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 Gold Coast, we hope that you will find this guide useful when making the decision to study with us. We have included a detailed summary of the pre-enrolment process to assist you in understanding your rights and responsibilities as a TAFE Queensland Gold Coast student. You will also find a list of our extensive student support services available.

If you require more information, please contact us in one of the following ways:

**PHONE**
07 5581 8300

**WEB**
tafegoldcoast.edu.au/contactus

**EMAIL**
gold.coast@tafe.qld.edu.au

**IN PERSON**
Visit one of our Customer Service Centres conveniently located at:

- **Ashmore and Coomera**
  8am to 4pm Monday to Friday
  9am to 4pm Wednesday

- **Southport**
  8am to 4.30pm Monday to Friday
  9am to 5.30pm Wednesday

All important pre-enrolment and student polices are available in full at:
tafeqld.edu.au/current-students/student-policies
myPROFILER

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.

IT’S TIME TO GET RECOGNISED
FORMALISE YOUR SKILLS WITH RECOGNITION OF PRIOR LEARNING [RPL]

Get qualified in 12 weeks or less*
Save on full cost of course fees*
Train only to fill gaps in knowledge*

APPLY NOW
tafegoldcoast.edu.au
*Terms and conditions apply RTO: 0083
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
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.

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/higherlevelsskills
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-FEE 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

HOW TO ENROL

Now it is time to get started! Just follow the easy steps below.

1. CHOOSE YOUR COURSE

There are a number of ways to find the course that’s right for you. Download our Course Guide tafegoldcoast.edu.au/courseguide or head to our website tafegoldcoast.edu.au.

If you don’t know what to study or where to start, try out our myPROFILER quiz which will suggest some courses that may be suited to you myprofiler.tafegoldcoast.edu.au.

2. CHECK THE COURSE ENTRY REQUIREMENTS

Some courses don’t have any entry requirements but some courses may require previous qualifications, skills or knowledge. You can find this information on our website by searching for the course you want to enrol in and reading the entry requirements.

3. READ IMPORTANT INFORMATION

It is important that you take the time to read through all of the documents listed on our website so you are aware of the TAFE Queensland Gold Coast policies and procedures. All the information can be found here: tafegoldcoast.edu.au/enrol

4. COMPLETE THE APPLICATION PAPERWORK

Completing all the application paperwork in full will ensure we have all the information we need to enrol you. There are a number of forms you will need to fill out. For more information, please go to tafegoldcoast.edu.au/enrol or call us on 07 5581 8300 or visit one of our Customer Service Centres.

PHONE
To enrol by telephone (credit card payments only)
07 5581 8300

EMAIL
Email your enquiry or request for enrolment to gold.coast@tafe.qld.edu.au

MAIL
Post your completed enrolment documentation with your cheque or money order payable to TAFE Queensland Gold Coast or details of your Bankcard, Mastercard, AMEX or Visa to:

Customer Service Centre
TAFE Queensland Gold Coast
PO Box 5547
GC MC QLD 9726

IN PERSON
Visit one of our Customer Service Centres conveniently located at:
Ashmore Trade Training Centre
Cnr Heeb St and Benowa Rd, Ashmore
Coomera
198 Foxwell Rd, Coomera
Southport
91-99 Scarborough St, Southport

Please note: Prior to visiting our Customer Service Counters, please remember to bring your current Centrelink Health Care Card, Pensioners Card or Disability Pension Card (if you have one). Have your card details ready if you are phoning us.
At the beginning of each semester and or/program, new students will receive an orientation either face-to-face or via an online format. You will have the opportunity to meet teachers and support staff of the learning area you will be studying with.

Additionally, during your Orientation you will be made aware of a number of essential pieces of information, these include, but are not limited to:

- **Workplace Health and Safety requirements**
- **TAFE Queensland policies and procedures**
- **Conditions of your enrolment**
- **Your timetable** (including important dates and assessment requirements)
- **Student support services and library services**
- **ID card** (if not already obtained at 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](http://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](http://www.usi.gov.au) to retrieve your USI number.

### BKSB TEST

Basic Key Skills Builder (BKSB) 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 BKSB so we can ensure you have the right skills and support to be successful in your course. If you have any questions, please contact BKSB.GoldCoast@tafe.qld.edu.au
ENROLMENT

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 may be 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

EXEMPTIONS
You must apply for an academic exemption on the approval form within 5 weeks after the class starts. An academic exemption means the student holds a successful result in the same course from another registered training provider. It also means the student has successfully completed the same course, with a different code and name, however the course content is the same. A member of the Customer Service Centre or your learning area can provide you with information for re-evaluations. An administration charge will apply to all refunds.
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.

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

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.

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

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
STUDENT SERVICES

CONNECT
Connect is TAFE Queensland 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 through Connect. Your web account information, included in your enrolment pack, will outline the user name and password you will use to log onto Connect.
connect.tafeqld.edu.au

STUDENTCONNECT
The student intranet provides students with access to individual timetables and interactive campus maps.
tafegcconnect.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)
Student Self Services (SSS) is the first step to obtaining a password to access other online services. SSS also allows you to manage your personal information, as well as view and print your TAFE Queensland Gold Coast academic information and financial details.

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 Ashmore, Coomera and Southport campuses. Opening hours are subject to change. Log onto Library Information Management System (LIMS) to check opening times.
tafegoldcoast.edu.au/library

Please note: A current student login is required to access the above services. Once enrolled you will receive a student login. Please contact Customer Service to update your email address, should it change during your studies.

ADDITIONAL LEARNING SUPPORT
Although your course may not have formal entry requirements, you will still need to have certain levels of literacy and numeracy in order to be able to obtain the required skills and knowledge for the course. All students in accredited courses undergo language, literacy and numeracy testing after enrolment or at orientation to identify any areas where you may need additional support. If you are found to be at risk of non-completion based on these results, you will be confidentially contacted to discuss your study options. This occurs within the refund period, so if you agree to change or withdraw you can do so without penalty. You can access free pre-enrolment testing to check your literacy and numeracy levels prior to making your study decision.

For information on the range of free learning support services available, or to book a pre-enrolment test email studentsupport.goldcoast@tafe.qld.edu.au or call 07 5581 8300.
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