ASHMORE TRADE TRAINING CENTRE

This is the location where master craftsmanship is born and raised. Our newly renovated-for-purpose specialised facility is the new trades training hub of the Gold Coast. With industry standard learning technologies, you will perfect your craft nestled amongst the parkland setting and spacious grounds offered at this location. A relaxing atmosphere for students, the Trade Training Centre at Ashmore provides specialist delivery in automotive, building and construction, cabinet making, carpentry, competitive systems, electrotechnology, engineering and welding, horticulture, plumbing, shop-fitting and wet trades.

COOLANGATTA

Located at the southern end of the Gold Coast on the border of NSW, our Coolangatta location provides a peaceful learning environment. Centrally located, we are close to beaches, cafes and shops. Only 250 metres from the famous coastline between Snapper Rocks and Kirra Beach, our Coolangatta location allows you to enjoy an idyllic Gold Coast lifestyle while learning in a supportive and adaptable environment.

COOMERA

TAFE Queensland Gold Coast’s creative and technology hub at Coomera is the quintessential home for creators, innovators, entertainers and movie makers. This $26 million state-of-the-art facility offers the best possible creative learning experience in the region. Nestled amongst natural bushland for the ultimate creative backdrop, this location provides specialist delivery across certificate, diploma and bachelor qualifications, supported by state-of-the-art technologies such as computer labs including MAC and PC, drawing rooms, sound recording and music rehearsal studios, digital video and editing suites and 3D motion capture and production control facilities. There is also a black box theatre, auditorium and independent learning centre.

COOMERA MARINE

Located in the heart of the marine industry at Coomera, our specialised training facility is based on-site with the Gold Coast’s largest boat building employer, Riviera. Our facility boasts two levels of industry style workshop and specialised learning spaces to offer you the best of both worlds in practical and theory based training experiences.

SOUTHPORT

Our Southport location has recently had a $6 million refurbishment and offers vibrant spaces and advanced learning technologies including a refreshed customer service centre with touch screens for enquiries, contemporary new study zones, a refreshed and connected library and WiFi throughout so students can BYO devices. A dominant feature in the Gold Coast’s designated CBD, our Southport location is closely located to Australia Fair shopping centre, key services and public transport, including the G:link light rail which travels right past our front door! In 2016, the Hospitality Hub at 11 Nerang Street was opened providing an industry-standard training restaurant for our commercial cookery and hospitality students.
Welcome to TAFE Queensland, one of Australia’s leading Vocational Education and Training organisations and the largest in the Gold Coast region. TAFE Queensland Gold Coast features five locations (Ashmore, Coolangatta, Coomera, Coomera Marine and Southport) and enrols approximately 16,000 students each year.

Our training programs have been designed in close consultation with industry to ensure the skills and knowledge acquired during your studies is current so you are job ready upon completion.

Whether you are looking to enter the workforce, or move on to further education, your goals are important to us. During your time at TAFE Queensland Gold Coast, engage with our Student Services and embrace opportunities that arise from our strong industry partners and our partnership with the 2018 Gold Coast Commonwealth Games to expand not only your experience, but also your network.

We look forward to sharing your journey here at TAFE Queensland Gold Coast.

The Executive Team
TAFE Queensland Gold Coast
GET GAMES READY

TAFE QUEENSLAND IS PREPARING TO TRAIN 15,000 VOLUNTEERS REQUIRED TO MAKE A GREAT GAMES

tafeqld.edu.au/gc2018

GREAT STUDENT OPPORTUNITIES

OFFICIAL PARTNER
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMPUS LOCATIONS</td>
<td>2</td>
</tr>
<tr>
<td>WELCOME</td>
<td>3</td>
</tr>
<tr>
<td>WHY TAFE QUEENSLAND?</td>
<td>6</td>
</tr>
<tr>
<td>MYPROFILER</td>
<td>7</td>
</tr>
<tr>
<td>FEES, FUNDING AND REFUNDS</td>
<td>8</td>
</tr>
<tr>
<td>ENROLMENT</td>
<td>10</td>
</tr>
<tr>
<td>ORIENTATION</td>
<td>11</td>
</tr>
<tr>
<td>STUDENT SERVICES</td>
<td>13</td>
</tr>
<tr>
<td>SUPPORT</td>
<td>16</td>
</tr>
<tr>
<td>GRADING AND ASSESSMENT</td>
<td>17</td>
</tr>
<tr>
<td>WORKPLACE HEALTH AND SAFETY</td>
<td>19</td>
</tr>
<tr>
<td>RIGHTS &amp; RESPONSIBILITIES</td>
<td>21</td>
</tr>
<tr>
<td>COMPLETION OF STUDIES</td>
<td>25</td>
</tr>
<tr>
<td>CLASSROOM NUMBERS AND CAMPUS MAPS</td>
<td>26</td>
</tr>
</tbody>
</table>
WHY TAFE QUEENSLAND?

TAFE Queensland Gold Coast is part of the TAFE Queensland network, the largest and most experienced provider of vocational education and training in the state. It’s a big statement, but one that’s backed by research and confirms our impressive track record.

In 2015/2016 TAFE Queensland had:

- 122,245 Students
- 53,030 Qualifications Awarded
- 91% Employer Satisfaction
- 89% Student Satisfaction
- 87% Graduates Employed or in Further Study
- 90 Scholarships Awarded
- Awarded Large Training Provider of the Year

WE MAKE GREAT HAPPEN!
TAFE Queensland has a proud history of training built on more than 130 years of experience. We deliver innovative options for both students and employers.

LEARN FROM THE BEST
Our teachers are industry professionals, bursting with practical knowledge. Our teachers are what set TAFE Queensland Gold Coast apart from the rest with years of experience students can tap into.

FLEXIBLE LEARNING
Even if you study externally with a blended or online study mode, our teachers are readily available to provide support: face-to-face at one of our locations or even via telephone, email or videoconferencing.

WE ARE PART OF THE LOCAL COMMUNITY
Our locations are easy to access and we know the local employers and the opportunities available for students.

OUR GRADUATES GET JOBS
Nearly 90% of our students go on to employment or further study within six months of graduating.

REAL WORLD SKILLS
Our students build practical skills in real-world environments. Our facilities replicate industry standards to ensure students hit the ground running when they land their first job.
myPROFILER

TAFE Queensland Gold Coast myPROFILER can help give you some ideas on what careers and courses will suit you.

Lots of things make you. That’s why you’re naturally suited to some careers more than others. So, at TAFE Queensland Gold Coast we like to ask... who are you?

TRY myPROFILER
ONLINE AT TAFEGOLDCOAST.EDU.AU
AND MAKE THE RIGHT CHOICE FOR YOU.

AN ASPIRING CREATOR
AN ACTIVE DOER
A NATURAL Helper
A CLEVER Innovator
AN OUTGOING Interactor
OR AN AMBITIOUS Organiser?
FEES, FUNDING AND REFUNDS

VET STUDENT LOANS
The Australian Government has reviewed the VET FEE-HELP scheme. A new program called VET Student Loans commences from 1 January 2017.

For the latest information for continuing students, please visit tafegoldcoast.edu.au/vetfee-help
If you are a new student in 2017, please visit tafegoldcoast.edu.au/vet-student-loans
Should you not successfully complete a unit of study and need to repeat the unit in order to complete the qualification, please be aware that under the guidelines for VET Student Loan there is an approved financial cap for the qualification. You can repeat the unit at no cost if the loan approved cap has not been met, otherwise you will be charged Fee For Service to repeat the unit requirements. Further information can be obtained from Customer Service.

TAFE Queensland Trading as TAFE Queensland Gold Coast RTO No: 0083 CRICOS No: 03037G. VET student loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt due to the Commonwealth until it is repaid.

PAYMENT PLANS
TAFE Queensland offers an interest free payment plan option to approved students allowing them to pay their fees in instalments over the duration of their study. Plans are only offered through Direct Bank Debit contracts and a deposit is required at time of enrolment. Terms and conditions apply. Please contact Customer Service to discuss options available to you. If you are experiencing financial difficulty which may result in you not being able to make any due payments, please contact Customer Service prior to the due date of the payment.

CERTIFICATE 3 GUARANTEE FUNDED BY THE QUEENSLAND GOVERNMENT
If eligible you will receive subsidised training for one Certificate III level qualification from a list of eligible courses.
tafegoldcoast.edu.au/subsidised-training/certificate3guarantee

FEE-FREE TRAINING FOR YEAR 12 GRADUATES
Are you a Queensland resident? Have you just finished year 12? You might be eligible for Fee-free training. The Queensland Government will pay the full cost of a number of eligible Certificate III qualifications in high-priority study areas under the Certificate 3 Guarantee and User Choice programs.

HIGHER LEVEL SKILLS PROGRAM FUNDED BY THE QUEENSLAND GOVERNMENT
This initiative is a one-off subsidy that offsets the cost of a Certificate IV or higher course. Students will need to co-contribute to the payment of the course. The level of government subsidy depends on the demand for workers in your chosen field. Eligibility criteria does apply. tafegoldcoast.edu.au/subsidised-training/higherlevels

For more information on subsidised training please visit tafegoldcoast.edu.au/subsidisedtraining

GOVERNMENT CONCESSIONS
If you’re eligible for a Queensland Government subsidised course, there are additional savings if you have a concession card.

To be eligible you must meet one of the following criteria:
• have, or be listed on an Australian Government Low Income Health Care Card or Pensioner Concession Card
• hold a Department of Veterans’ Affairs Pensioner Concession Card
• if you are Aboriginal or Torres Strait Islander
• if you have a disability

If you have any questions, call us on 07 5581 8300. We’re here to help.
FEES, FUNDING AND REFUNDS

PROTECTIVE CLOTHING, UNIFORMS AND OTHER RESOURCE CHARGES
Students may be required to buy items of personal apparel which are essential to their protection while undertaking a program/course e.g. safety glasses, safety boots, hair nets, uniforms. Students might also need specific uniforms or equipment in order to complete the program/course.

STUDENT NON-PAYMENT OF FEES
Students who pay TAFE Queensland Gold Coast fees using a payment plan must pay on the agreed instalment dates. Payment plan defaults will result in the student being excluded from study or class and access to all services will cease until payment is up to date. Students will not be entitled to receive their qualification until all fees are paid.

REFUND POLICY
Depending on whether you are accessing Government funding, paying full fee-for-service price, or are paying for your studies using VET-FFEE Help or a VET Student Loan, different refund conditions will apply. Please contact TAFE Queensland Gold Coast Customer Service Centre on 07 5581 8300 for more information or visit tafeqld.edu.au/current-students/student-policies/refunds.html

TAFE Queensland Trading as TAFE Queensland Gold Coast RTO No: 0083 CRICOS No: 03037G. VET student loans will not be approved for students who do not meet eligibility requirements. A VET student loan gives rise to a HELP debt that continues to be a debt due to the Commonwealth until it is repaid.

WITHDRAWAL
If you wish to withdraw from a course, program, module or unit please speak to your teacher for advice. If you wish to withdraw after the start of study, academic or financial penalties may apply. Requests to withdraw must be made in writing to studentmanagement.goldcoast@tafe.qld.edu.au

The policy for withdrawals and for refunds can be found tafeqld.edu.au/current-students/student-policies/refunds.html
ENROLMENT

UNIQUE STUDENT IDENTIFIER (USI)
Upon enrolment, you will need to supply TAFE Queensland Gold Coast your Unique Student Identifier (USI). This is a Federal Government requirement. To create a USI, please go to www.usi.gov.au and select the ‘Students’ tab and follow the prompts. If you already have a USI but have forgotten your password, please go to www.usi.gov.au to retrieve your USI number.

BKS TEST
Basic Key Skills Builder (BKS) is an approved online testing tool that TAFE Queensland Gold Coast uses to help determine your reading and numeracy levels within the Australian Core Skills Framework (ACSF). Most TAFE Queensland Gold Coast students will be asked to complete a BKS so we can ensure you have the right skills and support to be successful in your course. If you have any questions, please contact BKS.GoldCoast@tafe.qld.edu.au

CREDIT TRANSFER
An application for credit transfer can be made if you have previously satisfied the required module or unit through previous study. A credit transfer must be made after you enrol but before the start of study date. Please email AwardsandCreditTransfer.GoldCoast@tafe.qld.edu.au to send through your credit transfer request.

RECOGNITION OF PRIOR LEARNING
An application for Recognition of Prior Learning (RPL) can be made if you have already attained the necessary skills required for your program. This could be through industry experience or prior study. If you would like more information on RPL, please contact our RPL specialist on email RPLCoordinator.goldcoast@tafe.qld.edu.au or phone 07 5581 8797.
You will be required to provide evidence of your work and life skills for your RPL assessment.

WORK EXPERIENCE AND VOCATIONAL PLACEMENT
Vocational placement is vital in linking the knowledge and skills acquired during the students’ training here at TAFE Queensland Gold Coast with real workplace applications in industry. It assists students in the transition from training to work and provides substantial benefit to both the student and the provider. If vocational placement is a compulsory component of a program, it is necessary for students to successfully complete it in order to achieve successful result outcomes for the relevant unit of competency and to graduate.

Work experience is available as an optional elective unit or mandatory for many programs.

Please consult with your teacher to clarify your program requirements regarding either the vocational placement or work experience.

For any enquiries about existing student support, contact your teacher or student administration teams on 07 5581 8300 or email studentmanagement.goldcoast@tafe.qld.edu.au
ORIENTATION

Studying a new course is an exciting time for our students, many of which have lots of questions about their upcoming course, so we strongly encourage all enrolled students to attend the compulsory orientation sessions. Dates of orientation will be advised by each faculty. The orientation sessions provide students with a comprehensive overview of the services available during your time at TAFE Queensland Gold Coast. If you cannot attend an orientation session, you can complete the virtual orientation units online through Connect.

Connect is our student learning management system. For some courses orientation may be delivered on your first day of class, to stay updated with orientation dates, please refer to your course page on our website.

TIMETABLES

Students will be able to access their timetable of classes after enrolment via the Student Intranet which is called ‘studentConnect’. Please ensure you check your timetable details before your course or program commences. These timetables are subject to change and students are advised to contact their teaching area or log onto studentConnect regularly for updated versions.

Towards the end of each semester you will have access to your timetable for the next semester via studentConnect. Timetables are subject to change, although every effort will be made to limit any changes. You must be enrolled prior to attendance at any classes.

www.tafegcconnect.edu.au

STUDENT CARDS

All students, except those enrolled in short courses or non-accredited courses are required to have their student card visibly displayed whilst on campus or on vocational placement. Student cards are available from the Customer Service counters and are provided to all students enrolled into an accredited qualification. When you come into the Customer Service Centers, you will have your photo taken and your card will be issued. Your student card will allow you access to library facilities and campus printers (charges may apply). Depending on the campus, your student card will also allow you access to student areas.

For the safety of our students, if you do not wear your student card on campus, security staff may ask you to leave the premises. For a replacement card, contact the Customer Service Centre on 07 5581 8300, fees apply.

Full time students are entitled to discounts on public transport with a tertiary transport concession card. Please see tafeqld.edu.au/current-students/student-life/transport/ for more information.
ATTENDANCE & PUNCTUALITY
Being on time to class is important for you, your teacher and other students, as being late disrupts the learning environment. You are required to participate in all learning activities. Many courses or programs have classroom activities as part of the assessment criteria.

CHANGE OF PERSONAL DETAILS
Please advise TAFE Queensland Gold Coast of any changes to your email address, postal address or phone number, so that you are able to be contacted and your results can be posted to you. Students can also update their details online through the Student Self Service (SSS) portal, or email studentmanagement.goldcoast@tafe.qld.edu.au.

For any enquiries about enrolment and orientation, please visit our Customer Service centres, call 07 5581 8300 or email gold.coast@tafe.qld.edu.au
The Customer Service Centres operate to assist students with enquiries.

Opening hours are subject to change.

**Ashmore Campus, E Block***
Open 8:00am to 4:00pm Monday to Friday and Wednesday 9:00am to 4:00pm.

**Coolangatta Campus, Ground Floor***
Open 8:00am to 4:00pm Monday to Thursday

**Coomera Campus, Level 2***
Open 8:00am to 4:00pm Monday to Friday and Wednesday 9:00am to 4pm.

**Southport Campus, Ground Floor***
Open 8:00am to 4:30pm Monday to Friday and Wednesday 9:00am to 5:30pm.

* We are unable to process cash payments at these locations.

**CONNECT**
Connect is TAFE Queensland’s learning management system. Connect allows you to get your course material, submit your assessments online, communicate with your teacher, check how well you’re doing and much more.

Your enrolment pack will inform you if all or part of your course is being delivered in Connect. Your web account information, included in your enrolment pack, will outline the user name and password you will use to log in to Connect. connect.tafeqld.edu.au

A current email address is required to access TAFE Queensland Gold Coast services. You can setup or update your email address through Student Self Service or by contacting one of the Customer Service Centres.

Once your email is all setup, you will have access to the following online services:

**THE STUDENT INTRANET ‘STUDENTCONNECT’**
The student intranet provides students with access to individual timetables and interactive campus maps. tafegccconnect.edu.au

**STUDENT ORIENTATION HUB**
The Student Orientation Hub provides students with important information about studying at TAFE Queensland Gold Coast. The hub contains resources for students including assessment requirements, an area to practise using our online tools and all other TAFE Queensland policy documents.

**STUDENT SELF SERVICE (SSS)**
You require a user name and password to access our systems. Your username is your student number which can be found on your ‘Confirmation of Enrolment’ (COE) and receipt. Go to enrol.tafe.qld.gov.au.
If you need to update your password, go online to the TAFE Queensland Password Manager section. passwordreset.tafeqld.edu.au

**LIBRARY**
Library facilities are available for all students. The TAFE Queensland Gold Coast Library offers a great range of resources and services. To register at the Library, show your current Student Card to Library staff. Libraries are available at Coomera, Ashmore and Southport campuses. Opening hours are subject to change. Log into Library Information Management System (LIMS) to check opening times. tafegoldcoast.edu.au/library
PHOTOCOPYING AND PRINTING SERVICES
Photocopying and printing services are available at all TAFE Queensland Gold Coast Libraries and student areas on a user pay basis using your Student Card. You can upload printing credit online with a credit card. Log into any on-campus computer and click the ‘papercut’ icon.

INTERNET ACCESS
The internet can be accessed via student computers. Upon enrolling at TAFE Queensland Gold Coast, students are given log-in details required to access the student computers and the internet. Wi-Fi access is restricted to one device at any given time for both students and staff. This restriction has been initiated to provide maximum capacity and speed of the Wi-Fi service.

STUDENT COMMON ROOMS
Student common rooms are for the exclusive use of students and are located at:
- Coolangatta, Level 2
- Coomera, Levels 1, 3 and 4
- Southport, Ground Floor and Level 4

NOTICE BOARDS
Student notice boards are located in all student common rooms. These are for the exclusive use of students and are monitored by students themselves. TAFE Queensland Gold Coast takes no responsibility for the notices on these boards.

PARKING
On-site parking is available at all of our campuses. It is free at Ashmore, Coolangatta, Coomera and Coomera Marine. Parking at our Southport campus is paid parking, please refer to the prices upon entry to the carpark.

Cars parked illegally will receive a warning or may be towed at owners’ expense. Please read the conditions of entry when entering TAFE Queensland Gold Coast car parks.

At busy periods of the year car parking spaces can be limited. We encourage you to use public transport where possible.

PUBLIC TRANSPORT
Public buses operate to each of the Gold Coast campuses. The train is also available to our Coomera Campus and the G:link light rail stops right outside of our Southport Campus. Visit translink.com.au/tickets-and-fares/concessions/tertiary for detailed information on travel routes, timetables, tickets and applying for a student discount.
**CANTEEN**

The Ashmore and Coomera campus have onsite canteens. There are numerous food and beverage options within walking distance from the Southport and Coolangatta campus. All campuses have refreshment stations with refrigerators and microwaves.

**HOSPITALITY HUB**

The Hospitality Hub is our training restaurant located at 11 Nerang Street, Southport. The restaurant operates for lunch and dinner throughout the term (subject to class timetables). To book email TheHub.goldcoast@tafe.qld.edu.au or call 07 5581 8470.

**HAIR SALON**

We offer hairdressing services from the Style Academy Hair Salon. Enjoy high quality services at great value prices. The hair salon is located on level 1 of our Southport campus. This is a training salon for our hairdressing students.

For more information and appointments phone: 07 5581 8470.

**BEAUTY SALON**

You can enjoy high quality beauty treatments at great value prices in our Style Academy Beauty Salon. The salon uses professional products including Thalgo and Dermalogica. Find us on level 2 of the Southport Campus. This is a training salon for our beauty students.

For more information and appointments phone: 07 5581 8470.

**SECURITY**

Security Officers are employed by TAFE Queensland Gold Coast to perform many functions. They complete foot patrols, can escort students to cars and generally provide assistance where required. If you require security, phone 07 5581 8300 during office hours and request the security officer for your relevant campus. For security after hours, please call Ashmore: 5581 8433, Coolangatta: 5581 8433, Coomera: 5581 8997, Southport: 5581 8615

TAFE Queensland Gold Coast does not accept responsibility for the loss of personal possessions; therefore you are urged to take suitable precautions to protect your personal belongings.
SUPPORT

LEARNING SUPPORT
Provided by specialised teachers, get support in exam preparation, assignment writing, time management, making presentations and general study skills.

LIBRARY
You will have access to a range of online and hard copy resources at our libraries located at Ashmore, Coomera and Southport.

STUDENT COUNSELLING
Free and confidential counselling is available to assist and support you with personal, study or work-related issues and/or career guidance.

INTERNET/WIFI
You will have access to TAFE Queensland Gold Coast’s WiFi and student computers with internet access across all of our locations.

FACILITIES
All locations are either located within walking distance to food and beverage outlets or have an on-site cafeteria. Parking is provided for no or minimal charge.

LIBRARY
You will have access to a range of online and hard copy resources at our libraries located at Ashmore, Coomera and Southport.

DISABILITY SUPPORT
Disability support is available, including locating and organising equipment and teacher liaison on your behalf.

FACILITIES
All locations are either located within walking distance to food and beverage outlets or have an on-site cafeteria. Parking is provided for no or minimal charge.

CAREER CAFÉ
Held each year, the session will give you the opportunity to meet with universities, the defence and police force and major employers to discuss your next steps in education and employment.

INDIGENOUS STUDENT SUPPORT
An Indigenous Student Support Officer is available to assist with various issues and to support you during your studies.

YOUR TUTOR
Access to TAFE Queensland Gold Coast learning support and resources including YourTutor. Through YourTutor, you can chat online to expert tutors who can help you with your studies. YourTutor is available for students studying qualifications Certificate III and above.

JOB PLACEMENT OFFICERS
We have experts that provide guidance and support for a positive outlook to job hunting, resume skills and interview tips. To contact a job matching officer, please email: Jobmatch.goldcoast@tafe.qld.edu.au
ASSESSMENT

Competency based assessment

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved.

This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry or enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry).

The Competency based assessment process will be conducted in an open, transparent and accountable manner, with an emphasis on fairness.

Evidence gathering

TAFE Queensland Gold Coast select suitable methods to ensure sufficient evidence can be gathered on how you perform a task or skill against the specified criteria. Some assessment methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

Readiness

When commencing study, your teacher or workplace trainer will provide you with an overview of planned assessment and discuss time-frames and requirements with you to ensure your readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded. However, if necessary, extensions of assessment time frames will be negotiated and/or considered in specific or exceptional circumstances.

Assessment Policy

TAFE Queensland Gold Coast is responsible for training and assessment in compliance with ASQA standards for registered training organisations.

Our assessment policy ensures that students and teachers work together to achieve the course or program aims. To be eligible to pass your course or program, you must satisfactorily complete all the requirements of each module or unit of competency you are enrolled in within a given time. This means that you are assessed in terms of being able to do the job to industry standards. Results for units will be given as one of the following:

J - Competent
M - Not competent

If you have any questions regarding your assessment, please contact your teacher.

If you require further information, the assessment policy and TAFE Queensland Student Rules are available via tafeqld.edu.au/current-students/student-rules/ and studentConnect.

Your teacher will inform you of assessment submission details. All assessments must be submitted with a TAFE Queensland Gold Coast Assignment Cover Sheet, unless submitted online through Connect. The cover sheet is available on Connect or our Customer Service Centres.
ACADEMIC COMPLAINTS AND APPEALS

Students can access the complaints and appeals process via studentConnect. The complaints and appeals process also extends to students who are being trained and assessed by a third party. Students who are dissatisfied with academic decisions or procedures, or who have any issues that directly relate to the successful completion of their course or program, should discuss the matter in the first instance with their teacher. Should you be dissatisfied with the decision of the teacher, you have the right to submit an application for re-evaluation to the Director of Faculty. Please refer to the TAFE Queensland Student Rules via studentConnect which outlines the procedure.

COMPLAINTS AND FEEDBACK

During your study at TAFE Queensland Gold Coast you will have several opportunities to provide feedback about your experience. Feedback forms can also be submitted at any time and are available at all Customer Service Centres. For more information on feedback forms please call 07 5581 8300 or email feedback.goldcoast@tafe.qld.edu.au
TAFE Queensland is committed to providing a safe, healthy and productive working environment for all people who work, study, visit our campuses or have the potential to be affected by our activities.

Workplace Health and Safety (WHS) is about managing hazards in the workplace so that the risk of injury is reasonably minimised, if not eliminated altogether.

Students must take reasonable care of their own health and safety at work or on campus, and avoid harming the health and safety of other people. There are requirements under the Work Health and Safety Act 2011 (QLD) for all persons to meet this responsibility.

HIGH 5’s FOR STUDENTS
Students should be aware of your work health and safety obligations.

1. Take care of your own health and safety and don’t do anything that will affect the safety of others.

2. Obey safety signage and wear appropriate Personal Protective Equipment (PPE).

3. Follow all directions given by TAFE Queensland staff.

4. Only use property, plant and equipment for intended purposes.

5. Report all incidents, hazards or near misses to your teacher or other staff.
WORKPLACE HEALTH AND SAFETY

FIRST AID
If first aid is required, please ask a TAFE Queensland Gold Coast staff member for assistance.

FIRE AND EVACUATION
In the case of fire, notify any TAFE Queensland Gold Coast staff member of the location of the fire. When the evacuation alarm sounds, everyone must evacuate the area in which they are located. Under instruction from your teacher or staff member, move smartly, but do not run, to the designated assembly area. Descend stairways no more than two abreast. Keep to the right-hand side (i.e., the railing side) of stairways to allow access for emergency personnel who may need to move up the stairs.
Do not use lifts or escalators. Once at the assembly point, your teacher will call the roll to check that all students are accounted for. Do not leave this area until the “all-clear” has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point. Do not re-enter any building until you have been told it is safe by a person in authority. Do not take refuge in toilets, storerooms, rest rooms or student common rooms.

PERSONAL PROTECTIVE EQUIPMENT (PPE)
Students are reminded that a failure to wear PPE as instructed may result in them being excluded from participating in learning activities requiring that PPE to be worn.

TAFE QUEENSLAND GOLD COAST’S RESPONSIBILITY
Although TAFE Queensland Gold Coast is not an ‘employer’ as far as the relationship with its students is concerned, TAFE Queensland Gold Coast does have obligations under the legislation as ‘persons in control of a workplace’ and as supervisors of our students. The obligations are to provide and maintain a working environment where staff and students are not exposed to hazards.

TAFE Queensland Gold Coast has obligations under the WHS legislation including:

- Ensuring a safe work environment. Having WHS policies and procedures in place to protect and guide staff and students.
- Providing WHS information, instruction, training and supervision.
- Ensuring the risk of disease or injury from the workplace is minimised for all persons coming onto the campus.
- Ensuring the risk of disease or injury from any plant or substance provided by TAFE Queensland Gold Coast to staff and students is minimised when used properly.
PRIVACY POLICY
TAFE Queensland Gold Coast respects your privacy and has established rules to ensure that your personal information is protected.

TAFE Queensland Gold Coast’s privacy policy ensures personal information is collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission. TAFE Queensland Gold Coast adheres to the Information Privacy Act 2009 (QLD) and the Information Privacy Principles. Please email feedback.goldcoast@tafe.qld.edu.au if you have any queries regarding personal information. All student policies are available on studentConnect.

Under what other circumstances can TAFE Queensland Gold Coast disclose your personal information?
If you consent, or if it is:

- Required or permitted by law.
- Reasonably necessary for law enforcement.
- Reasonably believed to be necessary to prevent or lessen an imminent threat to health or life.

STUDENT CODE OF CONDUCT
TAFE Queensland Gold Coast respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the enrolment form, you agree to abide by the regulations and Code of Conduct. Students are expected to conduct themselves in a manner that will not discredit themselves or TAFE Queensland Gold Coast.

Acts which seriously interfere with the basic purposes, necessities and processes of the academic community or which deny the essential rights, health and safety of other members of the TAFE Queensland Gold Coast community are prohibited. TAFE Queensland Student Rules are available tafeqld.edu.au/current-students/student-rules

MOBILE PHONES AND CAMERAS
Students are to be considerate of the rights of others at all times whilst on campus or at any campus activity related to TAFE Queensland Gold Coast.

Any use of mobile phones or cameras that affects the rights of others may result in the suspension or exclusion of the student from TAFE Queensland Gold Coast for a specific period.
INTERNET AND EMAIL USAGE
Access to the internet is provided to enable you to locate resources directly related to your studies at TAFE Queensland Gold Coast only. Access to the internet through TAFE Queensland Gold Coast equipment is a privilege, not a right, so you need to be aware of the conditions associated with this privilege. TAFE Queensland Gold Coast has the right to monitor and otherwise control access to the internet and network. You are required to read the policy statement on computer/internet access as part of your student orientation program. This policy appears each time you log onto the network. Please ensure you read, understand and comply with it. Wi-Fi access is restricted to one device at any given time for both students and staff. This restriction has been initiated to provide maximum capacity and speed of the Wi-Fi service.

COPYRIGHT
You may only copy materials in accordance with the Copyright Act 1968 (Cth). This legislation also applies to information published on the internet. For study and research purposes, students are allowed to copy ten percent or one chapter of a book, whichever is the greater, or one article per issue of a journal. More extensive reproduction may be possible; check with the Library staff. You must comply with licenses for the use of intellectual property, including software.

All software loaded onto TAFE Queensland Gold Coast computers or provided by TAFE Queensland Gold Coast is licensed and there is no permission to copy software or use TAFE Queensland Gold Coast software for commercial purposes unless permitted by the license.

DRESS CODE
Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study for work health and safety rules, this could include protective clothing. See the section on work health and safety for further detail. Some courses require uniforms to be worn to either class or vocational placement.

SMOKING
All campuses at TAFE Queensland are non-smoking. Queensland Government legislation also prohibits smoking within 5 metres of doorways/entrances. There is no smoking allowed at all, at the Southport campus, including the carpark. Other campuses may have designated smoking areas (as indicated by signage), which are the only areas where smoking is permitted.
FOOD AND BEVERAGES IN LEARNING AREAS

The presence and/or consumption of any variety of food or chewing gum in classrooms is strictly prohibited. You are responsible for ensuring that food is not taken into classrooms.

Hot beverages are not permitted in classrooms. Other beverages must be carried in a secure container/bottle to minimise spills and leakages. You are responsible for ensuring the sensible storage and consumption of beverages in classrooms and for the removal and correct disposal of drink containers from classrooms. No beverages are permitted in computer laboratories.

It is acceptable to carry food and beverages that are stored securely inside bags carried into classrooms. Dispose of all gum products in bins provided prior to entering the classroom.

CHILDREN ON CAMPUS

TAFE Queensland Gold Coast acknowledges that there may be the occasion when parents or carers need to bring children onto campus. However, it is expected that children will only be on campus for a short period of time, when an emergency has made it impossible to arrange for appropriate childcare off campus.

Whilst on campus, children must be under the direct supervision of a responsible adult. Children are welcome to accompany their parents to the library or Customer Service Centres provided their behaviour does not disturb others. Children are not permitted to attend classes with parents or carers, enter workshop areas or student computer areas or use TAFE Queensland Gold Coast computing and electronic resources.
USING EQUIPMENT

As a student, you may be exposed to a variety of hazards associated with the type of work performed, or typical of the environment in your vocational area of study. TAFE Queensland Gold Coast’s goal is to minimise your exposure to these hazards by implementing strategies which ideally eliminate or at least protect you from exposure to injury or harm.

Part of that care is ensuring that students follow the appropriate procedures before using plant and equipment. Under the category of tools, it could be something as high risk as an explosive device or, alternatively, as inconspicuous as an office stapler. Before using any type of plant or equipment, students need to be aware of the hazards involved in operating the particular equipment, the safety procedures that should be followed and the correct techniques for operation.

Students should do this by:

• Familiarising themselves with the relevant user manuals before using equipment.
• Being properly trained in the use of the machinery.
• Maintaining the machinery and keeping it in good condition.
• Reporting faults, problems or damages immediately to supervisors.
• Using the right personal protective equipment.

ALL STUDENTS

Know Your Rights

Refer to qld.gov.au/law/your-rights for details on your rights as a consumer.
RESULTS AND QUALIFICATIONS

Accredited qualifications
Upon successful completion of your course, TAFE Queensland Gold Coast will issue you with the Australian Qualification Framework (AQF) certification documentation. At the conclusion of your course, your results and qualification will be posted to you in the mail. If you do not fully complete your course or program, you may receive a Statement of Attainment outlining the units you have completed. Records of your participation and progress and your results are also available via Student Self Service (SSS). Non-accredited short courses will be issued with a participation certificate.

GRADUATION
Diploma and Advanced Diploma students who successfully complete all elements of their course will be invited to participate in a graduation ceremony at the conclusion of their studies. Outstanding Achievement Awards will be presented to those students with exceptional performance.

APPRENTICE AWARDS EVENING
All year level apprentices are invited to an Apprentice Awards Evening, which includes an opportunity for industry engagement and the awarding of Outstanding Achievement awards at all levels.
CLASSROOM NUMBERS
AND CAMPUS MAPS

CLASSROOM NUMBERS
Here is some help so you can understand room numbering at TAFE Queensland Gold Coast. The letter represents the block that the classroom is situated in, followed by a number, which represents the floor the classroom is on. The final number is the room number. For example S410 represents S Block, Level 4, and Classroom 10. Log onto studentConnect tafegcconnect.edu.au to view campus maps.

MAPS
We have included 3 campus maps showcasing our Ashmore, Coomera and Southport locations. These maps will assist you in finding the correct parking, making your way to class and locating the libraries.
This specialised facility is the Trade Training Centre of the Gold Coast where master craftsmanship is born and raised. With industry standard learning technologies, the training centre provides specialist delivery in automotive, building and construction, cabinet making, carpentry, electrotechnology, engineering and welding, horticulture, plumbing, shopfitting and wet trades.
TAFE QUEENSLAND GOLD COAST, COOMERA
198 Foxwell Road

This is the home for the creators, innovators, entertainers, movie makers and business students. This state-of-the-art facility offers a suite of courses across creative industries, business and Information Technologies. This campus is conveniently located 850m from the Coomera train station.

LEVEL 1
- ATM
- Black Box Theatre
- Cafe
- Courtyards
- Main Auditorium
- Parking
- Parking – Disabled
- Recording Studios
- Refreshment Station
- Rehearsal Rooms

LEVEL 2
- Customer Service Counter
- Library
- Student Support Services

LEVEL 3
- PC Labs
- Refreshment Station

LEVEL 4
- Editing Rooms
- MAC Labs
- PC Labs
- Refreshment Station
- Specialist Design Print Rooms

LEVEL 5
- Drawing Rooms
- MAC Collaborative Rooms
- PC Collaborative Rooms

ALL LEVELS
- Lifts
- Toilets
- Toilets – Disabled

TAFE QUEENSLAND GOLD COAST, SOUTHPORT
91–99 Scarborough Street

Our Southport location offers vibrant spaces and advanced learning technologies including contemporary study zones, a refreshed and connected library and Wi-Fi throughout so students can BYO services. This location is conveniently located close to public transport, including the G:link which travels right past our front door.

The Hospitality Hub is a student-run restaurant in Southport, established to enhance the students learning environment and provides real-world practical experience. It is completely operated by students studying cookery, hospitality and events with supervision and guidance from their teachers.
TAFE QUEENSLAND GOLD COAST, SOUTHPORT

LEVEL 1
Main Entrance and Customer Service Level and Classrooms

- Baby Change Facilities
- Bus Stop
- Classrooms
- Computer Area
- Customer Service
- Dining Areas
- Escalators
- Indigenous Support Officer
- Library
- Lifts
- Security
- Stage
- Stairs
- Study Areas
- Student Lounge
- The Style Academy Beauty Salon
- Toilets
- Toilets – Disabled

TAFE QUEENSLAND GOLD COAST, SOUTHPORT

LEVEL 2
Classrooms and Practical Nursing Labs

- Coffee Academy
- Computer Areas
- Classrooms
- Entry to car park
- Escalators
- Lifts
- Nursing Labs
- Stairs
- Study Areas
- Student Lounge
- The Style Academy Hair Salon
- Toilets
- Toilets – Disabled
TAFE QUEENSLAND GOLD COAST, SOUTHPORT

LEVEL 3
Classrooms
- Catherine Alexander
  Independent Learning Centre
- Classrooms
- Computer Areas
- Escalators
- Lifts
- Study Areas
- Student Lounge
- Stairs
- Toilets
- Toilets – Disabled

LEVEL 4
Classrooms
- Classrooms
- Computer Areas
- Dining Areas
- Escalators
- Lifts
- Stairs
- Study Areas
- Student Lounge
- Toilets
- Toilets – Disabled