

Frequently Asked Questions



APPRENTICE QUESTIONS

Can I do my theory online?

Yes. You have the options for most units to complete the theory assessment through the College Cloud, our online learning system. You can access the College Cloud from any device connected to the internet. Just let us know and we will get you set up!

How do I contact my Trainer?

You can contact your trainer by phone, email or through the College Cloud if you are studying online. If you don't have their contact details, simply phone 07 5669 9000 and our friendly Admin team will help you.

Should I record videos of my work?

This is an awesome idea. The more evidence we have of you performing the work that you are being assessed on the better. Our trainers will still visit you on site but capturing video evidence of tasks when they are occurring, especially tasks that are not often performed is going to make it much easier for you to progress in your apprenticeship.

How soon will my training start?

We will get you started on your first units as soon as possible after the enrolment and signup process is done or at least well underway. We will work with your employer to determine which units the employer will assist to train onsite, and which ones you will need to come into the college to complete. So really your training starts immediately onsite with your employer, and you will have your first theory assessment to start working through very quickly.

How regularly will I have training?

You will receive a schedule that shows you what units you would generally do each quarter. This can sometimes change depending on what jobs your employer has on. You will however have regular contact with your trainer and our support team, and we like to see you face to face either onsite or at the college at least every couple of months.

What do I do if my employer won't release me to attend training?

Your employer is aware of their obligations to allow you to undertake training as part of your apprenticeship. Obviously sometimes work is exceptionally busy and we may need to be flexible in our training delivery, and work with your employer to find the best time for site visits and workshops. Our dedicated Apprentice Support team will liaise with your employer and you to coordinate training and assessment activities. If you need any further support, just let us know.

Does GCTC have extra support for students that might need it?

We sure do. Our trainers encourage you to reach out to them if you need assistance, and our Apprentice Support team is here for you. We have an open-door policy for apprentices to come to the college outside of scheduled workshops to find a quiet place to study and have the assistance of trainers. We cater to students with learning difficulties and literacy and numeracy needs and can offer a range of support to help you through your qualification.

Who do I call at GCTC when I have a question?

If in doubt, please call 07 5669 9000 and let our friendly Admin team refer you to the best person to talk to, whether it is your trainer, the Apprentice support team or somebody else within our College.

If I have a day off work, can I come to the campus to do some work on my assessments?

You sure can! If you need something specific, let us know so we can prepare it for you, otherwise just come in and we will get you set up in a quiet spot and let our trainers know you are there if you need them.

I have been working in the industry for a while, can I get credit for what I already can do?

As an apprentice, if you have developed skills and knowledge previously then we can chat to you about applying for RPL (recognised prior learning). Keep in mind though, you must be able to provide evidence of these skills and knowledge dated prior to commencing your apprenticeship.

How many students will be in my class? Will I have support from my trainer if I am struggling?

We have a very high trainer to apprentice ratio. You will receive one on one workplace training and assessment and when you come to workshops our class sizes are generally 4-8 students to each trainer.

How much study will I have to do in a year?

This will depend on how long your apprenticeship duration is, and how many units of competency that you need to complete. Each year we will provide you with a quarterly schedule that will give you a good idea of what you need to do each year.

What training do I have to do at the College?

This will be determined by how much training can be provided by your employer and what opportunities we get to assess you on the job. There are units of competency that are generally always delivered at the College such as Scaffolding, EWP and advanced specialist units that are rarely performed on the job site anymore. We will work with you and your employer to see which College Workshops you will need to attend. We can also do extra training at the College if your employer prefers.

How do I access the Student Handbook?

To view the Student Handbook please scan the QR code below (or ask one of our staff who can provide you with a printed hardcopy):

