

# Student Information



Nationally  
Recognised  
Training



Use our  
knowledge &  
experience  
to enrich your  
lifestyle

## Dear Student

### **Congratulations on your decision to book into a Getabout or Tow-Ed course.**

We pride ourselves on delivering a professional and memorable course that will meet your specific needs.

### **Essential Reading**

If you have booked into a course that requires pre reading then this applies to you. To ensure you have an excellent learning experience you need to do some pre course homework. This ensures that you have read the course handbook and have brushed up on the theory prior to attending the course.

Read the workbook thoroughly and attempt the exercises. This may take a few hours, so leave yourself enough time to take it all in before you attend the course.

It is **essential** that you complete the written assessment before you attend the course.

### **All Students**

Take your completed assessment to the course with you, where it will be marked by your instructor. If you have answered any questions incorrectly the instructor will review them collectively so that all in the class have the same underpinning knowledge. This is also a great time to raise any questions that you may have about your assessment or anything in the course handbook.

### **The Practical components**

Throughout the day, various assessments will be conducted. The assessment process will be explained to you during the introduction to your course. To get the most out of your training, participate as much as possible, This will help instill the knowledge and skills to be competent.

### **More information**

Please refer to the rest of this brochure for information on Getabout & Tow-Ed, terms and conditions and your rights and responsibilities.

Above all else, have fun and enjoy your course, and once again we thank you for choosing us for your training.

## **Our Guarantee**

We are confident that you will feel 100% confident and capable on completion of your course, however if you feel you have not received enough instruction on the day, please contact the office to arrange another course within 3 months.

## **Certificates / Statement of Attainments**

Certificates/Statement of attainments will be issued on successful completion of the course (see Getabout terms and conditions for more information). Certificate name must be Official name as appears on your licence and/ USI.

## **Issue of Certificates/ Statement of Attainments**

As an RTO, Getabout Training Services is responsible for the quality of the training and assessment in accordance to the 2015 RTO standards and for the issuance of AQF Statement of Attainments for the qualifications on its scope of registration.

Certificates are issued to the student when 4 criteria are met;

1. DOB, Drivers licence number & your legal name, residential address are provided as it appears on your drivers licence, passport or birth certificate.
2. You provided your USI number that is successfully verified.
3. The trainer has sighted your proof of identification at the course.
4. The course instructor has deemed you competent, and
5. Payment or a purchase order has been received.

Issue of certificates will be done via email within 30 days once all course requirements are met. Hard copy can be posted on request—no charge for original.

Express issuance of certificate before the 30 days have expired will attract an extra processing fee of \$25.

A PDF copy of the issued certificate can be provided to your employer upon the signing of a Third Party Release Declaration.

## **Unique Student Identifier number**

From 1 January 2015, Getabout Training Services are prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on computer or mobile device. For further information please visit [usi.gov.au](http://www.usi.gov.au)

## **Invoices & Payments**

Company invoices are produced upon enrolment into the course. Payment terms are net 30 days. The invoice is also a receipt after payment is made. Payment can be made by EFT, credit card (Visa, MasterCard, American Express), cheque or cash/money order. We do not accept Diners Club. We can provide our account details for direct deposits into our bank account.

**GST:** All our Nationally Recognised courses are GST exempt

## **Cancelled Enrolments in Public Courses**

### **Cancellation Fees**

Cancellations between:

More than 5 business days = deposit forfeited

Less than 5 business days = 100% of course cost

Transfer to new date:

More than 5 business days – no charge

Less than 5 business days - \$50

Certificate Reprint fee applies: \$25

### **Certificate Reprints/Results letters**

If you lose your certificate or request a duplicate copy, a \$25 inc. GST admin fee applies to re-print it. If you require express processing of your enrolment or certificate a \$25 inc. GST admin charge is payable.

## Requirements for Trainees

Trainees must have and bring the following material/equipment when attending this course:

Requirement	4WD / AWD	Tow-ing	ATV / SSV	Low Risk	Chain -saw
Current and valid drivers licence	Yes	Yes	Yes	Yes	Yes
Registered & suitable roadworthy motor vehicle (or rental)	Yes	Yes	Yes	Yes	
Currently registered & roadworthy trailer (or rental)		Yes	Yes		
Quad bike / Side by Side vehicle (or rental)			Yes		
Clothing suitable for expected weather conditions	Yes	Yes	Yes	Yes	Yes
Lunch, Drinks and refreshment (NB: no shops close by)	Yes	Yes	Yes	Yes	Yes
Fold up chair	Yes	Yes	Yes	Yes	Yes
Your vehicle jack and tools	Yes			Yes	
Remove tow ball and low set goosenecks (keep pin handy)	Yes				
P.P.E. (personal protective equipment) E.g. Sturdy shoes, work gloves	Yes		Yes		Yes
Steel capped boots or equivalent					Yes
Suitable and approved Helmet			Yes		

## Training Presentation Method

1. The trainer will demonstrate the competency
2. Then the trainer will assist you to master the competency
3. Then you will demonstrate the competency to the trainer assessor.

## Training Assessment

- The course consists of theory and practical sections. The theory will provide background information to assist with the understanding of the practical section.
- Theory presentation is typically conducted to establish the trainee's specific needs and understanding.
- The aim of the assessment is to ensure trainees understand the techniques and its application. Refining these techniques can only come with practice.
- The instructor a qualified workplace assessor progressively assess trainees during the Practical Phases as either –Satisfactory (S) or Not Yet Satisfactory (NYS) against the assessment criteria.
- Final assessment can only be conducted after trainees have been shown and understand the techniques and had sufficient time to practice.
- The assessment may take many forms, written questions, oral questions and practical demonstrations are the main ways that you will be assessed during your training; you may be asked scenario questions, supply evidence of your abilities in other ways. Including completing the questionnaire.
- There is opportunity for recognition of prior learning available, contact Getabout Training Services for more information. [info.getabout.edu.au](http://info.getabout.edu.au)

## Assessment Issues

- If you are unhappy with your assessment discuss the matter with your trainer or assessor who will explain the assessment procedures and criteria. You can then re-do your assessment or make arrangements to sit in on another course at a later time.
- If you are still not satisfied, call the course co-ordinator to discuss the matter. If required, you can attend another course with a different trainer (at no cost) to re-do the assessment.

## **STUDENT RIGHTS + RESPONSIBILITIES**

### **Students are required to**

- Attend 100% of the scheduled course time
- Approval of < 100% attendance is up to the trainer's discretion
- Practice non-discriminatory behavior
- Take responsibility for your own learning
- Provide feedback to the trainer
- Accept constructive evaluation
- Ask for help when required
- Inform Getabout of your current mailing address

### **Access and Equity**

Students with language and literacy special needs may bring an interpreter with them for the duration of the course. Written assessments may be interpreted for the student, but no help in answering the questions is permitted. The practical component must be completed by the student with no help, except interpretation of the instructions and other practical assignments. Co-ordinator/trainers/assessors are available to assist with this and other matters that require attention during the course.

If you require any assistance or have any medical or other condition where it would be beneficial for the Instructor to be aware of prior to the course please contact the office. If you require additional assistance on the day please do not hesitate to speak to your Instructor. Getabout Instructors are professional trainers and Getabout is a very flexible training provider.

We will recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. Copies of certificates need to be sighted before the student can be exempted from or admitted into the course chosen.

### **Privacy Note**

We may use information collected about you for any of the following purposes:

- Perform administrative tasks including your credit facility.
- Inform you about our services or those of other organisations, re-accreditation notices and other notices.
- Develop products & services that may be of help to you.
- Risk assessment and compliance with regulatory bodies.
- Build and maintain a relationship with you and assist in the resolution of disputes.

Subject to the provisions of the Privacy Act you may have access to the information we collect about you.

Unless informed otherwise we will assume your consent to the use of your information as disclosed.



[www.tow-ed.com.au](http://www.tow-ed.com.au)  
1300 305 660



**GETABOUT**  
TRAINING SERVICES

[www.getabout.edu.au](http://www.getabout.edu.au)  
1300 660 320