the Gordon

Student
Welcome Guide

Real skills. Real experience. Real outcomes.
thegordon.edu.au   TAFE 3044

TAFE VICTORIA

Welcome

Congratulations on starting your new course at The Gordon! It's an exciting time. A chance to build your skills, meet others, and take a step towards your future.

We understand starting something new can be overwhelming too and we are here to help.

For a great start, keep this guide nearby, use the checklists, and explore the Orientation section of the Student Portal for more information.

To make it easy, we have included QR codes throughout this guide that take you directly to the relevant section of the Student Portal.

If you have any questions, ask your teacher or Customer Service. Remember, we are all here to help you succeed.

Acknowledgement of Country

The Gordon respectfully acknowledges the traditional custodians of the land on which we study, work and live. We pay our respects to Elders past and present who have taught and continue to teach their children and adults on this land.

Student Portal: Orientation

Contents

Important contacts

Customer Service		5225 0800 1300 294 350
Library	Geelong City Campus Geelong East Campus	5225 0812 5225 0609
Security Security patrol campuses during opening hours	Geelong City Campus East Geelong Campus Werribee Campuses	0418 382 340 0409 010 858 Contact Customer Service
Emergency Services	Ambulance, fire, police	000
24 hour crisis support (external)	Please refer to a list of 24 hour crisis support numbers on Student Portal	

Get ready: Before you start

Before your first class, there are some things you need to do to get ready. It is important to take time to get organised to make it easier for you in your first few weeks.

We recommend you use the checklist below and mark off each item as you complete it. To make the most of this checklist, read through the Orientation – Get ready section in the Student Portal for detailed information and links for each checklist activity.

Enrolment matters
- ☐ Get to know your username (format studentnumber@gordontafe.edu.au)
- ☐ Check your student email or forward it to another email
- ☐ Check your contact details you provided to The Gordon are still correct
- ☐ Check you are enrolled correctly Your Training Plan is in Gordon Online
- ☐ Order your Student ID Card once you have enrolled
- ☐ Get to know your rights and responsibilities as a Gordon student

Money matters
- ☐ Check your fee due dates in eCentral and make sure you pay on time
- ☐ Find out if you are eligible for a payment plan and if so, how to apply by the deadline
- ☐ Explore the Scholarships and apply

Study matters
- ☐ Check your emails to find out when your first class or induction session is on
- ☐ Get to know your online world at The Gordon (see page 6-7)
- ☐ Check your timetable and add it to your phone and Gordon Online
- ☐ Plan how you will get to campus
- ☐ Get access to a computer that is suitable for your course
- ☐ Purchase books, equipment and any required clothing

Support matters
- ☐ Get to know the services available
- ☐ If you have a question at any time, contact Customer Service

Get ready

RESPECT & EQUALITY AT TAFE

A place for everyone

The Gordon welcomes people of any age, sex, culture, sexuality and ability.

Financial assistance

Explore Money Matters in the Student Portal to find out about:
- Gordon Scholarships
- Government assistance and incentives
- Tools and external services that can help with budgeting, savings skills and tax or debt queries.

Get to know your online world

No matter what course you are studying, you will need to do activities online. Check with your teachers about your computer requirements. The next two pages provide a quick introduction to the main systems that you will need to know about.

If you are feeling nervous about the online world, help is available. Visit the library or book an appointment with Learning Support.

Your Gordon username

Your Gordon email address is your username (eg. 2007237@gordontafe. edu.au). This is your login to Gordon systems including eCentral, GordonOnline, CareerHub and Wi-Fi on campus.

eCentral

Use eCentral via the Student Portal to:
• Update your personal details
• Apply for courses
• View official correspondence
• Manage your enrolment
• View your results
• Find out due dates and pay fees
• Apply for scholarships

Gordon Online (GOL)

Gordon Online (GOL) is where you'll find course materials and assessment details. You will often need to submit or upload assignments through here.

Download the app Open-LMS if you would like to access GOL on a mobile device.

Scan for android

Scan for apple

CareerHub

CareerHub is a one-stop shop for everything career related, including local job listings, upcoming events and resources, including sample resumes, online job boards, and FAQs.

If you need help logging into CareerHub, please contact the Careers Team.

Student Success Hub (in GOL)

Access the Student Success Hub in GOL at anytime to help develop the skills needed for study. Sections include:
• Learning Lounge (build your skills)
• Get Organised
• Learn Online
• Complete and Submit Assessments

In these sections, there are a wider range of topic questions you can access. Some of the most popular include:
• How do I unpack short answer questions?
• Academic Integrity
• What are the basics of computers?
• How do I calculate ratio, dosage or volume?
• How do I manage files?
• How do I write a reference list?
• How do I paraphrase?
• How do I write an email?
• How do I reference?
• How do I manage my time better?
• How do I use OneDrive?
• How do I get started on Zoom?

Contact Learning Support if you need help navigating the Student Success Hub.

Student Portal

Your central hub throughout your studies, offering quick links to Gordon Online, eCentral and email as well as information and services grouped into themes to help you find what you need quickly.

Office 365

Office 365 is available to Gordon students for free. It provides access to email and calendar as well as Word, Excel, PowerPoint, OneNote, OneDrive storage and more. Find out how to access it on IT essentials in the Student Portal.

WiFi

As a Gordon student, you can receive free internet access on campus once you have connected to our WiFi network called eduroam. To set up:
• Search for 'eduroam' in your WiFi settings
• Enter your student id (studentnumber@gordontafe.edu.au)
• Enter your password

If you need help, check IT essentials in the Student Portal or visit the library.

IT essentials

Need IT help?

Explore IT essentials in the Student Portal for information about setting up Wi-Fi, printing, computers, email and much more. The Library and Learning Support teams are also available to help.

Study skills

Get help to build your study skills. Make an appointment with a Study Skills Advisor or take a look at our online resources in the Student Success Hub in Gordon Online.

Get started: Your first week

Finding your class and meeting everyone is a big part of your first week. There are a few other key activities that are helpful to do at this time to build your confidence and set you up for success. To make the most of this checklist, read through the Orientation – Get started section in the Student Portal for detailed information and links for each checklist activity.

Checklist

- ☐ Make the most of orientation and ask for help at anytime
- ☐ Set up Wi-Fi
- ☐ Meet your teacher and other students
- ☐ Use weekly and term planners to help balance your time with work, study and other commitments
- ☐ Take a library tour
- ☐ Read the Student Connection, your email newsletter

- ☐ Complete the Academic Integrity module in the Student Success Hub in Gordon Online
- ☐ Learn about Work, Health and Safety. If you are unsure, ask a teacher
- ☐ Ask where the quiet rooms are located on campus if you need a space to withdraw, regulate or just relax
- ☐ Register with Disability Inclusion to explore and access support and reasonable adjustments available to you

Get started

Get connected: After your first week

Take time in your first month and throughout your studies, to explore what is available to you as a Gordon student. Find out how you can build skills that will set you up for success, taking you one step closer to your graduation and future career.

Read through the Orientation – Get connected section in the Student Portal for detailed information and links for each checklist activity.

Checklist

- ☐ Build your study skills
- ☐ Check you have paid your fees
- ☐ Check 'What's on' in the Student Portal to find events and workshops happening on campus
- ☐ Plan your future career. It's never too early to use the free career and

- employment services available to you
- ☐ Make the most of the free services available to you as a student
- ☐ Keep reading Student Connection email newsletter
- ☐ Become a Student Ambassador
- ☐ Give us feedback

Get connected

Gordon Bookshop

Purchase textbooks, stationary and equipment for your course at The Gordon Bookshop located in the Library at the East Geelong Campus or online.

SKILLS AND JOBS CENTRE

Get career advice

The Gordon Skills and Jobs Centre offers free career and employment advice, events and workshops for everyone.

Rights and responsibilities

It is important that you are aware of your rights and responsibilities as a student at The Gordon. Please take time to read and understand these and ask if you are unsure.

Student Code of Conduct

The expected behaviour of all students includes:

- taking responsibility for your learning
- contributing to a healthy and safe learning environment
- respecting yourself, others and your learning environment
- complying with the Educational Services for Overseas Students (ESOS) Act and the National Code 2018 (for international students who are studying on a student visa)

Feedback and complaints

Your voice matters. If you have feedback we would love to hear it. Go to Student Voice in the Student Portal to find out how to share your thoughts.

Referencing and plagiarism

In essays or research projects, you are expected to use information from various trusted sources as well as your own ideas. You must always cite others work that you use. This is called referencing. Proper referencing demonstrates that you have used reliable, credible sources. Using someone else's work or ideas without giving credit is called plagiarism, which may lead to failure of an assessment.

For more information, complete the short Academic Integrity module in the Student Success Hub in Gordon Online.

The Gordon's responsibilities to students

As a registered training provider, The Gordon is responsible for providing programs that meet industry standards and course requirements, with the aim to meet the learning needs of the student, and their desired learning pathway. As a student, you can expect:

- Services that comply with regulatory requirements
- To be informed of any changes to your course
- To be provided with quality training and assessment
- The Gordon will maintain and communicate clear policy and procedures
- The Gordon will issue certification documentation.

More info

Student Leadership

Being a Student Ambassador or having another student leadership role helps build your professional connections, make new friends, and build or enhance your professional skills and employability.

We are smoke free

The Gordon has a smoke and vape-free policy. This applies to all students, staff, and visitors. The goal is to create a healthy and safe environment for everyone.

Health, wellbeing and safety

Bullying and harassment

The Gordon has zero tolerance for bullying, discrimination, harassment, intimidation, victimisation and vilification.

We will investigate any allegation of misconduct in relation to these values and take appropriate action, regardless of whether that allegation is against a staff member, student or parent.

First aid and emergencies

In an emergency, dial 000.
First aiders, including Gordon Security are trained and located across The Gordon. You are strongly advised to have ambulance insurance to cover costs associated with transport to hospital if required.

In the event of an alarm on campus, follow the instructions of staff and move to the evacuation points.

Protective personal equipment (PPE)

To ensure your safety when at training, you must wear PPE if required. You will be advised of any specific requirements as part of your course.

Food is not to be consumed in classroom or teaching areas.

No smoking

To create a healthy and safe environment for everyone, smoking and the use of tobacco products and vapes are prohibited at The Gordon.

Mental wellbeing

The Gordon offers free and confidential face to face or online / telehealth personal counselling appointments during business hours.

If you notice something different about a peer, friend or family at any time, it could be a good time to ask R U OK?

Student and child safety

The Gordon is fully committed to the safety and wellbeing of all students, including youth and child safety. Our commitment includes zero tolerance for harm and abuse of any person, including child abuse, regardless of whether the abuse occurs at The Gordon, at work or in your home life. All allegations and concerns are taken seriously. Support is available to students by our First People Education Support, Counselling and Disability Support Services.

Campuses

Explore

Explore the Help and Facilities section in the Student Portal for information about:

- Campus maps
- Getting to campus
- Facilities including lockers, computers on campus and inclusive spaces (quiet rooms, queer spaces and prayer areas)
- Kitjarra wurrun-ngeen, a welcome space for all First People students and community
- Retail outlets such as The Studio (Hair and Beauty), The Culinary Collective cafeterias and restaurant, and the Bookshop

Libraries

The Gordon libraries at Geelong City Campus and East Geelong Campus offer welcoming spaces to study, eat and relax, IT equipment and print / copy facilities.

Visit the Gordon library online or on campus to access course specific resources and support with research skills, referencing and using technology or programs.

Animals on campus

Public health regulations do not allow animals on campus at The Gordon except:

- Registered guide dogs
- Companion dogs assisting people with disabilities or mental health needs
- Animals approved for animal studies in designated study areas

If an unaccompanied animal is found on campus please contact Gordon Security.

Children on campus

The Gordon is an adult education environment and does not have facilities or resources for young children on campus. We are committed to our responsibilities under Child Safe Standards.

We are a cashless campus

The Gordon accepts card payments or phone-based apps for all transactions on campus.

More info

Are you OK?

The Gordon offers free and confidential face to face or online / telehealth personal counselling appointments.
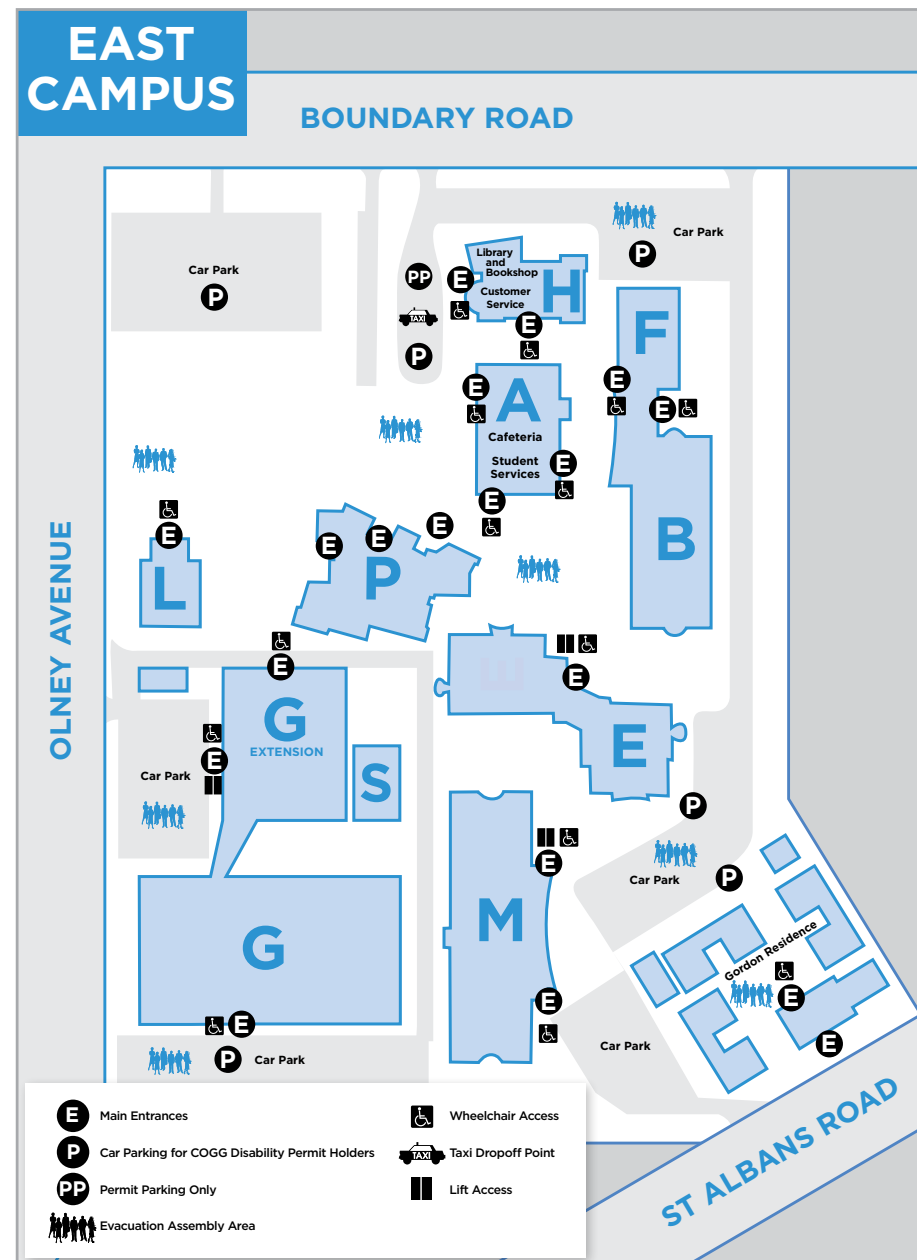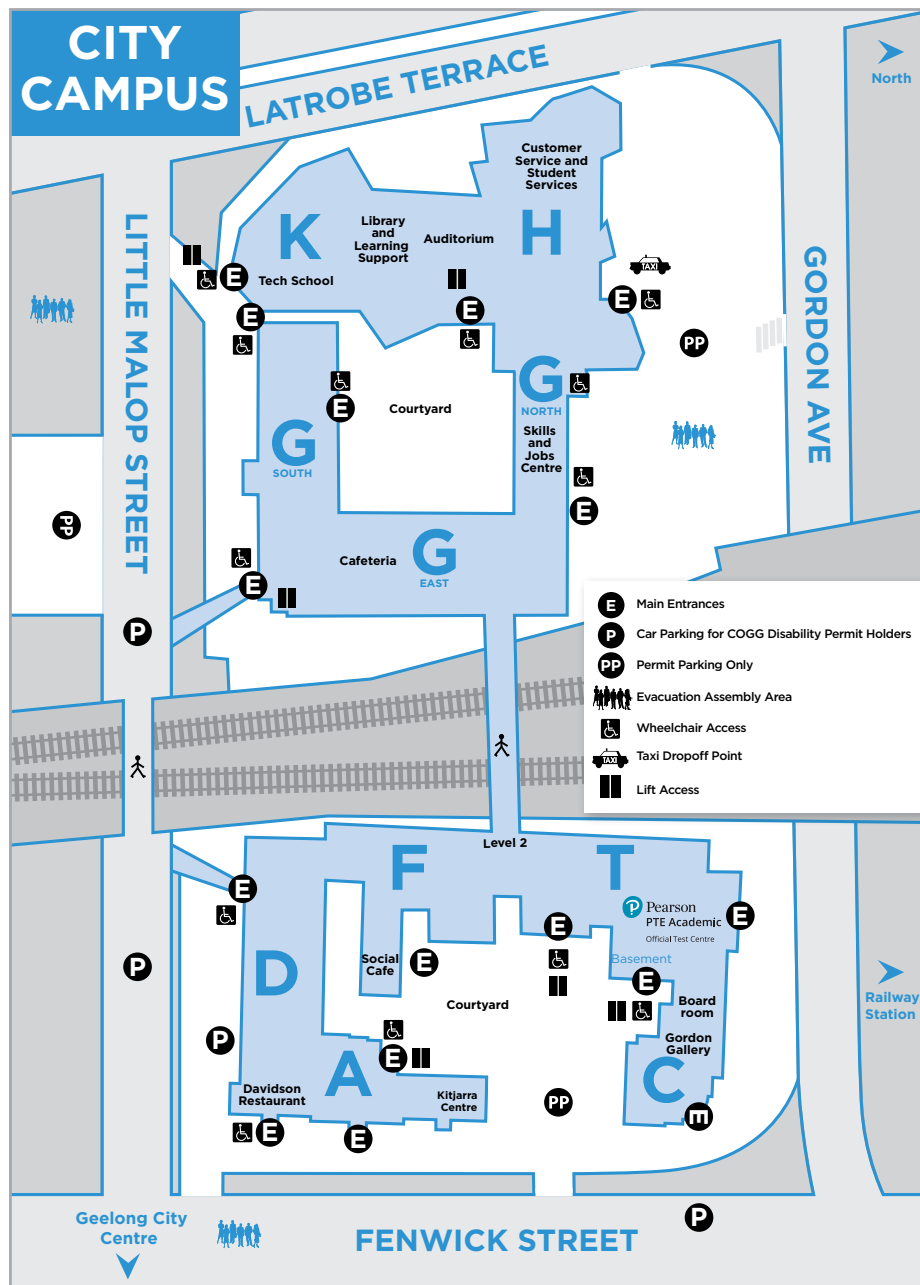
Find out more

Book an appointment

Events and activities

There is more to being a student than your learning.

Student events and workshops enhance your experience at The Gordon and make it even more memorable.

CITY CAMPUS

LATROBE TERRACE

North

LITTLE MALOP STREET

GORDON AVE

K
Tech School

Library and Learning Support

Auditorium

Customer Service and Student Services

H

G NORTH

Courtyard

G SOUTH

Skills and Jobs Centre

Cafeteria

G EAST

Legend (City Campus)

- E — Main Entrances
- P — Car Parking for COGG Disability Permit Holders
- PP — Permit Parking Only
- Evacuation Assembly Area
- Wheelchair Access
- TAXI — Taxi Dropoff Point
- Lift Access

Level 2

F
T

Pearson PTE Academic
Official Test Centre

Social Cafe

Basement

D

Courtyard

Board room

Gordon Gallery

A

Davidson Restaurant

Kitjarra Centre

C

Railway Station

Geelong City Centre

FENWICK STREET

EAST CAMPUS

BOUNDARY ROAD

OLNEY AVENUE

Car Park

Car Park

Library and Bookshop

Customer Service

PP

H

A
Cafeteria

Student Services

F

L

P

B

G EXTENSION

S

E

M

G

Car Park

Car Park

Gordon Residence

Car Park

Car Park

Car Park

ST ALBANS ROAD

Legend (East Campus)

- E — Main Entrances
- P — Car Parking for COGG Disability Permit Holders
- PP — Permit Parking Only
- Evacuation Assembly Area
- Wheelchair Access
- TAXI — Taxi Dropoff Point
- Lift Access

Student
Portal

Student
Welcome Guide

Contact

The Gordon Customer Service
 +61 3 5225 0800

The Gordon International
+61 3 5225 0920

Student Portal
thegordon.edu.au/student-portal

Locations

Geelong City Campus
2 Fenwick Street,
Geelong, Victoria, 3220

East Geelong Campus
Boundary Road,
East Geelong, Victoria, 3220

Werribee - Watton Campus
24 Watton Street,
Werribee, Victoria, 3030

Werribee – Princes Campus
180 Princes Highway,
Werribee, Victoria, 3030

Training is delivered with Victorian and
Commonwealth Government funding.

TAFE VICTORIA

the Gordon