



Apprentice and Trainee

Welcome Guide



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



Welcome

Congratulations on starting your apprenticeship or traineeship at The Gordon! It's an exciting time. A chance to build your skills, meet others, and take the next step toward 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




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Your details

Apprenticeship number	
Apprenticeship commencement date	
Apprenticeship Support Officer	
My Apprentice Connect Australian Providers is	
Their phone number is	

Important contacts

Customer Service		5225 0800 1300 814 613
Library	Geelong City Campus	5225 0812
	Geelong East Campus	5225 0609
Security Security patrol campuses during opening hours	Geelong City Campus	0418 382 340
	East Geelong Campus	0409 010 858
	Werribee Campus	Contact Customer Service
Emergency Services	Ambulance, fire, police	000
24 hour crisis support (external)	Scan the QR code for a list of 24 hour crisis support numbers	
Apprenticeship Victoria's helpline		1300 311 820
Services Australia	Centrelink social security payments and services	apprenticehelpdesk@djsir.vic.gov.au
Fair Work Ombudsman	Advice about workplace rights and obligations	13 13 19

Apprenticeship support



**RESPECT &
EQUALITY**
AT TAFE

A place for everyone

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

Get ready: Your induction

Getting organised early will make it easier for you in the first few weeks.

We recommend using the checklist below, marking off each item as you complete it, and reviewing the Orientation – Get Ready Apprentices section in the Student Portal for detailed information and links for each activity.

Enrolment matters

- ☐ Get to know your username (for example studentnumber@gordontafe.edu.au)
- ☐ Check your student email or forward it to another email
- ☐ Check the contact details you provided The Gordon are still correct
- ☐ Check you are enrolled correctly
- ☐ Check your Training Plan in eCentral. This outlines the training that will be delivered to you by The Gordon and your employer
- ☐ Order your Student ID Card
- ☐ Get to know your rights and responsibilities as a Gordon student (See page 10)

Money matters

- ☐ Check your fee due dates in eCentral. You will not be able to enrol in further units if you have outstanding fees
- ☐ Check your Award with Fairwork to see if your employer is responsible for training costs, fees and textbooks (unless there was an unsatisfactory progress result). If your employer is reimbursing you for training costs, you will need to pay upfront
- ☐ Check if you are eligible for a Low Income Health Care Card which could help save money
- ☐ To help with budgeting, find out about payment plan eligibility and deadlines.
- ☐ Explore The Gordon Scholarships and apply
- ☐ For Apprentices, check with your ACAP if you are eligible for incentive payments

Financial assistance

Explore Money Matters in the Student Portal to find out about:

- Gordon Scholarships
- Government assistance and incentives for apprentices and trainees including payments, loans and discounted car registration
- Tools and external services that can help with budgeting, savings skills and tax or debt queries.



Training and study matters

- ❑ Get to know your online study environment at The Gordon (see page 7)
- ❑ Add your timetable to your calendar or phone OR check your email to find out when your block dates start
- ❑ Check with your teachers about your computer requirements
- ❑ Purchase books, equipment and any required clothing

Support matters

- ❑ Get to know the services available at The Gordon. Explore the Apprenticeship Support section of the Student Portal to find out about internal and external supports
- ❑ If you have a question at any time, contact Customer Service
- ❑ Contact Student Residence about short term accommodation if you have to travel to campus for a block of study

Get ready



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. Find out about the main systems that you need to know about on the next two pages. If you feel a little nervous about the online world, help is available. Visit the Library or book an appointment with Learning Support. You can also find information about setting up Wi-Fi, printing, computers, email, accessible software and much more on IT essentials.

Your Gordon username

Your Gordon email address is your username (eg. 2007237@gordontafe.edu.au). This is your login to Gordon systems including GordonOnline, CareerHub and Wi-Fi on campus. Note: The login for eCentral is your student ID number only.

eCentral

Use eCentral via the Student Portal to:

- Update your personal details
- Manage your enrolment and view your results
- Find out due dates and pay fees
- Apply for scholarships

Gordon Online (GOL)

Gordon Online, accessible from the Student Portal, allows you to access course materials, assessment details and to submit or upload assignments.

Note: A small number of courses use other systems for assessments and materials. All students will still need to use GOL to access the Student Success Hub.

GOL works best using Google Chrome as the browser. You can also access GOL on a mobile device if you download the app Open-LMS.

Scan for Android



Scan for Apple



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.

Student Success Hub (in GOL)

Access the Student Success Hub in Gordon Online 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

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 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.



IT essentials

Study skills

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



Need IT help?

Explore IT essentials in the Student Portal for information about setting up Wi-Fi, printing, computers, email, Office 365 and much more. The Library and Learning Support teams are also available to help.



Get started: Your first classes

Finding your room and meeting everyone is a big part of your first day of classes. 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 activity.

Checklist

- ☐ Make the most of orientation / induction. Ask for help if you are unsure
- ☐ Set up Wi-Fi
- ☐ Meet your teacher and other students
- ☐ Use the 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 Learning Lounge

- ☐ Keep your Training Record up to date
- ☐ Learn about work, health and safety - if you are unsure, ask a teacher
- ☐ Ask for help

What is a Training Plan?

A Training Plan outlines the training details and units for your qualification. It must be signed by you, your employer, and the Gordon within 4 weeks of starting. The plan monitors your progress and records achieved competencies. You can request updates at any time. You may need to sign a new plan if your contract changes (for example, changing employers or early completion).

Get connected: After your first class

Take time in your first few months and throughout your studies to explore what is available to you as an apprentice or trainee at The Gordon. 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 activity.

Checklist

- ☐ Build your study skills
- ☐ Check you have paid your fees
- ☐ Check 'What's on' in the Student Portal to find events and workshop happening on campus.
- ☐ Keep reading Student Connection email newsletter
- ☐ Become a Student Ambassador
- ☐ Give us feedback

What is an Apprentice Support Officer (ASO)?

If you are a first year apprentice under the age of 25, you will be contacted by an ASO within the first three months of your apprenticeship. Your assigned ASO will be based on your postcode, irrelevant of where your course is based.

If you haven't been contacted after three months or have lost their details, email apprenticeship.support@djsir.vic.gov.au or call the Apprentice Helpdesk on 1300 311 820.

Get started



Get connected



Gordon Bookshop

Purchase textbooks, Australian Standards and Codes, reference books, stationary, safety goggles and other equipment for your course at The Gordon Bookshop, located in the library 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 to understand your rights and responsibilities as a student at The Gordon. This will help ensure you and other students have the best experience possible.

Student rights and responsibilities at The Gordon

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)

Personal learning requirements

Personal learning requirements outline the skills and capabilities you need for a course. Details of these can be found in the course Entrance Requirements.

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.

Smoking, alcohol and other drugs

The Gordon is a smoke-free environment; no smoking, vaping, or tobacco is allowed on campuses, property, or vehicles controlled by The Gordon.

Being under the influence of alcohol or drugs at The Gordon or during any on-or off-campus Gordon activities is prohibited and may lead to disciplinary action.

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, 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

Contract obligations - employer and student

Apprentice / trainee responsibilities

Apprentice or trainees must ensure to attend any off the job or workplace training. You must make every effort to acquire the skills and knowledge needed to complete the qualification within the contract dates.

Employer responsibilities

Employers must provide on-the-job training that gives apprentices / trainees the opportunity to learn skills related to their trade or profession. The training must:

- Be provided by a suitably qualified or experienced person
- Be in appropriate facilities
- Include hands-on experience in a wide range of tasks that cover all competencies set out in your training plan, including how to use the tools, equipment and technology commonly found in the relevant trade or occupation.

Your employer also has an obligation to ensure you have time to complete relevant on the job training and that you are released from work to attend formal training at The Gordon when required.



Understand your rights and responsibilities



Respect is choosing not to laugh at jokes that put women down.

Respect women. Call it out.

If you see or experience any concerning behaviour at The Gordon, let a staff member know.

It pays to know

FairWork can provide information, guidance, and assistance about your workplace rights and responsibilities. Apprentices can contact the FWO for guidance on entitlements, such as pay, hours, and leave, and can report any concerns about their workplace, including potential breaches of workplace laws.



Australian Government

Fair Work
OMBUDSMAN

Safety, health and security

Smoke free

To create a healthy and safe environment for everyone at The Gordon, smoking and the use of tobacco products and vapes are prohibited on all Gordon campuses, property, land and vehicles.

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.

Emergency situations on campus

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

First aid, accidents and injuries

At The Gordon

First aiders, including Gordon Security are trained and located across The Gordon. In an emergency, dial 000 first.

You are strongly advised to have ambulance insurance to cover costs associated with transport to hospital if required.

While The Gordon has a duty of care for you while on campus, your employer is ultimately responsible for your health and safety. You should still report any injuries, hazards or near misses that occur on a Gordon campus to a relevant Gordon employee. Further action may be required by your employer.

The Gordon will work with you and your employer to ensure appropriate actions have taken place.

At your employer

When working, your employer holds the duty of care for your health and safety and you should report any injuries, hazards or near misses to your employer and also to a relevant Gordon employee. The Gordon will work with yourself and the employer to ensure appropriate actions have taken place.

Mental wellbeing

The Gordon offers free and confidential face to face or online / telehealth personal counselling appointments during business hours. If you're an apprentice and need some help, you can also contact your local Apprenticeship Support Officer or the Victorian Employee Assistance Program for a confidential chat.

If you notice something different about a tradie or trainee mate at any time, it could be a good time to spark a conversation and ask R U OK?

Protective personal equipment (PPE)

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

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

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.

Safety, health
and security



RU OK?TM
A conversation could change a life.

Are you OK?

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

Find out
more



Book an
appointment



Campuses

Student residence

Affordable, comfortable and fun place for students to live! The Gordon Residence is a safe and supportive living environment for students looking for long term accommodation as well as short term rooms for apprentices during their blocks of schooling.

Located at the East Geelong Campus, approximately 5 minutes drive from the City Campus, the residence comprises three separate wings, accommodating 50 furnished bedrooms.

Explore

Explore Help and Contact Us in the Student Portal for information about:

- Campus maps
- Getting to campus
- Lockers
- Facilities and retail outlets
- Computers available on campus
- Kitjarra wurrun-ngeen, a welcome space for all First People students and community
- Inclusive spaces

No smoking

To create a healthy and safe environment for everyone at The Gordon, smoking and the use of tobacco products and vapes is prohibited on all campuses, property, land and vehicles under the control of The Gordon.

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.

Student residence



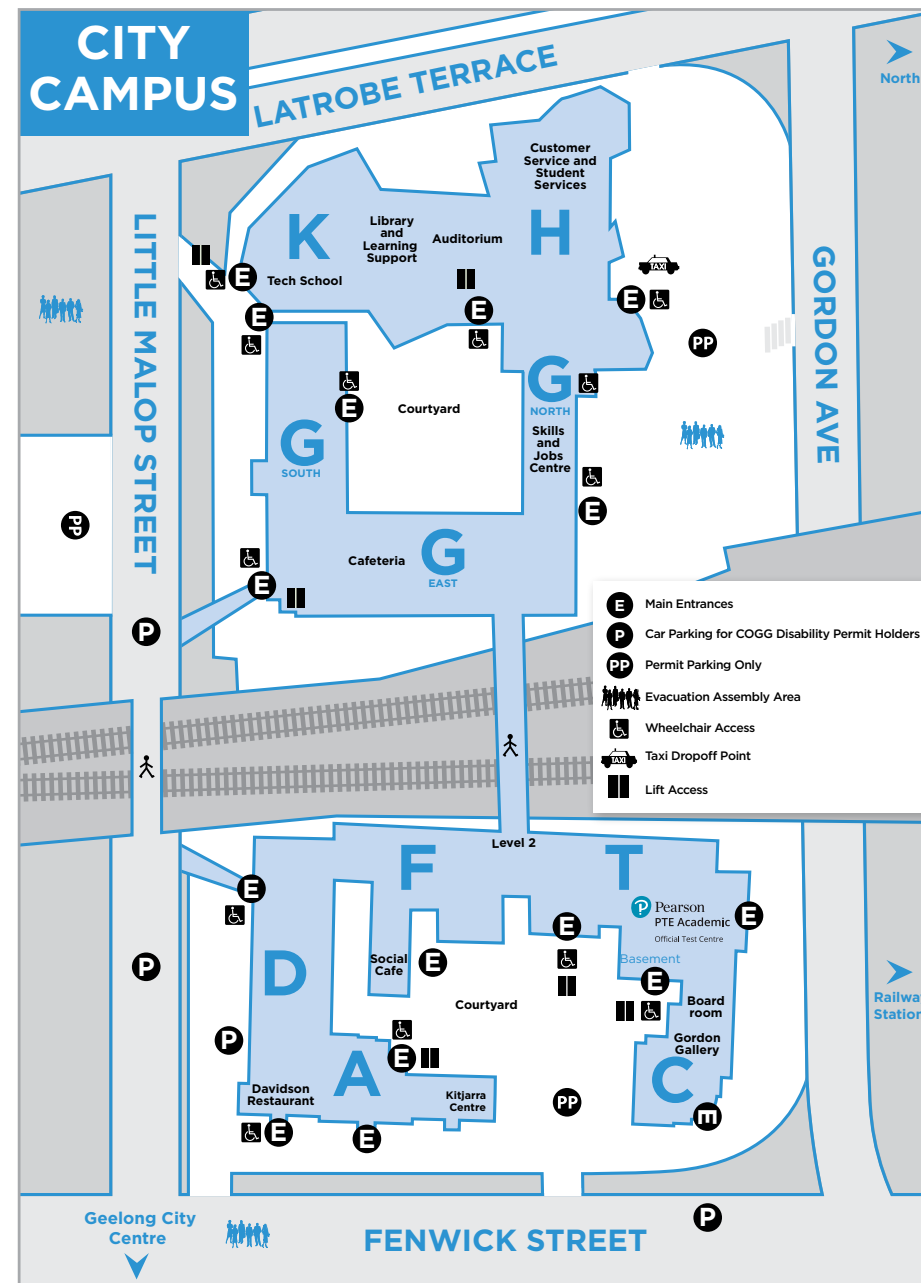
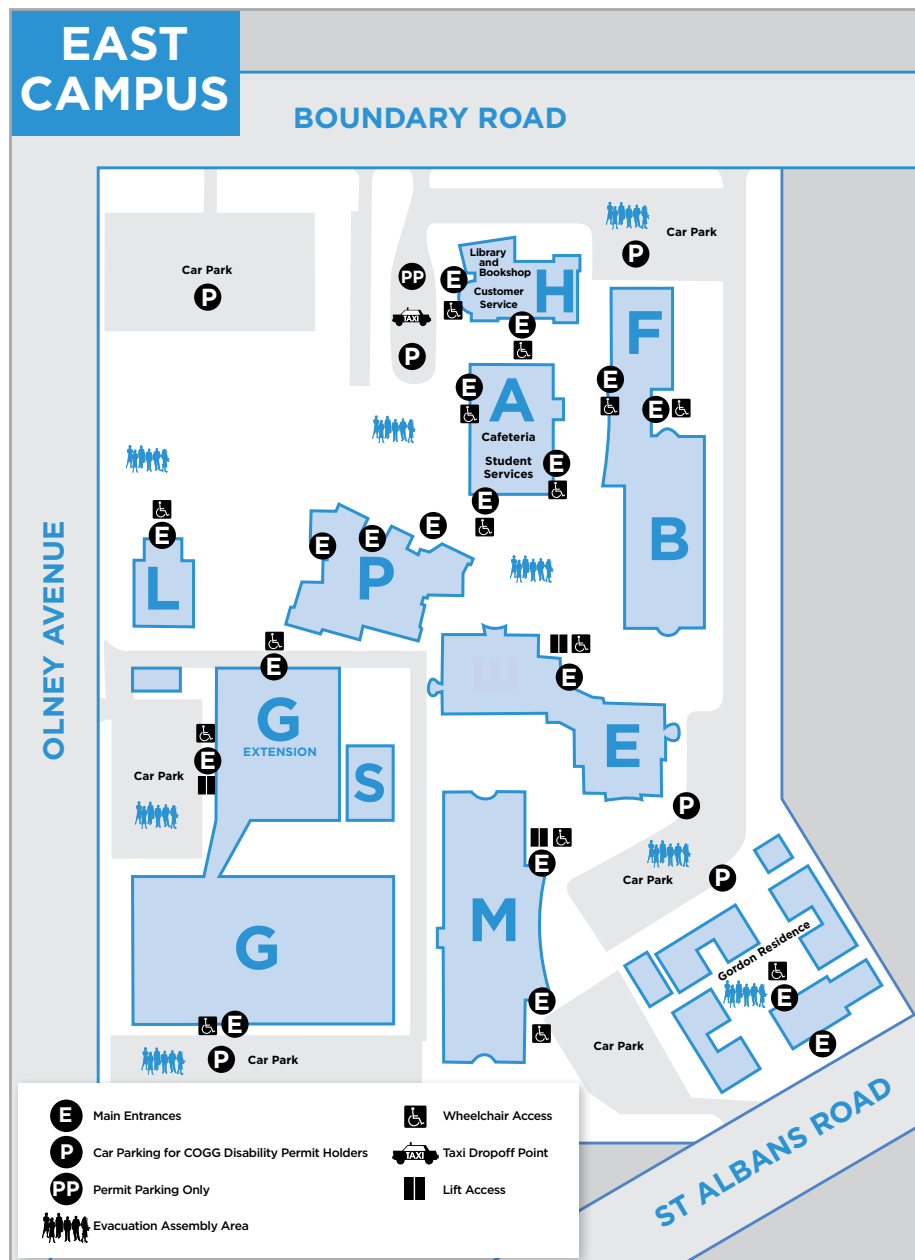
Read more here



Events and activities

Go to 'What's on' in the Student Portal to explore events and workshops happening throughout the year.





Notes

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LET'S GET SOCIAL



**Follow
us on**



Student
Portal



Apprentice and Trainee 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 Campus
24 Watton Street,
Werribee, Victoria, 3030

Training is delivered with Victorian and
Commonwealth Government funding.