

**TAFE  
GIPPSLAND**

# Student Orientation Guide

June 2019

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**Welcome to  
TAFE Gippsland.**

**This guide contains  
important information  
relevant to your studies  
with us. Please take the  
time to read it and speak  
with your instructor or a  
Customer Service and  
Support Officer if you  
have any questions.**

# Enrolment

## Unique Student Identifier (USI)

Prior to enrolment students require their own Unique Student Identifier (USI). Your USI will help keep your training records and results together in an online account controlled by you.

From 2016, each time you enrol to study with a new training organisation, your USI will be used to store your training records and results. By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

To obtain yours go to: [www.USI.gov.au](http://www.USI.gov.au)

## Direct Application

Direct application can be made by contacting the Customer Service Team on 1300 133 717 and selecting the course enquiries line or alternatively via email [enquiries@tafegippsland.edu.au](mailto:enquiries@tafegippsland.edu.au). A Customer Service Officer will provide you with details of the course you are interested in, and clarify with you any pre-requisites or other requirements you may have to meet prior to enrolment in the course of your choice. These pre-requisites or other requirements may include the achievement of a certain secondary school level qualification, age, folio or police check etc.

If you have met all pre-requisites, including a Pre-Training Review, and other requirements, you may be invited to enrol in your selected program.

Formal enrolment consists of the completion of a TAFE Gippsland enrolment form, and payment of fees. It should be noted that a prospective student is not classified as an enrolled student until full payment of fees is made, or other financial arrangements for the payment of fees have been authorised by TAFE Gippsland.

## Pre-Training Review and Language, Literacy and Numeracy Support

For each Learner enrolling in a vocational qualification, regardless of eligible or ineligible status under the Victorian Training Guarantee, TAFE Gippsland will conduct a Pre-Training Review of current competencies (including literacy and numeracy skills) prior to commencement in training.

The Pre-Training Review will:

identify any competencies previously acquired (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);

ascertain the most appropriate qualification for that Learner to enrol in, including consideration of the likely job outcomes from the development of new competencies and skills; and

ascertain that the proposed learning strategies and materials are appropriate for that individual.

When the Pre-Training Review identifies that a Learner may not have the Foundation skills required, the Learner will be referred to an Australian Core Skills Framework (ACSF) specialist for an assessment against the ACSF core skills of learning, reading, writing, oral communication and numeracy.

When a gap exists between the Learner's assessed ACSF level and the ACSF levels required within the vocational qualification (whether in any one, or a combination, of ACSF-assessed skills), TAFE Gippsland will recommend appropriate strategies for the Learner.

# Fees and Fee Assistance

The Victorian Training Guarantee is an entitlement to a government-subsidised place in accredited vocational education and training for all courses, subject to eligibility guidelines. Students who are not eligible for government-subsidised training may choose to undertake fee for service training.

Fees can be made up of one or more of the following:

- 1. Tuition fees are associated with the teaching and training elements of a course.
- 2. Materials fees cover the cost of course materials and consumables, and excursion fees.
- 3. Textbooks and stationery.

Fee for service fees are commercial rates

Calculated at a flat rate per course/unit enrolled.

For more information and indicative fee rates relating to eligible, ineligible and concession holders for 2019 courses please view 2019 Tuition Fee schedules at

[www.tafegippsland.edu.au/fees](http://www.tafegippsland.edu.au/fees)

Student tuition fees are indicative only and subject to change given individual circumstances at enrolment. For an individual quotation of fees payable, or to arrange the payment of fees please contact us on 1300 133 717.

## Other Charges

Replacement Statement of Results	\$15.00
Replacement Statement of Attainment	\$25.00
Replacement Certificate	\$40.00
Transfer of Red Card to C.I. Card	\$40.00

## Skills First

From January 2017, Victoria’s training and TAFE system will be overhauled through Skills First. A new approach to training will be implemented, setting a high benchmark for training quality, and supporting the courses that are most likely to lead to employment.

Skills First offers real training for real jobs, through:

- High quality training that students and industry can trust, aligned to industry and workforce needs.
- A real voice for industry in training.
- Funding for high needs learners who need additional support to engage with and succeed in education and training.
- Access to targeted, relevant training for students in regional areas.

The Government recognises the distinct role TAFEs have, as public providers who partner with industry and Government on key economic priorities, lead the training system in excellence and innovation, provide essential life skills and support services, and help disadvantaged students and communities.

Under the Skills First program the Victorian Government will support TAFE Gippsland and other Victorian TAFEs to be:

- A benchmark for quality and a trusted adviser to Government: delivering the training needed to drive key Victorian priorities.
- Centres of Excellence: competing on a global stage by partnering with industry to ensure productivity, innovation and the skills students need to get a job.
- Providing more than just training: addressing the training and support needs of students to ensure they are work-ready graduates, providing a campus experience with support and other essential services, and helping disadvantaged and high needs students who might otherwise slip through the cracks.
- Pivotal in regional communities: continuing their links with local businesses, and knowing what skills employers seek.
- Leaders in international education: working collaboratively, Government will enhance TAFEs’ global reach and support an expansion in international education.

For more information on government-subsidised training places visit [www.education.vic.gov.au/skillsfirst](http://www.education.vic.gov.au/skillsfirst) or ask a TAFE Gippsland Customer Service and Support Officer.

## VET Student Loans

VET Student Loans are available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are those at a diploma level and above. VET Student Loans are capped at a maximum rate for each course of study.

You are eligible to apply for a VET Student Loan if you:

- are an Australian citizen or permanent humanitarian visa holder (resident in Australia for the duration of the unit);

### AND

- have not exceeded the FEE-HELP limit; AND
- meet course requirements as follows:
- are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET Student Loan provider; OR
- are a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course;
- are enrolled with an approved provider in an eligible unit of study by the census date for that unit.

### OR

- hold a New Zealand Special Category Visa; AND
- first entered Australia as a dependent child aged under 18 years of age;
- have been ordinarily resident in Australia for the previous 10 years (that is, you have been physically present in Australia for at least eight out of the past 10 years) and 18 months out of the last two years at the time of application for the loan; You will have to provide evidence you have been living in Australia for the qualifying period. If necessary, you can obtain copies of your international movement records from the Department of Immigration and Border Protection by lodging form 1359-Request for International Movement Records available at [www.immi.gov.au/allforms/pdf/1359.pdf](http://www.immi.gov.au/allforms/pdf/1359.pdf); AND
- are otherwise eligible for the loan.

For more information on VET Student Loans visit [www.tafegippsland.edu.au/fees](http://www.tafegippsland.edu.au/fees) or ask a TAFE Gippsland Customer Service and Support Officer.

A VET student loan gives rise to a HELP debt that continues to be a debt due to the Commonwealth until it is repaid

## Student Payment Plans

### Instalment arrangements

Payment Plans are available to students enrolling in a Certificate IV or below course. For students undertaking Diploma and above courses accessing government-subsidised training, Payment Plans are available for material fees only.

- Students are required to pay an upfront, 10% deposit on commencement of the payment plan.
- All fees must be finalised within six (6) months of course commencement, or at the end of the course, whichever is sooner.
- Students need to provide the relevant bank account details of the account to be direct debited.
- If the account to be direct debited IS NOT your own, the account holder must read and sign the direct debit declaration section on the instalment arrangement application.
- Students under the age of 18 years must have the instalment arrangement form signed by a parent or guardian.

### Centrepay Deduction

Centrepay is a direct bill paying service available to customers who receive a Centrelink payment. Students must complete a TAFE Gippsland Instalment Arrangement Application, provide their Centrelink Reference Number (CRN) as well as the name of the nominated Centrelink payment from which the payments will be deducted.

Instalment Arrangement Application forms are available by phoning 1300 133 717. A Customer Service and Support Officer can assist you with further information about Student Payment Plans.

## Concession fees

If you are enrolling in a Certificate IV level program or below, are eligible for a government-subsidised place and hold a valid and eligible concession, a concession fee of 20% of the published fee will be charged for your tuition.

Eligible concessions are:

- Commonwealth Health Care Card; or
- Pensioner Concession Card; or
- Veteran's Gold Card.

These concessions also apply to the dependent spouse and dependent children of the card holder. Concession can be applied to the enrolment of government-subsidised students only and cannot be applied where a VET Student Loan is available.

### Indigenous Completions Initiative

Concession fees also apply to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent.

Under the Indigenous Completions Initiative, Indigenous students will pay 20% of what the provider would have charged a non-concession student. To access this initiative, you must be eligible for a government supported place. It applies to all course levels, including Diplomas and Advanced Diplomas.

## Withdrawals and Refunds

Our friendly Customer Service and Support Officers will be able to answer any questions you have regarding fees, refunds and withdrawals. Application for refund of fees will be processed in line with TAFE Gippsland Policy as summarised in the following table.

Clause	TAFE Gippsland Refund Policy
<b>Certificate I-IV courses – government funded</b>	
<b>Student initiated withdrawals within 4 weeks of training commencement – government funded</b>	Full refund of units not yet commenced less: * Charge for materials already utilised
<b>Student initiated withdrawals four weeks or more after training has commenced in the current year – government funded</b>	No refund of tuition fees: * Charge for materials already utilised
<b>VET Student Loan available courses Diploma, Advanced Diploma or Vocational Graduate programs, and nominated Certificate IV courses.</b>	
<b>Student initiated withdrawals prior to the census date</b>	Full refund of tuition fees. If you are using VET Student Loans, you will not incur a HELP debt for any units withdrawn prior to census.
<b>Student initiated withdrawals after the census date</b>	No refund of tuition fees. If you are using VET Student Loan scheme, you will incur a HELP debt and your FEE HELP limit will be reduced.
<b>Fee-for service/commercial programs</b>	
<b>Student initiated withdrawals – fee-for-service programs</b>	Up to 5 days prior to course commencement * Full refund less \$50 administrative charge  Less than 5 days prior to course commencement * 20% of the course fees refunded (minimum charge \$50)

If the Institute cancels or is unable to provide services for which the learner has prepaid, the learner will:

- be placed into an equivalent course such that:
  - the new location is suitable to the learner, and
  - the learner receives the full services for which they have prepaid at no additional cost to the learner or
- If the Institute cancels a short course 100% of fees will be refunded to the student
- In cases where the Institute ceases to offer the services or a student transfers to another RTO (Recognised Training Organisation) and provides written proof of enrolment into the same qualification – 100% of fees any units not commenced will be refunded.

# Student Services and Facilities

TAFE Gippsland aims to provide students with a supportive and positive learning environment, to ensure this we offer a range of student support and general services

## General Services

- Customer Service and Support Officers at your campus can you assist with the following:
- Campus maps, room locations and directions
- Certificates and results
- Change of address and personal detail amendments
- Forms (including: course withdrawal, credit transfer, customer feedback and more)
- General course information
- Information on fees and refunds, Student
- Payment Plans, VET Fee Help and VET Student Loans
- Public transport timetables
- Student computer log-on details
- Student ID Cards
- Travel concession applications

## Induction and Orientation Services

Induction and orientation is an important process for all students. Induction and orientation processes may differ depending on the course you are participating in.

All students will be provided with an induction session at the beginning of a course and you may be asked to participate in an Orientation Day.

No matter what the process you can expect that your induction will introduce you to TAFE Gippsland as well as your relevant department and course. Induction will cover a range of topics

including:

- Introduction
- Amenities
- Institute Policies
- Course Overview
- Student Work Health and Safety (WHS) Induction
- Student Medical Information Form.

## Student Services Advisors

The Student Services Advisors will serve as the primary point of contact for enrolled students seeking general support, advice and assistance to facilitate the quality of students' educational and professional experiences, and will ensure that students are directed to appropriate parties for further help when required e.g., financial, careers, and counselling services.

## Learning Support Assistants

Learning support assistants provide in class, small group and individual support to students who have been identified through initial assessment or through a diagnosed learning difficulty/disability as requiring additional support. They work with the student to develop an Individual Learning Plan to support these learners and also refer them to further Foundation Skills programs if required.

## Indigenous Support

TAFE Gippsland aims to support and encourage Koorie students to undertake training opportunities offered within a supportive environment.

The Koorie Liaison Officer is available to provide assistance and support including:

- Access to courses and on-going support within TAFE Gippsland programs.
- Advocate on behalf of learners.
- Assistance regarding ABSTUDY and other relevant Centrelink allowances.
- Tutorial assistance.

For more information, or to contact a Disability Liaison Officer or Koorie Liaison Officer, please contact us on 1300 133 717.



## Library and Learning Resources

Library services and learning spaces are available across all TAFE Gippsland campuses.

Our library staff can assist you with:

- Web on-line resources, databases, e-books, ejournals, e-encyclopaedias
- Books, journals and magazines, DVDs and other study-support materials
- Reference materials such as encyclopaedias and dictionaries
- Daily newspapers, popular magazines and popular movie DVDs
- Study desks, computer and internet services and group work areas
- Multifunction printers/photocopiers/scanners
- Some special needs equipment
- Referencing help and information/study skills resources and tailored sessions

### Online Library Services

A 24 hour online library service is available via any computer connected to the internet. You can also access 24/7 online library resources, such as full text e-books, e-journals, e-magazines and an e-encyclopedia, via subscribed library databases.

### Bookshop Services

The TAFE Gippsland Bookshop, located within the Yallourn Campus Library, specialises in providing textbooks, stationary and art supplies.

#### Bookshop

(03) 5127 0287

bookshop@tafegippsland.edu.au

#### Leongatha, Morwell, Warragul and Yallourn Campus Libraries

(03) 5127 0207

library@tafegippsland.edu.au

#### Bairnsdale, Sale (including Fulham) and Lakes Entrance Campus Libraries

(03) 5152 0734

libraryeast@tafegippsland.edu.au

# Education and Learning

## Assessment

- The assessment required for each course will vary and may include assignments, tests, exams, group work, research work, on the job assessment, etc. Your instructors will provide specific information on the requirements for your course.
- As a student you can expect that:
  - assessment methods will be clear to you,
  - assessment tasks are relevant and meet the requirements of your course,
  - fairness and lack of bias are demonstrated by instructors when assessing your work,
  - open and honest feedback about your assessment tasks is provided by instructors.

## Cheating and Plagiarism

TAFE Gippsland is committed to ensuring that all learners understand their individual responsibility when submitting work for assessment. Cheating and Plagiarism are serious offences and are not tolerated in any form at TAFE Gippsland.

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. If you are suspected of cheating, or plagiarising work, penalties will apply in accordance with TAFE Gippsland's Plagiarism Policy.

If you have any questions about how to avoid plagiarism, please seek advice from your Teacher or Library staff.

## Higher Education Pathways

The New Breed of Degree program provides the extra freedom of having a Federation University Degree delivered by TAFE Gippsland.

You can add value to your qualifications by combining practical learning with the theory and concepts of University study. This mix is valued by employers and is a great asset for those looking to enter the workforce, move up the career ladder or formalise their existing skills and knowledge.

- Bachelor of Applied Management
- Bachelor of Sport Management

## Flexible Learning

TAFE Gippsland endeavors to provide opportunities for students who are unable to attend traditional on-campus based courses or who find off-campus study a more suitable alternative. This can be achieved through flexible learning alternatives such as workshop intensives with online learning and on-site training through the workplace.

Please ask us for more information on flexible learning options.

## Skills Recognition

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) involves a formal recognition of the skills and knowledge a person has already achieved through previous studies, work and life experiences. Students may be awarded full or part qualifications on the basis of their assessment.

### Recognition of Current Competency (RCC) and Credit Transfer (CT)

If you have a certificate of results from previous training and your previous training is within the Australian Qualifications Framework (AQF), it will be recognised by TAFE Gippsland. This means that you may apply for credits for any nationally recognised components of training that you have already successfully completed. Provided that your application meets the requirements, you will not have to complete these components of study again.

This also ensures that any AQF Qualification or results you attain whilst undertaking studies at TAFE Gippsland will be fully recognised by all other Registered Training Organisations across Australia.

For more information on Recognition of Prior Learning (RPL), Recognition of Current

Competencies (RCC) and Credit Transfers contact us on 1300 133 717.

## Qualifications and Results

A Statement of Results can be made available to you at the end of the calendar year in which you have studied. If you require results, please contact 1300 133 717 or [SAShelp@tafegippsland.edu.au](mailto:SAShelp@tafegippsland.edu.au)

Students who have successfully completed a full course of study will be eligible to receive a TAFE Gippsland certificate. Further information can be obtained from your teaching department, or the Student Management Centre.

### Participation Certificate

Participation Certificates are awarded to students who complete a non-assessed program other than an AQF Qualification.

### Statement of Attainment

Awarded to students who partially complete an AQF Qualification, this document lists the competencies achieved from a nationally recognised qualification.

# Student Entitlements and Obligations

TAFE Gippsland policies and procedures can be viewed at **www.tafegippsland.edu.au/policies** or via your TAFE Gippsland Student Portal.

## Use of TAFE Gippsland Computer Services

Internet facilities are provided for educational purposes. Use of these facilities for personal use must be limited and in accordance with the TAFE Gippsland's Code of Conduct and ICT Policies.

Internet services allow users to make information available on the Internet, and to access and retrieve information from the Internet. The content of the material made available or accessed or retrieved is subject to this Code

of Conduct. In addition to the Code itself, all computer users are expected to be aware that they are required to adhere to:

- Any other Institute Conditions of Use documents pertaining to use of computer facilities
- The rules and regulations of TAFE Gippsland
- The civil and criminal laws of the State of Victoria, and the Commonwealth of Australia.

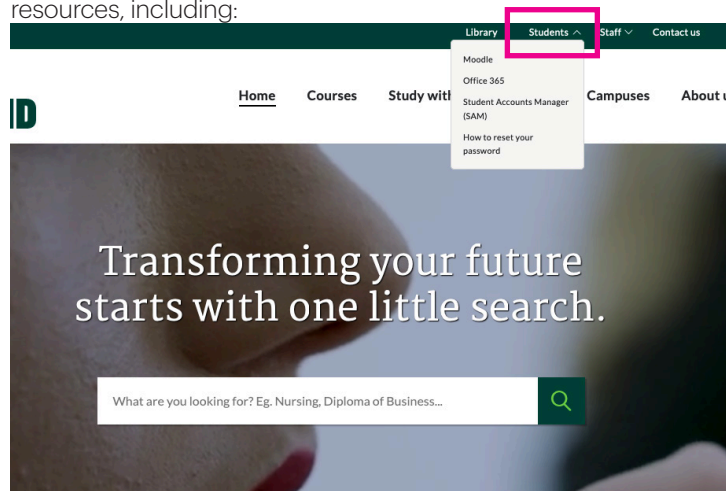
For detailed information on the rules to be adhered to by all students in regard to the use of TAFE Gippsland computer facilities please refer to the following policies:

- Use and Provision of ICT Services and Facilities Policy
- Social Networking and Online Technology Policy

## Student Portal

All students have access to these sections under the "Students Tab" at **www.tafegippsland.edu.au** (See screenshot below).

The Student Portal gives you access to a variety of menus and resources, including:



- Student Account Manager (SAM): The Institute's identity management solution, enabling students to create a single account for access to online resources, Office 365, Institute wifi and TAFE Gippsland computer login.
- Office 365 Services: A range of free online services for TAFE Gippsland students including; Student email, Cloud storage, Microsoft webapps (Word, Excel, PowerPoint, Lync, etc.).
- TAFE Gippsland Online Moodle: The online curriculum repository (Moodle), for TAFE Gippsland, containing general orientation as well as course and class specific online information to support your studies at TAFE Gippsland.

Through the Student Account Manager function (SAM <https://secure.tafegippsland.edu.au/sam/>), TAFE Gippsland provides all enrolled students with the ability to create an institute online services account, which includes a TAFE Gippsland student email account hosted by the Microsoft 365 service. The institute provided email account is the normal means by which TAFE Gippsland will communicate with students and as such all students must agree to regularly check their student email account.

## **Student Portal Frequently Asked Questions**

### **How do I log on to the Portal?**

Students create their own account in SAM once they're enrolled. Your user name will be your student identification number.

### **Can I change my password and what if I forget it?**

Yes, you can change your password using SAM. SAM enables you to set a secret question to self-manage your account credentials if you forget your password.

### **Can I lend my details to anyone else?**

No. Your login details, which provide you with access to the TAFE Gippsland Network are yours and cannot be shared. A lack of adherence to this requirement could result in action such as suspension of access to the network, a total ban on access to the network and, in serious cases, may result in legal action.

## **Student Absence**

If you know you will be absent from class please notify your teacher. In the event of illness, special consideration may be permitted for any effect on academic progress upon submission of a medical certificate.

It is the responsibility of the student to catch up on any work they may have missed.

## **Standards of Behaviour**

TAFE Gippsland is an adult learning environment. Inappropriate behaviour of any type, including but not limited to, discrimination, victimisation, bullying and harassment is not tolerated at TAFE Gippsland.

A full definition of what constitutes inappropriate behaviour can be found in the Student Code of Behaviour procedure, which can be accessed on the TAFE Gippsland website. Instances of inappropriate behaviour by students will be dealt with as per the Learner Discipline Guidelines contained within the Managing Inappropriate Behaviour procedure.

### **Student Use of Mobile Phones / Smart Devices in Class**

The disruption of a class due to the audible use of mobile phones or smart devices will be treated as a breach of the TAFE Gippsland Learner Discipline Guidelines and will be subject to sanctions up to and including suspension or dismissal. The full procedure covering student use of phones/smart devices is available on the TAFE Gippsland website.

## **Smoking, and Illegal and Addictive Substances**

TAFE Gippsland is a Smoke Free Zone.

TAFE Gippsland will not tolerate the unlawful use, possession, sale or transfer of drugs or narcotics within the meaning of the Crimes Act 1958, Drugs, Poisons and Controlled Substances Act 1981, or any other subsequent legislation, by a learner whilst on TAFE Gippsland premises, attending scheduled classes, TAFE Gippsland excursions, or a work placement.

## **Health and Safety**

We care about your safety as a student and there are systems in place to ensure you have the knowledge to be safe on our campuses. TAFE Gippsland's Workplace Health and Safety (WHS) Policy Statement is available on our website. You have certain responsibilities under the Occupational Health and Safety Act 2004 and TAFE Gippsland encourages your help to ensure we keep our campuses safe.

A reasonable standard of dress is expected for reasons of safety, hygiene and health. Light footwear and long hair (unless suitably covered and/or restrained) may constitute a health and safety hazard and will not be permitted in workshops, laboratories and/or food handling areas.

## Emergencies, Accidents, First Aid and Ambulance

All students will be provided with detailed information regarding evacuation routes and procedures during their course induction. All accidents must be reported to a Designated First Aid Officer (DFO) or your teaching staff.

The Institute does not cover the cost of an Ambulance if used to transport students in case of an emergency, or any related medical treatment. It is strongly recommended that all students obtain their own Ambulance cover.

## Access and Equity

TAFE Gippsland recognises the importance of access and equity and is committed to ensuring that staff and learners can avail themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age or race. TAFE Gippsland holds fairness, integrity and responsibility as

core values. Catering for differences may involve adapting the physical environment, equipment, as well as training and assessment materials for learners.

## Privacy

TAFE Gippsland will only collect personal information that is necessary and directly related to one of the Institute's functions.

We will ensure

- Responsible collection and secure handling of your personal information
- Your right to access the information we collect about you.

## Customer Feedback

Students and other members of the community have the opportunity to provide feedback to the Institute.

Our Comments, Complaints and Compliments form can be accessed via our website, or collected at any campus reception. The process is confidential and adheres to the principles of access and equity.

Information contained within this publication is correct as at January 2018. TAFE Gippsland reserves the right to modify, in any way, information contained within this document.

## Notes

## Notes

# TAFE GIPPSLAND

1300 133 717  
PO Box 3279 GMC,  
Morwell 3841  
[enquiries@tafegippsland.edu.au](mailto:enquiries@tafegippsland.edu.au)  
[tafegippsland.edu.au](http://tafegippsland.edu.au)

Leongatha  
Warragul  
Yallourn  
Morwell  
Traralgon

Sale  
Bairnsdale  
Forestec  
Lakes Entrance | Seamec



TAFE Gippsland has made every reasonable effort to ensure the information contained in this publication is current at the time of publishing. For updated information go to [tafegippsland.edu.au](http://tafegippsland.edu.au) or call 1300 133 717. Training is delivered with Victorian and Commonwealth Government funding. TAFE Gippsland reserves the right to alter this information listed herein. © TAFE Gippsland June 2019. National Provider Number 0417 | 0067\_0619