



Dear Student

Congratulations on your decision to consider a Getabout or Tow-Ed course.

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

Essential Preparation Prior to Training Day (face-to-face course day)

Most of our courses require some pre-reading, e-learning and online assessment. To ensure that you have an excellent learning experience you will need to do 4-7 hours pre-course day work. When you register for the course, our office will issue you with a course information letter via email including an enrolment link and details about your training material and your training day. Once you have completed your enrolment, if your course is delivered online you will receive an invitation to our e-learning platform 2-3 weeks from your training day. The Getabout e-learning platform is easy to use. You will need either a smart phone, laptop or other device, and your own accessible email address.

All Students

On the day of your training, bring your vehicle required for the course, 4WD vehicle or tow combination (vehicle and van/trailer). You may be required to access your e-learning on the day. We will review your answers and discuss any questions as required – then it is time to get behind the wheel. There are plenty of opportunities throughout the day to raise any other questions that you may have about your assessment or anything in the course material. If you forget, you are welcome to contact our office to be placed back into contact with your trainer or another subject matter expert.

The Practical components

Throughout the day, various assessments will be conducted through navigated activities. The assessment process and expectations will be explained to you during the day introduction and throughout the day. To get the most out of your training we encourage you to participate and follow the guidance of your day trainer as much as possible. Putting into practice of your experience, knowledge and skill will assist you to competency.

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

More Information

Further information on Getabout & Tow-Ed, Terms and Conditions, your Rights and Responsibilities and other policies may be found at www.getabout.edu.au

If you have any questions or concerns a web enquiry form is available on our website or please contact our head office on the phone number listed throughout this brochure.



Our Assessment Guarantee

We are confident in the quality of our trainer and assessors, training partners and developed courses that you will feel an increase in confidence, capability and achievement on completion of your face-to-face course day.

If for some reason you are unhappy with your assessment, please discuss the matter with your day trainer who will explain the assessment procedures and criteria and recommended action. If you are still not satisfied, please contact our office within 3 months of your scheduled course day to discuss. The Getabout management team will review each contact on a case-by-case basis and suggest a resolve.

Training Presentation Method

1. The Trainer will demonstrate the competency, then
2. The Trainer will assist you to master the competency, then
3. You will demonstrate the competency to the Trainer Assessor.

Training Assessment

The aim of the assessment is to ensure trainees understand the techniques and its application.

The course assessment consists of theory and practical tasks. The pre-learning and theory tasks provide background information to support the understanding of terminology and concepts for the practical skill development and assessment. The trainee's specific needs and understanding is continually considered throughout the training day.

The trainer and assessor, a qualified workplace assessor, progressively guides and assess trainees during the practical phases as either – Satisfactory (S) or Not Yet Satisfactory (NYS) against the course assessment criteria.

Refining These Techniques can only come with Practice.

Final assessment can only be conducted after trainees have been shown and understand the techniques and have had sufficient time to practice.

The assessment may take many forms, written questions, verbal questions and practical demonstrations are the main ways that you will be assessed during your training. However, you may also be asked scenario questions and will need to supply evidence of your abilities in other ways, including completing the questionnaire.

There is opportunity for recognition of prior learning available. We follow the RPL requirements as set by the standards governing RTOs. Each application for RPL will be reviewed on a case-by-case basis after receipt of RPL application. Please contact us for more information at

info@getabout.edu.au

Students Are Required To

1. Attend 100% of the scheduled course time.
2. Approval of less than 100% scheduled attendance is up to the Trainer's discretion.
3. Practice non-discriminatory behavior.
4. Take responsibility for your own learning.
5. Provide feedback to the Trainer.
6. Accept constructive evaluation.
7. Ask for help when required.
8. Inform Getabout Training Services of your current contact details including residential, postal and email address.
9. Supply a verifiable USI number if certification is required.

Certificates / Statement of Attainments

Certificates/Statements of Attainment will be issued upon successful completion of the course (please refer to Getabout Terms and Conditions for more information). Your certificate name must be your official name as it appears on your driver's licence and USI.

As an RTO, Getabout Training Services is responsible for the quality of the training and assessment in accordance with 2015 RTO standards for the issuance of AQF Statements of Attainment (SoA) for the qualifications on its scope of registration.

SoA/Certificates are issued to the student when four (4) criteria are met:

1. Your enrolment form is complete and valid with your details (legal name, address, date of birth and drivers licence number) and USI has been verified
2. The Trainer has sighted your proof of identification at the training day
3. The Course Assessor has deemed you competent for the accredited course, and
4. Payment in full or purchase order (where applicable) has been received for the course.

Issue of SoA/certificates will be done via email within 30 days once all course requirements are met. A hard copy will be posted on request – there is no charge for the original. Express issuance of a certificate requested will attract an extra processing fee of \$25 per person for processing under 14 days. If you lose your certificate or request a duplicate copy, a \$25 fee applies to re-print it. If you are training for work purposes, a PDF copy of the issued certificate can be provided to your employer upon completion of a Third-Party Release Declaration.

Unique Student Identifier (USI)

Getabout Training Services legally are prohibited from accepting enrolment and/or issuing nationally recognised VET qualification or Statement of Attainment for accredited training if you do not have a Unique Student Identifier (USI). For further information relating to USI requirements please visit www.usi.gov.au

Invoices & Payments

Invoices are produced and payment collected during enrolment into the course. Company invoices payment terms are net 30 days. The invoice is also a receipt after payment is made. Payment can be made by our website. We do not accept Diners Club. We can provide our account details for direct deposits into our bank account. **All of our Nationally Recognised courses are GST exempt.**

Cancellation and Transfer Fees

Fees for cancellation:

- More than 7 business days = 20% of course cost forfeited
- Less than 7 business days = 100% of course cost

Transfer to new date:

- More than 7 business days – no charge
- Less than 7 business days - \$50



RTO ID# 90547

WWW.GETABOUT.EDU.AU

Phone: 1300 660320

Trainee Requirements: Please bring the following material/equipment outlined below when attending a course:

REQUIREMENT	4WD/ AWD	Tow- ing	ATV/ SSV	Low Risk	Chain- saw
Current & valid drivers licence	Yes	Yes	Yes	Yes	Yes
Registered & suitable roadworthy vehicle	Yes	Yes	Yes	Yes	
Registered & suitable roadworthy trailer		Yes			
Quad Bike/ Side by Side vehicle			Yes		
Clothing suitable for expected weather	Yes	Yes	Yes	Yes	Yes
Fold up chair, lunch and drinks	Yes	Yes	Yes	Yes	Yes
Vehicle jack and tools	Yes			Yes	
Remove tow ball and low set goosenecks	Yes				
P.P.E.. (e.g. Sturdy shoes, work gloves)	Yes		Yes		Yes
Steel capped boots or equivalent					Yes
Suitable and approved helmet			Yes		

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.

Coordinators/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 which it would be beneficial for the Instructor to be aware of prior to the course, please contact Getabout Training Services.

If you require additional assistance on the day please do not hesitate to speak to your Instructor.

Privacy Note

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

1. Perform administrative tasks including checking your credit facility.
2. Inform you about our services or those of other organisations, re-accreditation notices and other information.
3. To develop products & services that may be of help to you.
4. Risk assessment and compliance with regulatory bodies.
5. 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.

Please do not hesitate to contact with the Getabout office if you have any questions or require further information.



Getabout Training Services

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