupational Health and Safety
GOTAFE is committed to the principles contained within the Occupational Health & Safety Act 2004. Students at GOTAFE are required to carry out their responsibilities in a safe and secure manner. Any matters relating to OH&S at GOTAFE may be raised with your trainer, or directed to a Health & Safety Representative on your campus or the OH&S Coordinator at the Shepparton Campus. All hazards and incidents must be reported using the Incident Report Form.

First Aid
Each Campus has trained First Aid Officers and first aid kits. Report all incidents or accidents to a trainer, staff member or reception, so that first aid assessment and treatment can be arranged if required. All first aid events must be reported using the Incident Report Form. In the case of a medical emergency, Phone 000 and provide your campus location to Emergency Services.

Ambulance
As ambulance cover is not covered by GOTAFE and is costly, students are encouraged to purchase an Ambulance Membership. Call 1800 648 484 for further information.

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

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

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

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

If GOTAFE is unable to contact the student’s relevant emergency contacts in an emergency medical situation, a GOTAFE staff member will remain with the student until they receive medical attention or their emergency contact arrives.

GOTAFE staff members will not transport students home or to medical attention in their personal vehicles.

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

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

To find out more about our awards programs and competitions visit gotafe.vic.edu.au/awards

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

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

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

Victorian Training Awards
The Victorian Training Awards recognise and honour the outstanding achievements of Vocational Education and Training (VET) students, teachers, training providers and employers. The awards are run by the Department of Education and Training.

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

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

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

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

If you are interested in applying for an awards program or compete in the next Worldskills competition, contact us to find out how you can get involved.
“My experience with Worldskills is one that I’ll always cherish. From the small regional competition in 2017 to the enormous national competition in 2018, every step was challenging, rewarding and has broadened my knowledge and confidence in hairdressing.”

- Hannah Wilson, GOTAFE student and 2018 Worldskills National Bronze Medalist for Hairdressing
Rights and Responsibilities

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

Student Code of Conduct

Every student has the right to participate in GOTAFE programs free of inappropriate behaviour that may impair the learning process or social wellbeing of students or others.

The Student Code of Conduct Procedure explains your responsibilities regarding:
• attendance
• mobile phones
• recording class lectures
• grievance
• swearing

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

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

Respect and Consideration

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

Fairness and Equitability

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

Behaviour and/or Bullying

GOTAFE has a zero tolerance policy toward behaviours that may be considered abusive or insulting. This includes yelling or screaming; behaviour that intimates, humiliates, belittles, or degrades; teasing or making a person the brunt of jokes; or spreading malicious gossip. All instances of this behaviour will be taken very seriously.

Harassment

Students are not to behave in an aggressive, offensive, humiliating, or intimidating manner towards other students or GOTAFE staff. Individuals that observe such behaviour are to immediately report it to a GOTAFE staff member, who will provide further guidance.

Discrimination

GOTAFE has policies in line with state and federal law to protect students or intending students from being discriminated against in their education. To access a copy of these policies, visit student administration or the GOTAFE website.

If you have any concerns, or if you believe that you have been discriminated against, please see a member of the Student Welfare Unit.

Safety and Health

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

Honesty and Legality

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

Duty of Care for Minors

Any student under 18 years of age who wishes to leave GOTAFE campus grounds during breaks (including lunch), will be required to have a permission to leave grounds form signed by a parent or guardian.

Students under 18 years of age living independently away from home are considered ‘independent minors’.

Social Media Policy

Students are expected at all times to adhere to GOTAFE policies and procedures where their personal use of social media overlaps with the interests of GOTAFE or members of its community.
Privacy and Confidentiality
GOTAFE takes privacy and confidentiality matters seriously. Disclosure of any personal information about another student or individual without that persons consent is unlawful.

Protected Disclosure (Whistle-blowing)
Whistle-blowing is the act of reporting corruption or dishonest activity by any government body, including GOTAFE, or its officers, staff, and directors.

Individuals are encouraged to read the Protected Disclosure (Whistle-blower) policy available on the GOTAFE website.

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

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

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

Whilst GOTAFE acknowledges specific knives and other implements may be a ‘tool of trade’ requirement as part of a course of study, no person may possess, carry or use a controlled weapon without lawful excuse in a public place including GOTAFE buildings and grounds.
Student Dress Standards
GOTAFE aims to prepare students for their working life. It is therefore expected that while participating in GOTAFE activities, students will dress in a matter that is clean, neat, and safe, as is expected in any other workplace.

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

For some programs, you will be required to wear Personal Protective Equipment as directed by your trainers. This may include safety glasses, steel-capped boots, and hearing protection.

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

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

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

This includes a commitment to:
- Elected government
- The rule of law
- Equal rights for all before the law
- Freedom of religion
- Freedom of speech and association
- The values of openness and tolerance

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

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

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

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

For more information visit gotafe.vic.edu.au/legal-privacy
Statement of Commitment to Child Safe Standards

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

GOTAFE is committed to supporting increased responses to child and young person abuse in the community and will use the Child Safe Standards to promote and embed a culture of protecting children across the organisation.

All children and young people have the right to feel safe and be safe regardless of gender, sexual identity, race, national origin, religious beliefs or other affiliations, age, family structure, disability, or sexual orientation.

We are committed to promoting the cultural safety and identity of Aboriginal Children and children from Culturally and/or Linguistically Diverse backgrounds, as well as the safety of Children with a Disability.

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

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

- Physical Violence
- Sexual Offences
- Serious Emotional or Psychological Abuse
- Serious Neglect

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

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

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