

Frequently Asked Questions

What do I do if I do not know my student number?

Please call 1300 656 188, student services will be able to assist you.

What if I didn't pass my studies?

If this happens and you have already registered and paid to attend you will be entitled to a full refund. You will need to make contact with TAFE Queensland East Coast at least 24 hours prior to the ceremony after this time a refund will not be possible.

If you are unsure if you are going to pass your qualification, speak to your teacher.

Do I need to bring my email confirmation to the event?

Yes please, this can be printed out or displayed on your mobile phone.

What does the price of my ticket include?

The price of the ticket covers entry, entertainment and catering post event.

What do I wear?

All graduating students and guests are asked to wear semiformal attire.

Diploma and above graduands will wear traditional academic regalia, black gown, mortarboard and appropriate sash over their clothes. Please be mindful of hairstyles and how these will be affected when wearing the mortarboard.

Please note: jeans, thongs, sneakers and similar casual items are not appropriate attire for graduation ceremonies.

Where will I be seating?

You will be allocated a seat number upon registration. Please do not swap seats with other graduands as this is the order you will be called out of your seat to appear on stage.

You are required to attend a student briefing at 4.20pm sharp. This briefing will go for approximately 25 minutes, upon conclusion guests will be seated in time for a 5.00pm starting time.

All students must be ready to enter the theatre at 4.15pm. Please follow directions of ceremony staff at all times.

Can I sit next to my friends and family?

Friends and family will sit separately to graduating students. You will be able to join them again at the conclusion of the official ceremony.

When can my family and friends arrive?

Guests are invited to check in one hour prior to the start of the ceremony. Guests are asked to please present their email confirmation; they will then be issued a ticket that they will need to present to ceremony staff upon entering the theatre. Please note there is no allocated guest seating.

Guest will be seated at 4.40pm, 20 minutes prior to the start of the ceremony.

During the ceremony, graduands and guest are asked not to leave the theatre unless unnecessarily to minimise disruption to other students and guests.

Can I take photos?

We encourage photos and videos during the ceremony but ask that guests be mindful of other guests and ask that they reframe from leaving their seats, share them on social media #TQGRAD2017.

Helpful hints

1. Don't be late – there is a lot to do prior to the ceremony including registration, robing and briefing
2. Keep hold of your sticker given to you at registration. This will assist us in helping to announce your name correctly when you are called out on stage as well as making sure you are in the correct seating order.
3. You are responsible for your academic regalia. You will sign for the academic regalia at the time of robing and sign again upon returning the items. Failing to return the academic regalia will incur a fee for the replacement of these items.
4. Keep an eye out for further emails and communications regarding your graduation.

#TQGRAD2017