



Learner Information Booklet

GOWRIE TRAINING & CONSULTANCY

Head Office Tasmania: 346 Macquarie Street, South Hobart

(03) 62306824

training@gowrie-tas.com.au



Disclaimer:

The Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or Gowrie Training & Consultancy policy may impact on the currency of information included. Gowrie Training & Consultancy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your facilitator or by contacting Gowrie Training & Consultancy on 62306824 or training@gowrie-tas.com.au

This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of the Gowrie Training centre (4436). Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and follow the policies and procedures of the Gowrie Training Centre.

WELCOME

Welcome to Gowrie Training & Consultancy a program of Lady Gowrie Tasmania. Gowrie Training & Consultancy delivers and assesses the below mentioned qualifications on behalf of Gowrie Training Centre, South Australia (RTO 4436) and is responsible to learners.

Registered Training Organisation (RTO) Details:

Code: 4436
Legal name: Lady Gowrie Child Centre Inc
Trading name(s): Gowrie Training Centre, Gowrie SA

Tasmania Head Office:

Gowrie Training & Consultancy
346 Macquarie Street, South Hobart, 7004
PO Box 422, South Hobart, 7004
(03) 62306824
1800 647 718 (Free Call 1800 647 718 – not available for mobiles)
training@gowrie-tas.com.au
www.gowrieconsutlancy.com.au



Investing in your future
with an organisation that
invests in you!

Your Details: *[to be completed by the learner]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): *[to be completed by the learner]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

Copyright Notice

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Our Vision: A Culture of Inspired Learners

From the very beginning the Gowrie Training & Consultancy story has been about encouragement and empowerment. Our team draws inspiration from our learners to develop tailored learning experiences that foster positive and sustainable change.



Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au

Overview of Options (contact Gowrie Training & Consultancy for more information):

Gowrie Training & Consultancy works in partnership and collaboration with the Early Years and School Age Care Sector. We pride ourselves in listening and enacting the requirements of the sector; therefore, it is our policy that learners initially commence the Certificate III qualification to enable a solid foundation of knowledge and skills.

- **CHC30113 – Certificate III in Early Childhood Education and Care**

This qualification reflects the role of workers in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children’s wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

- **Jobseeker Program (funded through Skills Tasmania) – CHC30113**

This program supports individuals with the opportunity to gain employment within the education and care sector. Employment (in addition to quality) is a key objective of this program. An individual training plan and career pathway plan is developed to reflect your individual pathway.

- **CHC50113 – Diploma of Early Childhood Education and Care**

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They may have responsibility for supervision of volunteers or other staff.

- **CHC62015 – Advanced Diploma of Community Sector Management**

This qualification reflects the role of workers who are middle managers or managers across a range of community sector organisations. These people work independently and report to executive management, directors or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with the organisation’s goals and strategic directions.

At this level, workers have responsibility for planning and monitoring service delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role. This may include management of a specific programs or project, or broader management of a community-based organisation, early childhood education service, not-for-profit organisation or community centre.

More information can be accessed through www.training.gov.au

Traineeships (Existing workers & New Workers)

Traineeships combine work with study, so you earn while you learn. Trainees complete a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation.

Trainees can be:

- full-time
- part-time
- school-based
- adult or mature age

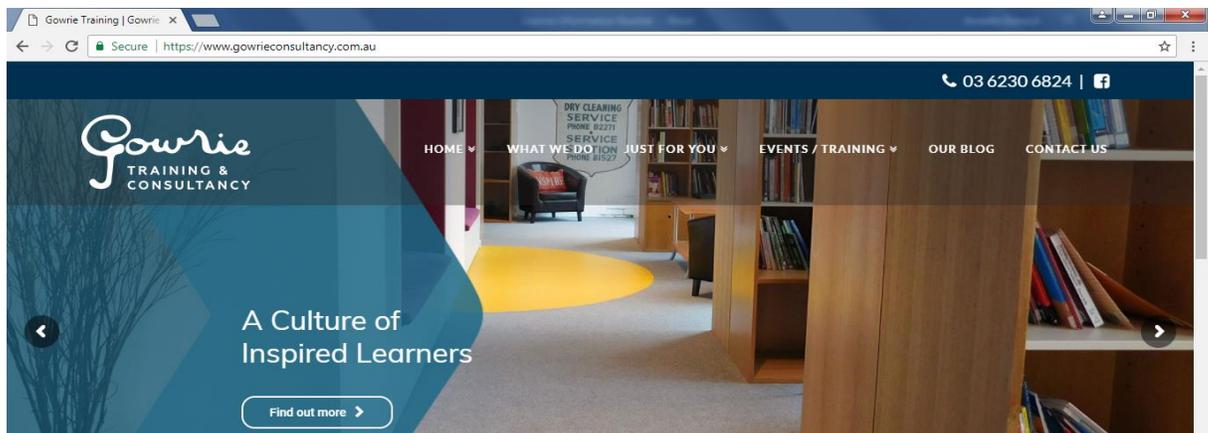
Gowrie Training & Consultancy will work with you and your employer to develop a tailored plan to support your qualification achievement.

For more information on traineeships, visit <https://www.australianapprenticeships.gov.au/australian-apprentices>

Life Long Learning

Gowrie Training & Consultancy can work with you and your employer in identifying skill gaps and design a professional learning program which enables you to upgrade specific units of competency that may not have been part of your previous qualification. Speak with a facilitator about this and many more options to enable flexibility in undertaking and/or upgrading your knowledge and skills through a qualification pathway.

DID YOU KNOW – as an enrolled learner you are able to access a discounted price for professional learning courses and workshops through Gowrie Training & Consultancy. This can provide additional opportunity to expand knowledge and understanding and is a great way to network with and get to know other people working with children and families.



Our Story

Lady Gowrie Tasmania was established in 1939 and across the past 8 decades has played a significant role in the lives of countless Tasmanian children and families. The organisation has always included a training focus, so it's not surprising Gowrie Training & Consultancy is today a mature and confident division. That doesn't mean we're happy to sit back and rely on our reputation. On the contrary, we see ourselves as learners too, always looking for better and innovative ways to connect with you.

Why Choose Gowrie Training & Consultancy

Lady Gowrie Tasmania has a long history of providing quality services for children, families and educators – over 75 years. Your choice of undertaking this qualification is the first important step in preparing yourself for a career in the education and care setting.

Through Gowrie Training & Consultancy you will study a program that is designed to meet the latest sector knowledge and skills needs as well as providing you with a solid foundation both in terms of a qualification and career pathway.

Our qualifications and individual units of competencies are designed to reflect 'real skills' for 'real jobs'. As a sector leader we are well placed to support you in your qualification and career pathway through a flexible range of learning options that are tailored to suit your individual learning styles, interests and training needs.

The National Quality Framework is the overarching guide used to support services in providing high quality care for all children. It aims to raise quality, drive continuous improvement and deliver a national system for education and care services across all jurisdictions. This means all Australian children, regardless of their location, will receive the best possible start in life through high quality education and care services.



Our Mission is to deliver quality training and assessment that meets the needs of learners, the workplace and overall the education and care sector.

Our Objectives

In recognition of this mission, our objectives are:

- **People.**

Strive to attract, recruit and retain experienced, highly qualified and committed people. We promote performance through leadership and professional development.

- **Safety and equality.**

We are committed to providing an environment which is safe, equitable and which promotes a confident and productive learning and assessment environment.

- **Integrity and ethics.**

We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Excellence.**

We deliver consistent, quality services and apply quality systems which support learning and assessment excellence.

- **Learner centered.**

We thrive on providing training and assessment that is learner centered, where your voice is central to the learning experience and supports lifelong learning. We respect our learners as partners and strive to attract them through quality training and assessment experiences.

- **Sector engagement.**

We recognise the importance and value of sector engagement as the driving force in shaping our training and assessment strategies. We facilitate training and assessment services which are founded on evidence based practice, sector needs, expectations, and our experience as an education and care provider.

Education and Care as a Professional Career

Undertaking a qualification pathway is an achievement for yourself and will contribute to building a professional workforce, therefore raising the status and standing of the education and care sector. Throughout the qualification the definition of professionalism and being a professional, including effective communication, interpersonal, and problem-solving skills will be integrated into the learning and assessment material.

The Gowrie Training & Consultancy team have a strong focus on being responsible, ethical, and team focused, and this is inclusive of all learners. Therefore, the Gowrie qualification is much more than ‘just achieving a qualification’. It is about being proud of your achievements and confident in your role. These skills, knowledge and attributes altogether support professionalism.

There is a strong focus on learning as a partnership between the learner, the facilitator and the Workplace and/or host workplace. Gowrie Training & Consultancy facilitators empower you in opportunities to learn, give you feedback, support and encouragement, but ultimately as an adult learner you are responsible for what you learn. Gowrie Training & Consultancy will provide you with a solid support framework for achieving success and we look forward to celebrating your achievements throughout your qualification pathway and on graduation.



Our facilitators, delivery and assessment strategies are our point of difference.

As educators, we understand the complexities, challenges and successes within an education and care setting; we are committed to quality training and assessment and therefore better outcomes for children and families. Our mode of delivery is diverse and is tailored to the different programs and learners. It includes but not limited to:

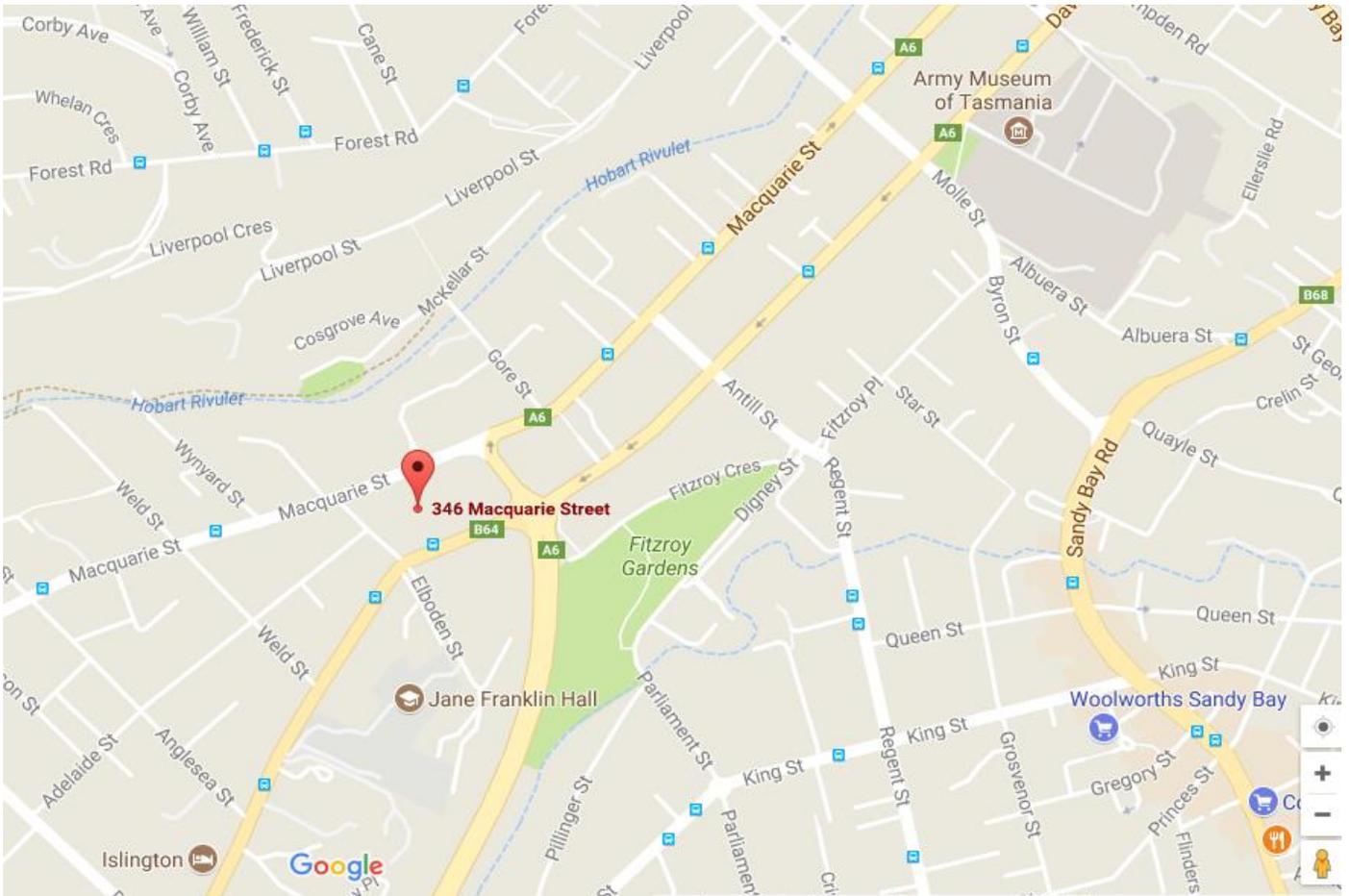
face to face classroom events	on-the-job training	self-paced learner guides and materials	support in the workplace
mentoring & coaching	Online modules and resources	A combination of these.	

The Learner Information Booklet outlines important information that supports you in your decision-making process and learning journey. If you need to discuss any aspect of the booklet, policies and procedures or the additional information in your learner pack, contact Gowrie Training & Consultancy on training@gowrie-tas.com.au or 62306824.

Contacting Us

You will be provided with your facilitators contact details on enrolment, but you can also contact us by;

- emailing training@gowrie-tas.com.au
- phone (03) 62306824 or 1800 647 718 (Free call – not available on mobiles)
- face to face at 346 Macquarie Street, South Hobart (Head Office)



Legislation

As an RTO (4436), Gowrie Training Centre (Gowrie Training & Consultancy in Tasmania) is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Gowrie Training & Consultancy abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Traineeships including school based traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*
- *Department of State Growth (Skills Tasmania) Agreement*
- *Funding obligations and requirements*

Gowrie Training & Consultancy is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Your Rights

- A quality, innovative training and assessment program that leads into a nationally recognised qualification and challenges you to achieve your full potential.
- To be provided with relevant, clear and accurate information to support you make informed decisions on your enrolment and learning experience.
- A safe and supportive adult learning environment free from discrimination and harassment and is based on mutual respect and a learner centered approach.
- To expect impartial, constructive and prompt assessment of tasks.
- Various ways to enhance your learning and career pathway.
- Have access to support services and/or referral.
- Have access to required facilities and resources.
- Access to staff to whom questions, and difficulties can be referred.

With rights, comes responsibilities.

Our expectations of you as an Adult Learner

- Contribute to learning in a positive, respectful and inclusive manner
- Be punctual and regular in attendance of classes.
- Observe safety practices and comply with the policies and procedures of the RTO.
- Be honest and respectful, not falsifying work or information or conducting yourself in any way that may cause injury or offence to others.
- Be responsible for your own learning and development by participating actively and progress with learning units.
- Seek assistance and support as we understand sometimes life can get in the way.
- Communicate with your facilitator about your learning needs and any other concerns you may have.
- Monitor your own progress by ensuring that assessment deadlines are observed and met.
- Use facilities and Gowrie publications with respect, honouring our copyrights and preventing our publications from being distributed to unauthorised persons.
- Respect other learners and Gowrie staff members irrespective of gender, race, culture, sexual preference, political affiliation, marital status, disability or religious belief, and their right to privacy and confidentiality.
- Refrain from behaviour which would interrupt the work of any class or hinder the learning opportunities of other learners.
- Be aware of the information contained in the Workplace Agreement and adhere to this throughout the term of the Agreement including logging work place hours.
- Inform us of any change to your details such as a change to your name, contact numbers, etc.

Gowrie Training & Consultancy Code of Conduct

Please see enclosed in your learner pack.

Gowrie Training & Consultancy Policies and Procedures

Gowrie Training has a copy of the policies and procedures available on site for learners' reference, or on request we can email you.

Your Privacy

Gowrie Training Centre takes the privacy of learners seriously and complies with all legislative requirements. These include;

- the Privacy Act 1988
- National Privacy Principles (and updated changes that have since occurred e.g. March 2014)

Learner information is only shared with external agencies such as registered authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request. To provide you with high level support and success in gaining employment and completion of the qualification, Gowrie Training & Consultancy will seek your permission to share program information with the workplace. In some cases, we are required by law to make

learner information available to others such as the National Centre for Vocational Education and Research, Skills Tasmania and auditing purposes. In all other cases Gowrie Training & Consultancy will seek the written permission of the learner for such disclosure.

Access to your records

All reasonable steps are taken to protect the security of the personal information held from misuse, loss and unauthorised access, modification or disclosure. This includes appropriate measures to protect electronic materials (restricted access) and materials stored and generated in hard copy (locked files).

If you wish to access your learner information file, please direct your enquiry to RTO Administration (03) 62306824.

Confidentiality

During the class events and/or attendance at host workplaces, you may hear and/or see information about families, children, other educators and/or other learners. Confidentiality must be maintained at all times. If you have any concerns, please discuss this with your training facilitator.



Enrolment



Gowrie Training & Consultancy will support your qualification pathway that aligns with your career of choice and, value add to your learning journey in a way that only sector experienced facilitators can. They have lived and breathed the role; continued their research and learning and are highly experienced in coaching and mentoring adult learners to achieve their employment and life goals.

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Learner Handbook will be supplied for you to read and understand. An enrolment & induction process will be undertaken where you will be required complete an enrolment form and other paperwork including a pre-training review.

If you are under 18 years of age, a parent/guardian must be in attendance and sign the enrolment form. You will need to provide approved identification e.g. Driver's Licence, Passport Medicare and/or financial institution card/s and any previous certificates and/or statement of attainments achieved in the past 5 years. If you have not already completed the Foundation Skill Assessment (at the information session), it is required to be completed during this process. Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Gowrie Training & Consultancy enrolment dates vary. Diploma & Advanced Diploma qualifications operate as a cohort and dates of commencement will be advised. Certificate III qualification operates on a system of rolling start dates. This means you may be able to enrol and start studying straight away.

Entry Requirements

Please contact Gowrie Training & Consultancy to confirm any pre-requisites that are required for entry to the course in which you are interested.

Gowrie Training & Consultancy policy is for learners to commence at the Certificate III qualification level prior to commencing the Diploma. This aligns with the sector's expectations taking into consideration the Certificate III being a strong foundation to build upon and the minimum mandatory qualification to be working in a regulated education and care setting and is a relevant Certificate III qualification.

Learners require access to a computer that has appropriate software and capacity to access learning and assessment materials and access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection). Gowrie Training & Consultancy has study centres available if required.

Learners must be working or commencing work in a regulated education and care setting. For learners who are not currently working in the education and care setting, from time to time, funding will be tendered through a competitive tender round and program advertised in the broader community and through Job Active Providers for entry to study with Gowrie Training & Consultancy.

For further information on eligibility and suitability contact a member of the teaching team on 62306824 or training@gowrie-tas.com.au

Unique Student Identifier (USI)

All Australians who undertake vocational education and training must hold a unique student identifier (USI). It is the responsibility of the learner to apply for a USI prior to the commencement of the qualification. Formally implemented in January 2015, it makes it easier for learners to find, collate and authenticate their VET achievements into a single transcript. It will ensure that your VET records are not lost. (<https://www.usi.gov.au>)

As an RTO, we cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. Please note that it is your responsibility to update your USI if your name changes e.g. if you marry or change your given and or surnames.



Personal Learning Plan

As part of the overall enrolment process, Gowrie Training & Consultancy will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. The personal learning plan (also commonly known as a ‘training plan’) is flexible to meet your ongoing needs in being successful in your qualification.

Language, Literacy and Numeracy Skills

Language, literacy and numeracy skills are important to all areas of work and can influence the performance of workplace tasks such as measuring and comprehending written work instructions. To support this approach Gowrie Training & Consultancy will:

- Assess a learner’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to successfully complete the training.
- Support learners during their study with training and assessment materials that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to learners about language, literacy and numeracy assistance available.
- Refer learners to other support services where this level of support is assessed as necessary.
- Negotiate an extension of time to complete training programs if necessary.



Foundation Skills

Foundation skills comprise language, literacy and numeracy, and employability skills and they are supported and assessed throughout the qualification.

Courses specifically for new entrants in the education and care sector comprise structured class events. Within the first month of the program we will include (but not limited to) information and discussions on:

- Professionalism and being a professional
- Workplace protocols/etiquette
- Dress code
- Oral and written communication
- Technology
- Working as a team member
- Problem solving
- Planning and organising including managing time and priorities

Gowrie Training & Consultancy can also support learners in the development and design of a current Curricula Vitae (CV) or Resume.

Access and Equity



Gowrie Training & Consultancy commits to the principles underpinning access and equity and understand our obligations under legislation in the provision of services.

Access: Services are available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race, gender or religion.

Equity: Services are developed and delivered on the basis of fair treatment of clients who are eligible to receive them.

Gowrie Training & Consultancy is committed to ensuring that the training and assessment environment is free from discrimination and harassment and where diversity is embraced.

All Gowrie Training & Consultancy staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member and/or learner who breach this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Gowrie Training & Consultancy staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who believe or feel they have been discriminated against or harassed should report this information to:

The Privacy Officer/Workplace Discrimination and Harassment Officer
Nicole Hunt – (03) 6030 6823

If a learner wishes to report an instance of discrimination or harassment to an agency external to Gowrie Training & Consultancy they are advised to contact:

The HREOC Complaints Info-Line on 1300 656 419

Other Support Services



Gowrie Training & Consultancy values the commitment you have made in undertaking this program. Gowrie Training & Consultancy is at all times concerned for the health and wellbeing of its learners.

If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help and/or, please speak with your training facilitator as soon as possible.

Looking at challenges from another perspective can support a solution based approach. Gowrie Training & Consultancy have access to *'family support personnel'* on the South Hobart site.

Useful Telephone Numbers

Lifeline	13 11 14 or www.lifeline.org.au
Beyond Blue	1300 224 636 or www.beyondblue.org.au
Salvation Army	13 SALVOS (13 72 58) or www.salvos.org.au
Suicide Cal Back Service	1300 659 467
Kids Helpline	1800 551 800
Headspace	623112927 (12 – 25 year olds only)
Family Violence Response and Referral Line	1800 633 937
Family Violence Counselling and Support Services	1800 633 937 (9am until midnight)
DHHS Family Violence and Support Services	1800 608 122
Holyoake	62241777
Anglicare	1800 243 232
SHE (support help empowerment)	62789090
Southern Sexual Assault Service (SASS) 24/7 crisis line	62311817
Legal Aid Commission	1300 366 611
Gateway	1800 171 233

In an Emergency and life-threatening event call 000

Fees

Information about fees and charges is documented and included in the learner pack or can be obtained by contacting Gowrie Training & Consultancy. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Any credits that may be applied through direct credit transfer and/or recognition of prior learning
- Your eligibility for subsidies and funded programs available.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of the date of the policy and are subject to change. Please contact Gowrie Training & Consultancy if you have any questions related to course fees.

Additional Fees as outlined in the Fee Policy include:

- Enrolment fee (initial and ongoing if course not completed within the eligible timeframe)
- Replacement of lost training & assessment materials
- Re-issue of Transcripts.

Replacement of Training Materials

Gowrie Training & Consultancy will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your facilitator or contact us on (03) 62306824 or training@gowrie-tas.com.au if replacement materials are required.

Re-issue of Transcripts

As outlined in the fee schedule.

Late Submission of Assessment

In cases where assessments have not been submitted within the end of the course timeframe, a re-enrolment fee will apply. If the timeframe exceeds the maximum course timeframe, a fee will apply for late submissions to be assessed. The cost is based on the nominal hours of each unit of competency and this can be obtained by contacting Gowrie Training & Consultancy. Similarly, if you re-submit an assessment previously marked 'Not Yet Satisfactory (NYS) outside of the agreed training contract time, a fee to mark these assessments will also apply. A fee (based on the unit of competency nominal hours) will apply for submission of NYS of an assessment three (3) times.

Cancellation Fee & Refunds

As outlined in the Fee schedule

Payment Options

Payment of course and/or unit of competency fees can be made to Gowrie Training & Consultancy via:

- Credit card
- Debit card
- Electronic funds transfer
- Cheque (payable to Lady Gowrie Tasmania)

Fees must be paid prior to commencement of the course. Please note that outstanding fees may result in cancellation of your enrolment and/or Gowrie Training & Consultancy withholding the issue of certification until all fees are paid. If there are concerns with payment, please contact us on (03) 62306821 or training@gowrie-tas.com.au to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Gowrie Training & Consultancy may find it necessary to suspend training until payment is received. Failure of the learner and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated (currently 25% of fee outstanding) with this service will be added to the total outstanding amount for recovery.

Therefore, if you have trouble paying your fees or require a payment plan, please contact us on (03) 62306824 or training@gowrie-tas.com.au to discuss options.

Course Withdrawal

Withdrawal Prior to Commencement of Course

As outlined in the fee schedule

Withdrawal After Commencement of Course

As outlined in the fee schedule

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and may be entitled to a partial refund under the following conditions dependent to amount of training/assessment undertaken:

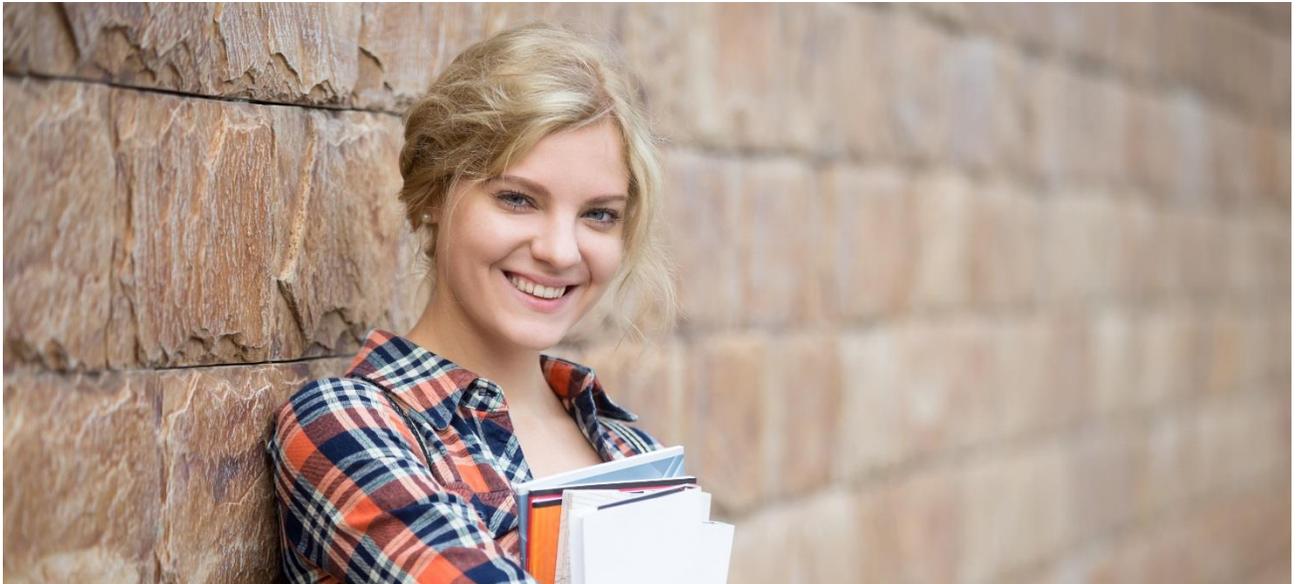
- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$100 will be deducted from any eligible refund
- Any refund will be at the discretion of Gowrie Training & Consultancy based on the units of competency commenced.

Gowrie Training & Consultancy can discuss the option of deferral rather than withdrawal depending on the learners needs and timeframes.

Cancellation of Course by Gowrie Training & Consultancy

In the event that a course is cancelled by Gowrie Training & Consultancy for any reason, learners enrolled at the time of the cancellation announcement will have their fees fully refunded. Learners who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Course Information



It is important to note that the qualification require a time commitment outside of class time to complete a range of assessment tasks. After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent to you outlining what Gowrie Training & Consultancy supplies e.g. learning materials and what you are required to bring along to class.

Information on class event dates and times will also be made available for that study year. The facilitator will work with you to develop a 'personal learning plan' within the first four weeks of enrolment.

Attendance Requirements

You are required to attend all classroom events. If already working in the sector, it is an expectation that your workplace releases you for the events.

Absences

Class Events – Please notify your training facilitator if you are unable to attend the scheduled class. This supports all parties to discuss alternative classes and/or delivery modes to ensure you continue to progress through your studies.

Work placements – Please notify your host workplace supervisor if you are going to be absent from the service on the scheduled time/day. This process contributes to assessing your employability skills and is being respectful to the service who may be waiting for you to arrive. It is also a requirement to contact your training facilitator.

We track individual learner attendance rates and if no notification of absence has been received this is noted against employability skills on your file.

Unsatisfactory Progress

Progress in qualifications is linked to mandatory qualification requirements and can affect your ability to continue to work in the sector. When your progress is unsatisfactory an informal review of your progress will be held. An informal review involves:

- The facilitator notifying the RTO Manager
- You will receive an email and/or request for a face to face meeting to discuss strategies in moving forward
- Your workplace will be notified as this has compliance implications.

If progression after a diverse range of support has been implemented, continues to be unsatisfactory, Gowrie Training & Consultancy reserves the right to withdraw you from the course.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and own time commitment and submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a learner would need as a full-time learner to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a learner would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

Qualification	Typical Volume of Learning
Certificate III Early Childhood Education & Care	1 - 2 years (up to 3-4 years for some apprenticeship/traineeship agreements)
Diploma of Early Childhood Education & Care	2 years
Advanced Diploma of Community Sector Management	1 - 2 years Specifically customised to reflect the National Quality Framework

Competency Based Training (CBT)

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a learner to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and sector.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

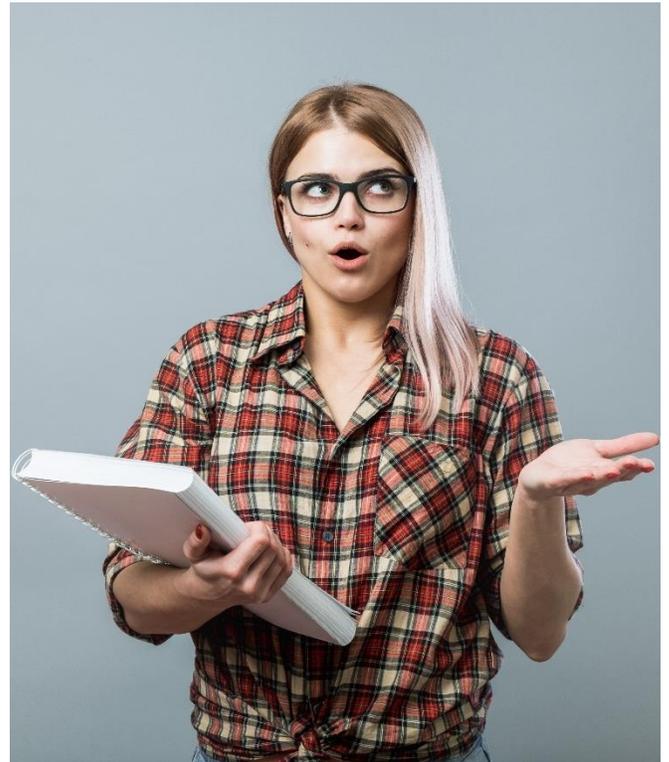
Unlike the traditional school system of grading assessments on a scale, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a learner can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a learner has the required skills and knowledge to perform effectively in the workplace. If a learner's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the learner is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard include:

- Being observed as you work/perform the tasks and experiences
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play (in a simulated environment) or case study
- Conducting a project
- Submitting a written report/assessment
- Compiling a portfolio of work samples
- A combination of the above

The Certificate III and Diploma of Early Childhood Education and Care and/or some of the individual units if not completing a full qualification have mandatory hours attached. Therefore, you will be provided with a log to complete documenting start time, departure, hours worked direct contact with children, and the age group of children. This must be signed by the workplace supervisor/mentor.



Result Code	Meaning	Description Explanation
S	Satisfactory	Assessment task has been determined as meeting the required outcomes to a satisfactory standard e.g. written assessment
NYS	Not Yet Satisfactory	Assessment task does not meet the required outcomes. Learners will be given the opportunity to re-submit the assessment task.
C	Competent	Has met all assessment requirements for the relevant module of unit e.g. written assessment, workplace assessment, hours of evidence etc.
NYC	Not Yet Competent	Learner has engaged in learning and assessment activity and has not demonstrated competency of the overall unit of competency

Gowrie Training & Consultancy has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Gowrie Training & Consultancy staff are highly (and appropriately) qualified and have extensive relevant current sector experience to train and assess the courses delivered by Gowrie Training & Consultancy. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Principles of Assessment

The principles of assessment require that assessment is valid, reliable, flexible, and fair.

The rules of evidence support the RTO to collect assessment evidence that is valid, sufficient, current, and authentic.

See <https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-one/clauses-1.8-1.12> for further information.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning experiences, whilst maintaining the integrity of the qualification.

Traineeships

Gowrie Training & Consultancy gives all learners enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract. As a trainee, you, the employer and Gowrie Training & Consultancy will receive information on rights and responsibilities of each stakeholder. It is important that you read and understand this information. Please contact us for any assistance.

Training Plans

In the case where your course of study calls for vocational placement, or is part of a workplace traineeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Gowrie Training & Consultancy. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Process

Gowrie Training & Consultancy offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact Gowrie Training & Consultancy to discuss your options.

Credit Transfer

Gowrie Training & Consultancy recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact Gowrie Training & Consultancy.

It is paramount that all your previous qualifications and accredited courses documentation is available on or prior to enrolment to ensure credit transfers are processed in a timely manner. If you do not supply the information and Gowrie Training & Consultancy and you commence in this unit, you will be liable for the full cost of that unit of competency. If you are unsure of what you have completed prior, please contact Administration on (02) 62306821 and/or training@gowrie-tas.com.au

Workplace Learning

On-the-job training is a key learning tool in achieving competency. For existing workers, there is no requirement for an additional workplace practicum as you are already working in the sector. For new learners e.g. Jobseeker program, structure workplace learning practicums form a key requirement of your learning and assessment plan. This will be explained in more detail during information sessions and/or contact Gowrie Training & Consultancy on (03) 62306824 or training@gowrie-tas.com.au for further information.

Deferral

Deferral is a term used to describe the status of an individual who may not be at this particular time able to continue in the course. Deferral can be requested in writing outlining the reasons for the request and forwarded to the RTO Manager at training@gowrie-tas.com.au

Please speak with your facilitator in the first instance.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in the qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you. We understand that at times, life can throw curve balls; therefore, we have extensions that can be applied for.

Extensions

Learners who, for whatever reason, cannot complete their course assessments by the due date are permitted to request an extension. The extension request must be in writing and include the date by which the learner expects to complete and the actions that will be out in place to ensure completion. The extension must be received by Gowrie Training & Consultancy no later than one week prior to the assessment deadline. Any extension granted will be for no greater than 2 weeks after the end of the assessment due date. Learners may apply for special consideration e.g. medical grounds to extend this period of time and this needs to be submitted to the RTO Manager (training@gowrie-tas.com.au) for approval.

Late Assessments

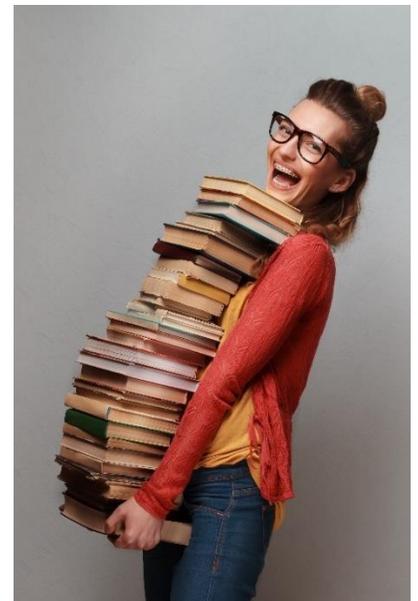
Facilitators manage their workload through an understanding of when assessments are due, and timeframes for marking. For late assessments, a delay in marking will be applicable; therefore, it is vital that you submit an extension form one week prior to the due date.

End of Each Calendar Year

Gowrie Training & Consultancy have an end of year date of 30th November for submissions of assessments to be marked in that year. Assessments handed in after this time will not be marked and/or resulted until the commencement of the New Year (mid-January).

Resubmissions

If you receive feedback to say your submission was 'Not Yet Satisfactory', you will need to provide more evidence to support your claim for competency. This may mean



re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If you provide written assessments with questions not completed, this will be returned unmarked and count towards your resubmission total; therefore, ensure that you have checked that every questions/activity has been completed. Gowrie Training & Consultancy does not charge a fee for resubmission of assessments, but if after 3 resubmissions and your work is still 'Not Yet Satisfactory', you will be required to re-enrol in, and re-do the work for the unit. A fee will apply.

Talk to your facilitator or Gowrie Training & Consultancy Administration for more information. All of the staff at Gowrie Training & Consultancy will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. Successfully completed written assessments will be marked 'Satisfactory'. As there are a number of workplace requirements to be observed, you cannot be marked 'Competent' against a nationally accredited unit, until you meet the requirements for all elements of that unit including associated mandatory hours.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Gowrie Training & Consultancy. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Copyright

All materials that are procedure by or on behalf of Gowrie Training & Consultancy are copyright. Permission to reproduce such material depends on the category into which they fall. Please speak with your facilitator prior to reproducing any materials to ensure you are operating within the copyright laws.

Referencing

When it comes to properly acknowledging where information has come from, learners should be aware of, and be able to properly use, referencing protocols. Gowrie Training & Consultancy expects that you use 'Harvard style' of referencing when writing your assessments. You will be provided with a 'reference support document' from your facilitator.

Where to Get Help

Talk to your facilitator and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on (03) 62306824 or through their direct phone can email details as supplied at enrolment.



Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Gowrie Training Centre (4436) and other RTOs in the Standards for RTOs 2015. **Please note that we cannot issue certificates or statements without a valid USI.** Your information is scanned to Gowrie Training Centre who will supply the Certification to Gowrie Training & Consultancy. We will then advise you when it arrives for collection.

If for some **unlikely** reason Gowrie Training & Consultancy ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by')

Learner Conduct

Just as Gowrie Training & Consultancy has a responsibility to meet expectations of learners, legislation, and regulations, so too, do learners have obligations they are expected to meet. It is expected that learners will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Gowrie Training & Consultancy views learner misconduct seriously. We expect that our learners will behave in an honest, respectful manner appropriate for a learning environment (including a workplace), and in a way, that will uphold the integrity of Gowrie Training & Consultancy. Consequences of learner misconduct vary up to and including expulsion from the course. Examples of learner misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Gowrie Training & Consultancy and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Learner to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Learners found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Refer to the Learner Code of Conduct within the enrolment pack.

Academic Misconduct

Plagiarism and cheating are serious offences. Learners engaging in this behaviour will face disciplinary action.

Workplace Health & Safety

Workplace health and safety legislation applies to everyone at Gowrie Training & Consultancy. All staff, learners and visitors have a responsibility to ensure the workplace and learning environment is safe.

General Principle: We require that all learners and staff treat each other with respect and abide by all policies and procedures; not engage in any activity and/or behaviour which may jeopardise the health, safety and wellbeing or cause any injury or illness to another person engaged with an activity of Gowrie Training & Consultancy.

Please report any incident or hazard immediately.

Your safety

Gowrie Training & Consultancy is committed to providing you a safe environment in which to participate in learning and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- Report all potential hazards, accidents and near misses to the Gowrie Training & Consultancy staff.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you choose to lift items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.

Smoking, Drugs and Alcohol

Gowrie Training & Consultancy is a smoke-free workplace. Smoking is prohibited in all buildings, grounds, external venues where training occurs and within sight of the building. This is important due to training facilities being in buildings where education and care of young children is occurring.

Any learner under the influence of drugs and/or alcohol is not permitted on Gowrie Training & Consultancy premises, to use Gowrie Training & Consultancy facilities or equipment, or to engage in any Gowrie Training & Consultancy activity. This includes on work placements.

People taking prescription medication have a duty to ensure their own safety, and that of others, they are not affected, and the medication is stored securely.



Emergency Evacuation

Gowrie Training & Consultancy will:

- Communicate all evacuation procedures to learners at the training facility event.
- Ensure all learners of a training and assessment facility are familiar with the location of all EXITS and fire extinguishers.
- Encourage learners to look at maps to determine location. It is the user's responsibility to understand emergency evaluation procedures displayed around the premises.
- Practice evacuation will be undertaken minimum – yearly.

First Aid

- First aid facilities are available where training is delivered.
- Accidents must be reported to Gowrie Training & Consultancy staff and/or your facilitator.
- The accident and any aid administered must be recorded by staff involved.

Lifting

- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask for assistance.

Electrical Equipment

- Electrical equipment that is not working should be reported to Gowrie Training & Consultancy staff.
- Electrical work should only be performed by appropriately licensed or trained personnel.
- Learners, trainers and facilitators should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- Gowrie Training & Consultancy electrical equipment is tested and tagged as outlined in the relevant legislation.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.

Computer facilities

- Extended periods of time working with computers can result in general fatigue and eye strain.
- Repetitive tasks and incorrect posture may result in consistent aches and pains.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.



Image sourced from:

http://www.smallbizhrblog.com/wp-content/uploads/2012/07/ergonomic_safety1.jpg

Working with Vulnerable People Check

For existing workers undertaking a qualification, your current 'working with vulnerable people' check is required to be sighted, copied and kept on file.

Gowrie Training & Consultancy and your Job Active Provider (if relevant) will support new workers to apply for a "working with vulnerable people" check. A 'working with vulnerable people check' must be applied for, and confirmed prior to entering the host workplace practical placement.

For further information see the Department of Justice Website: <http://www.justice.tas.gov.au>

Complaints and Appeals

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Gowrie Training Centre in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the learner being notified of the decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaints Handling Process

Step 1	Learner initiates process by discussing the nature of the complaint with the person with whom the complaint is held	Decision reached and accepted
Step 2	Depending on the nature of the complaint, this will influence the steps. Follow the hierarchy e.g. speak with the Facilitator.	Decision reached and accepted
Step 3	Submit in writing to the RTO Manager (training@gowrie-tas.com.au). A meeting between the learner, the person whom the complaint is held and other relevant authorities or persons.	Decision reached and accepted
Step 4	Review by the Professional Development General Manager	Decision reached and accepted
Step 5	Review by CEO – outside mediation may be sourced.	Decision reached and accepted
Step 6	Review by an individual body e.g. ASQA	

A full copy of the complaints and handling procedure is located in Gowrie Training & Consultancy policy and procedure manual or can be requested through emailing training@gowrie-tas.com.au

Appeals

Whilst as a learner, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Gowrie Training & Consultancy procedure for lodging an appeal which is outlined in the policy and procedure folder.

Learner Feedback

Gowrie Training & Consultancy is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from learners (and workplaces) regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study. From time to time you may be asked to complete an online survey or in a hardcopy. A key focus of the National Quality Framework for Education and Care Settings is 'continuous improvement'; therefore, we also align our practices to this focus.



Specific Information for Jobseeker Program Learners

Host Workplace

Gowrie Training has collaborative partnerships with workplaces to support you in the practical component of the qualification. A key component of the Job Seekers program is the practical placement. The purpose of a practical work placement is to develop, apply and practice knowledge and skills learnt during the classroom events. It should also be viewed as an opportunity to demonstrate your abilities and skills to a potential employer.

Gowrie Training will work with you to find host workplaces that, where possible, meet your travel and location requirements. The host workplace is responsible to induct you into the workplace as a learner and provide coaching/supervision support during this time to support your practice of newly acquired knowledge and skills.

During the practical placements within the host workplaces, **you must be supervised at all times**. The only exception to this is if the host workplace engages you in employment. You are required to behave in an ethical and professional manner and follow the host workplace policies and procedures at all times. You will be provided with a work placement log which is to be completed every time you enter the host workplace. A host workplace agreement will be finalised and you will be provided with a copy which also outlines the responsibilities for you, the workplace and Gowrie Training.

Do I get paid during the practical placement?

No, the work placement is an opportunity to apply and practice knowledge and skills in a supported, supervised environment. You are not counted within the service ratio and are attending as a learner. If at any time, the workplace employs you within the ratio, then the Fair Work conditions apply, and all insurances are transferred to the responsibility of the workplace. As the outcome of this program is to gain employment, time spent in an employed position can be counted towards the practical placement hours.

If your concerned at any time, please discuss this with your training facilitator.



Learner Handbook Verification

Please make sure you read and understand all parts of this Learner Handbook. If there is any aspect with which you are unsure, please contact Gowrie Training & Consultancy for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Gowrie Training & Consultancy within one week of receipt.

I, _____ (print full name), have received a copy of the Gowrie Training & Consultancy Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: _____

Student signature: _____

USI: _____ Date: _____

If a third part assisted you in reading the learner handbook, please indicate the person below.

Name: _____

Relationship: _____

Thank you



Contact Details:

(03) 62306824

training@gowrie-tas.com.au

346 Macquarie Street, South Hobart. 7004

PO Box 422, South Hobart. 7004

Source: Gowrie Training & Consultancy Learner Handbook & Velg Training template purchased 2017.
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