



**GoBooks**  
Online

# Student Information Guide 2023-2024



03 4710 5966



[www.gobooksonline.com.au](http://www.gobooksonline.com.au)



16 Sydney Street Kilmore 3764



ABN: 96666393326

## Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or GoBooks Online policy may impact on the currency of information included. GoBooks Online reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting GoBooks Online.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of GoBooks Online. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to: GoBooks Online



### Contact Us

Online

[www.gobooksonline.com.au](http://www.gobooksonline.com.au)

Phone

(03) 4710 5966

Email

[contact@exploreeducationandtraining.com.au](mailto:contact@exploreeducationandtraining.com.au)

Visit Us

Opening Hours 10am – 5pm

16 Sydney Street

Kilmore

Victoria 3764

## Contents

Disclaimer .....	2
About Us .....	4
Welcome .....	5
About Us .....	6
Our Campus .....	6
Campus Map .....	7
Where to find us .....	8
Legislation.....	9
Code of Practice .....	10
Other Policies and Procedures.....	11
Privacy .....	11
Enrolment .....	13
Enrolment Dates .....	13
Entry Requirements .....	14
Access and Equity.....	14
Other Support Services .....	15
Course and Other Fees .....	15
Replacement of Training Materials.....	16
Re-issue of Transcripts .....	16
Payment Options .....	16
Refunds.....	17
Course Withdrawal.....	18
Cancellation of Course by GoBooks Online.....	18
Course Information .....	18
Duration of Your Course .....	19
Student Code of Conduct .....	19
Student Feedback .....	20
Issuing Certificates .....	20
Contacting your Trainer .....	21

## About Us

Head Office and Campus: GoBooks Online  
16 Sydney Street  
PO Box 207  
Kilmore. Victoria. 3764.  
T 03 4710 5966  
E [contact@exploreeducationandtraining.com.au](mailto:contact@exploreeducationandtraining.com.au)  
W [www.gobooksonline.com.au](http://www.gobooksonline.com.au)

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

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

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Victoria, Australia, 3764

## Welcome

Congratulations on your choice to undertake a course with GoBooks Online. We recognise the challenges faced by individuals in the wider regional communities who aspire to study.

**Accessibility and Affordability:** We understand the financial constraints many individuals face when pursuing vocational and higher education. We strive to make quality education and training accessible to individuals from diverse socio-economic backgrounds.

**Community Engagement:** We believe in the power of community engagement. Our institution actively engages with local communities.

### Our why

To provide access to work and skill education and training in areas where access is limited by geography, socio-economic and regional factors.

### Our vision

To be the provider of choice for access to education and training and work skill development in areas where access is limited by geography, socio-economic and regional factors.

### Our mission

Who we are and why we exist. We provide current and relevant software and non-accredited courses for professional and personal development.

We look forward to supporting you to achieve your study goals.

Iona McKimmie  
Chief Executive Officer  
GoBooks Online Pty Ltd

**June 2023**

## About Us

We strive to empower individuals in the wider community, through our commitment to accessibility, comprehensive, meaningful education and training, networking, role models, and community engagement, to make a difference in the lives of aspiring learners.

At GoBooks Online we have a dedicated team with one goal: To help you discover and develop new skill dimensions in accounting and bookkeeping with Xero, Payroll, BAS Preparation and MYOB course options available! We also have MS Excel courses for learners wanting to develop their spreadsheet skills for accounting and bookkeeping tasks.

All courses are offered online. Unlimited access is available to your chosen courses and materials at a time to suit you and your lifestyle and work commitments.

Choose from Accounting and Bookkeeping Courses at the level you want to study. All learning materials are supplied, and you have access to MYOB or Xero to complete your course. You will need reliable access to the internet and your own laptop to compete the coursework.

Speak to us today about the opportunities for your personal and professional development. Choose to learn new skills and refresh old skills for those with previous experience.

## Our Campus



Located at 16 Sydney Street Kilmore Victoria, we are proud custodians of the Kilmore Town Hall built in 1894. This two (2) story red brick building was built to house a large police presence in the town in the late 1800's as Kilmore became a major freight and supply centre.

We are located beside the Kilmore Town Library, our Campus is central and accessible in less than 50 minutes' travel by car from Bendigo, Ballarat, Whittlesea, Tullamarine, Craigieburn, and the Northern suburbs of Melbourne.



Our upstairs classroom has the capacity to seat twenty-five (25) students and is equipped with whiteboards and projectors. Students and trainers/facilitators have access to our high-speed fibre internet connection.

Additional audio support is available to trainers/facilitators by our sound system with via lapel microphones or headsets.

These rooms have connectivity to online seminar and live broadcast channels via our student management system and Microsoft Teams.

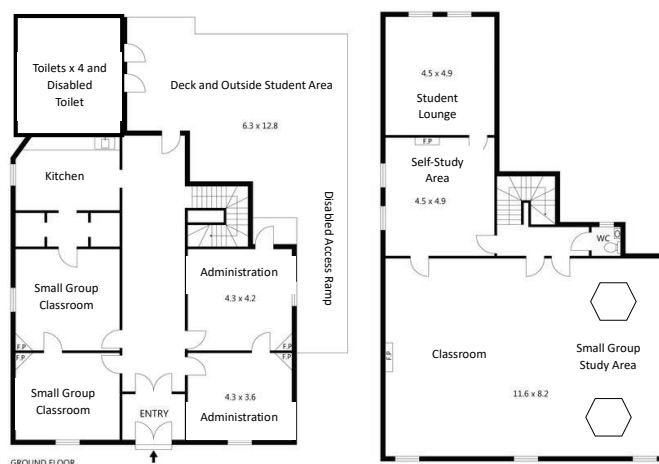
A feature of our upstairs classroom is the small group study and activity areas.



In this space students can undertake self-study or small group activities whilst having access to the internet and connectivity to online seminar and live broadcast channels via our student management system and Microsoft Teams.

Students are also provided with a Student Lounge area for breaks and self-study.

## Campus Map



## Where to find us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with us.

### Map Co-Ordinates

-37.293993, 144.951661

### Street Address

16 Sydney Street

Kilmore 3764

### Plus Code

PX42+CM3 Kilmore, Victoria

### Post

PO Box 207 Kilmore 3764

### Online

[www.gobooksonline.com.au](http://www.gobooksonline.com.au)

### Phone

03 4710 5966

### Email

[contact@exploreeducationandtraining.com.au](mailto:contact@exploreeducationandtraining.com.au)

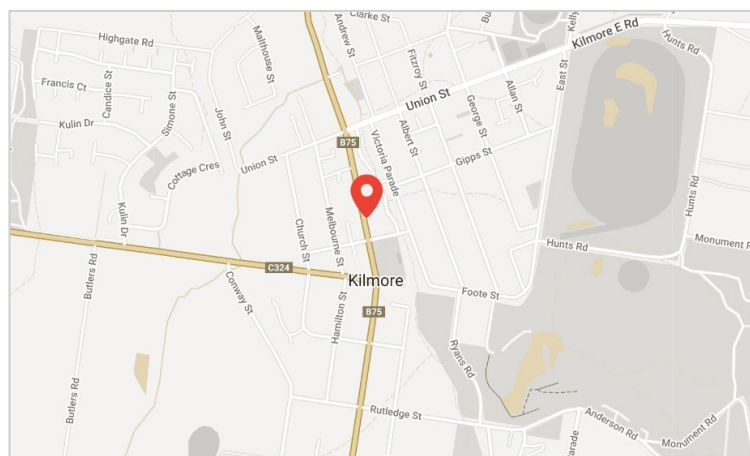
Opening Hours 9am – 5pm

### Visit Us

16 Sydney Street

Kilmore

Victoria 3764





## Legislation

GoBooks Online will ensure that all operations comply with all Commonwealth, State/Territory legislation and regulatory requirements, including but not limited to, the following:

- Occupational and Workplace Health and Safety.
- Workplace harassment, victimisation, and bullying.
- Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination.
- Privacy.
- Vocational Education & Training.
- Child protection.
- Copyright.
- National Vocational Education & Training Regulator Act 2011, and
- Industry legislation and regulatory requirements specific to GoBooks Online .

A listing is provided below of some of the acts, legislation, standards, and guidelines that must be considered in our operations. Whilst this listing does not identify all acts, legislation, standards, instruments, and guidelines it does provide a comprehensive overview of the breadth of the legislative environment for our day-to-day operations.

- Accounting Professional & Ethical Standards Board
  - 110 Code of Ethics for Professional Accountants
  - 210 Conformity with Auditing and Assurance Standards
  - Auditing and Assurance Standards Board Standards
  - Australian Accounting Standards Board Standards, Pronouncements, and Interpretations
- Australian Securities and Investments Commission Act 2001
- Corporations Act 2001
- Copyright Act 1968
- Disability Discrimination Act 1992 (DDA)
- ISO 9001:2015
- Income Taxation Assessment Act 1997
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (APPs)
- Privacy and Data Protection Act 2014
- Payroll Tax Act 2007
- Superannuation Contributions Tax (Assessment and Collection) Act 1997
- Work Health and Safety Act (State based Acts and Regulations)
- Wrongs Act 1958

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

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law

## Code of Practice

GoBooks Online follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. Similarly, GoBooks Online has expectations for student behaviour. These are outlined in the section 'Student Conduct.'

GoBooks Online's Code of Practice states that:

The purpose of the Code of Practice is to establish guidelines and standards of ethical behaviour for the employees of GoBooks Online regarding interaction and working relationships with the public, learners, fellow employees, sales representatives, suppliers, the media, and other stakeholders.

## Quality and Continuous Improvement

Our quality focus includes a fair and equitable Refund Policy, a Grievance Policy, Access and Equity Policy, client feedback mechanisms, and an appeals process for assessment, grievance, and disciplinary outcomes. Our employer and learner information will ensure that all fees and charges are known to employers and learners before enrolment; that course content, assessment and recognition procedures are explained; and that vocational outcomes are outlined.

Information and intelligence we receive through the feedback forms, formal and informal discussion with learners and employers, and through the implementation of the above policies and distribution is used to continually improve training and assessment methods, training resources, handbooks, policies and procedures, and the overall service that GoBooks Online provides to its stakeholders.

## Support Services

Where necessary, arrangements will be made for those learners requiring literacy and/or numeracy training to be referred to appropriate support programs. We will take every opportunity to ensure that this information is disseminated, understood, and valued by personnel and clients.

All clients of GoBooks Online are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes and to address any barriers that may impact on their learning.

## Information provision to Learners

GoBooks Online will provide learners with timely and accurate details of:

- a. Course information.
- b. Costs.
- c. Cancellation and refund policy.
- d. Avenues of appeal for assessment, grievances, and disciplinary outcomes.

## Other Policies and Procedures

The following Policies and Procedures underpin GoBooks Online's operations. Please contact our Campus Co-Ordinator for information via email at [contact@exploreeducationandtraining.com.au](mailto:contact@exploreeducationandtraining.com.au):

- Access and Equity Policy
- Appeals Policy
- Assessment Policy and Procedure
- Certificate Issuance Procedure
- Certification and Issuing of Qualifications and Statements of Attainment Policy and Procedure
- Complaints Policy and Procedures
- GoBooks Online Enrolment Policy
- Information Security Policy
- Marketing and Advertising Policy
- Social Media Policy
- Student Code of Conduct
- Student Progression and Exclusion Policy and Procedure
- Privacy Policy
- GoBooks Online Refund Policy
- Workplace Health and Safety Policy

## Privacy

GoBooks Online strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission unless we are required to do so by law.

GoBooks Online is required to comply with the *Australian Privacy Principles* which are outlined in Schedule 1 of the *Privacy Act 1988*.

## **Collection of Personal Information**

GoBooks Online will not collect personal information unless the information is necessary for delivery of one or more of its functions or activities. GoBooks Online will collect personal information only by lawful and fair means and not in an unreasonably intrusive way.

We will always take reasonable steps to ensure that the individual is aware of:

- the identity of GoBooks Online and how to contact it; and
- the fact that the individual can gain access to the information; and
- the purposes for which the information is collected; and
- to whom (or the types of individuals or organisations to which) GoBooks Online usually discloses information of that kind; and
- any law that requires the particular information to be collected; and
- the main consequences (if any) for the individual if all or part of the information is not provided.

If it is reasonable and practicable to do so, GoBooks Online will collect personal information about an individual only from that individual and if we collect personal information about an individual from someone else, it will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

## **Use and Disclosure of Personal Information**

GoBooks Online will not use or disclose personal information about an individual other than for the purpose for which it was collected, unless:

The organisation reasonably believes that the use or disclosure is necessary to lessen or prevent:

- a serious threat to an individual's life, health, safety, or welfare; or
- a serious threat to public health, public safety, or public welfare; or
- the use or disclosure is required or authorised by or under law.

## **Openness**

On request by a person, GoBooks Online will take reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses, and discloses that information.

## **Accessing Your Records**

If you wish to access your student information file, please direct your enquiry to [service@exploreeducationandtraining.com.au](mailto:service@exploreeducationandtraining.com.au)

## Enrolment

GoBooks Online makes available clear information to candidates, prior to enrolment, about student enrolment and induction processes, course information including pre-requisite requirements, provision for LLN support, welfare and guidance services, complaints, appeals and disciplinary procedures, and fees and charges including refund policy and exemptions (where applicable).

To apply to study at GoBooks Online, you must complete an application to enrol via the Enrolment Portal in full. If you do not have access to the internet, you can request an enrolment form from our Education and Training Administrator and:

- Email to [service@exploreeducationandtraining.com.au](mailto:service@exploreeducationandtraining.com.au)
- Submit via surface mail to GoBooks Online, PO Box 207, Kilmore. 3764.

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and terms and conditions of your enrolment must be agreed and acknowledged as read and understood.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a link to your course will be sent to you. Note that enrolment is not confirmed until fees have been paid as agreed.

## Enrolment Dates

GoBooks Online operates on a system of rolling start dates for online/distance courses. This means you can enrol and start studying straight away.

## Entry Requirements

Please contact GoBooks Online to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience.
- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection).

## Access and Equity

GoBooks Online will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. GoBooks Online prohibits all discrimination based on factors including but not limited to:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Socio-economic status
- Disability
- Geographic Location

GoBooks Online will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at GoBooks Online to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on (03) .

## Other Support Services

GoBooks Online is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. Included are:

- ✓ Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- ✓ Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- ✓ Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)
- ✓ Aboriginal Family Support Services and other wider services for all communities via Better Health Channel  
<https://www.betterhealth.vic.gov.au/servicesandsupport#community-services>
- ✓ Australian Government Indigenous Initiatives: [www.indigenous.gov.au/](http://www.indigenous.gov.au/)
- ✓ Centrelink: [www.humanservices.gov.au/customer/themes/students-and-trainees](http://www.humanservices.gov.au/customer/themes/students-and-trainees)
- ✓ ReachOut.com: <http://au.reachout.com>
- ✓ Reading Writing Hotline: 1300 655 506 or  
<https://www.readingwritinghotline.edu.au/learner-resources/>
- ✓ [NSW Adult Literacy Numeracy Council](#)
- ✓ [Victorian Adult Literacy and Basic Education Council](#)
- ✓ [Queensland Council for Adult Literacy](#)
- ✓ [South Australian Council for Adult Literacy](#)
- ✓ [Tasmanian Council for Adult Literacy](#)
- ✓ [Western Australia Adult Literacy Council](#)
- ✓ Gambling Help Online: 1800 858 858 or [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)
- ✓ Homelessness Australia: 02 6247 7744 or [www.homelessnessaustralia.org.au](http://www.homelessnessaustralia.org.au)
- ✓ 1800 Respect 1800 737 732 [www.180orespect.org.au](http://www.180orespect.org.au)
- ✓ Victorian Ombudsman: <https://www.ombudsman.vic.gov.au/>

## Course and Other Fees

Information about fees and charges is documented clearly on our website [www.gobooksonline.com.au](http://www.gobooksonline.com.au) or can be obtained by contacting GoBooks Online. Several factors will determine how much your course will cost. This includes things like:

- Which course you will study.
- Course duration

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the enrolment fees. All fees are correct as of 30th June 2023 and are subject to change. Please contact GoBooks Online Administration and Finance if you have any questions related to course fees at [contact@exploreeducationandtraining.com.au](mailto:contact@exploreeducationandtraining.com.au)

Course Extension Fees	Fees
1-month course or subject extension*	\$85.00
2-month course or subject extension*	\$155.00
6-month course or subject extension*	\$450.00

\*All enrolment extension options must be applied for and paid within 30 days of the expected end date of your course. If you are applying beyond 30 days of your expected end date, you will be required to re-enrol in the units you have not completed. Extensions are only approved for full qualification enrolments.

Other Fees and Charges	Fees
Administration Fee	2% of full course cost
Certificate or Statement of Attainment Re-Issuance fee	\$50.00 per Certificate including postage
Printed Learning Materials and Assessment Fees	Varies per module Plus Postage

## Replacement of Training Materials

GoBooks Online will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with our Student Support Team or contact us via email [support@exploreeducationandtraining.com.au](mailto:support@exploreeducationandtraining.com.au) if replacement materials are required.

## Re-issue of Transcripts

An administration fee of \$50 applies for GoBooks Online to re-issue a copy of your Certificate.

## Payment Options

Payment of Enrolment fees can be made to GoBooks Online via:

- Credit card
- Debit card
- Electronic funds transfer
- Google Pay
- PayPal
- Apple Pay.



## Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact GoBooks Online on (03) 4710 5966 to discuss individual circumstances.

### Withdrawal and Refund Process

To apply for a refund of course fees paid the student must officially withdraw from the program or module/s within the program in which the student has registered for study by completing a Course Cancellation Form. To be eligible for a refund they must withdraw within 5 calendar days of the date of enrolment using the prescribed form. A course cancellation fee will apply.

This form can be accessed via the website [www.gobooksonline.com.au](http://www.gobooksonline.com.au), or by requesting the form by sending an email to [support@exploreeducationandtraining.com.au](mailto:support@exploreeducationandtraining.com.au) or by contacting the Education and Training Administrator. Once completed and signed the Course Cancellation Form should then be forwarded to [support@exploreeducationandtraining.com.au](mailto:support@exploreeducationandtraining.com.au) for processing.

The Administration Fee and Materials Fees as applicable to the course are non-refundable.

### Appeal of Decision

If the application for refund is unsuccessful, the student may also seek a review and reconsideration of the refund decision by following GoBooks Online's appeal process at no charge. Details of the Appeals Process is available on our website at [www.gobooksonline.com.au](http://www.gobooksonline.com.au). Please refer to the Student Information Guide and the GoBooks Online website for information.

### Cancellation of Enrolment

GoBooks Online may cancel or suspend enrolment for specific reasons, such as discipline actions arising from misconduct in violation of the Student Code of Conduct. The student will receive written notification of the proposed cancellation and will have 28 days to initiate grievance procedures before the cancellation takes final effect. Cancellation will not take effect until the grievance process initiated by the student has been completed. If a student's enrolment has been cancelled by GoBooks Online, no refund will apply.

### Circumstances where Fees will not be Refunded.

Refunds are paid in Australian dollars, within 14 business days from the date of approval of the refund.

### No refund is payable if:

- The student formally withdraws after 5 days of the course start date.
- Terms and conditions of the contract between the student and GoBooks Online are breached.
- Breaches of the Student Code of Conduct occur.
- The student's enrolment is cancelled by GoBooks Online.

### The following Fees are Non-refundable:

- Fees charged for administrative services e.g., extension fees, reprints for transcripts etc. as listed in the Student Information Guide.
- Administration fee.
- Materials fees.

## Course Withdrawal

If you wish to withdraw from a course, you must advise GoBooks Online in writing of your decision within five (5) calendar days of your enrolment. Send your notification to request a refund to [service@exploreeducationandtraining.com.au](mailto:service@exploreeducationandtraining.com.au) and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed, and you will be advised of the outcome within 7 working days.

A refund of the full course fees will be made less a course withdrawal fee \$185.00. The Materials Fee and the Administration Fee are not refundable. This is because GoBooks Online will have already expended resources associated with setting up student records and providing materials.

## Cancellation of Course by GoBooks Online

If a course is cancelled by GoBooks Online for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students 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

After enrolment, you will be given access to training materials in digital format. All Learning Materials are provided. Your Learner Portal is where you will access all:

- Learning materials
- Online classes links
- Supporting documents for your course

Your Learner Portal also provides links to the:

- Timetable for your course
- Reference Guide
- Study Skills and Academic Writing Guide
- GoBooks Online Learning Resource Centre
- Student Policies and Procedures
- Complaints and Appeals Forms



- Applications for:
  - Course Extensions
  - Re-enrolment
  - Student Replacement Cards

You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access GoBooks Online's online learning platform.

## Duration of Your Course

How long your course will take depends on several factors. Included are your own efforts and commitment to your study load (i.e., full- or part-time).

## Student Code of Conduct

Just as GoBooks Online has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

GoBooks Online expects that all members of the Institution community will behave professionally and with respect for others. Therefore, students must not behave in a manner that may be considered inappropriate by any reasonable standard.

Students are expected to:

- refrain from utilising social media or product review sites to make any comment or notice that is defamatory, untrue or in any way contributes to hostility, intimidation, ridicule, anxiety or disrespect for others or the institution.
- follow the Institution's policies.

Consequently, students are entitled to:

- be treated fairly and with respect.
- expect that their privacy is respected, and their personal information will be kept confidential.

It is expected that to perform their studies in accordance with this *Student Code of Conduct*, students must:

- Comply with all relevant rules and regulations as outlined in the *Student Information Guide*.
- Uphold the rights of all employees, clients, other students, and other stakeholders at all times.
- Ensure that they do not engage in discriminatory practices and are sensitive to the needs of others at all times. Discriminatory practices that must never be engaged in whilst a student of the organisation include (but are not limited to):
  - Gender.
  - Marital Status.

- Pregnancy.
  - Age.
  - Colour.
  - Nationality.
  - Ethnic or Cultural Origin.
  - Physical Impairment or Intellectual Impairment.
  - Sexual Preference.
  - Religious Preferences.
  - Political Preferences.
- Ensure that they act responsibly when they become aware of, or suspect unethical behaviour, wrongdoing or any act that contravenes this *Student Code of Conduct* by another student or employee. This may include making a formal complaint to the CEO.

### Public Comment

While it is accepted that employees and students of the organisation have a human right to make public comments and enter into a public debate on political and social issues, there may be circumstances whereby comments are made in a private capacity and at no time should be attributed to, or recognised as, the official public comment of the organisation.

Students are not to utilise social media or product review sites to make any comment or notice that is defamatory, untrue, or in any way contributes to hostility, intimidation, ridicule, anxiety, or disrespect for others or the institution.

### Student Feedback

GoBooks Online is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students 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 each unit of competence and at the end of your course.

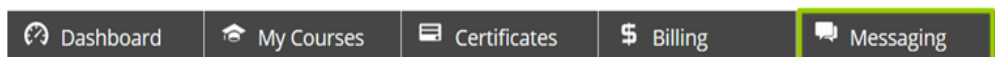
### Issuing Certificates

Upon successful completion of your coursework a Certificate will be issued to you within 21 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for GoBooks Online.

If for some reason GoBooks Online 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 GoBooks Online')

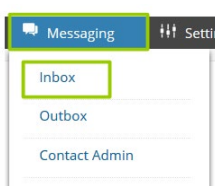
## Contacting your Trainer

You can contact your Trainer/Assessor at any time by using the Messaging function in the Learner Portal.

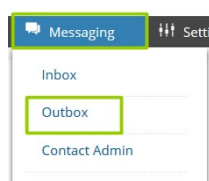


In your Inbox, you can view archived emails, search emails, and read current emails in your inbox.

### Inbox



### Outbox Here you can view your sent emails.



#### My Inbox

[open my inbox archive](#)

Open my inbox archive.

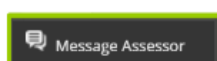
Search:

2 Results (showing 1 - 2)

From	Subject	Received	
Administrator	Outcome of enrolment validation for : ACSF Assessment - Level 1 - Mixed - 2016	Wed 21/09/2016 01:20pm	<a href="#">read</a>
Administrator	Outcome of enrolment validation for : Short test unit (only 2 activities)	Wed 21/09/2016 01:20pm	<a href="#">read</a>

## Messaging Your Assessor

You can also use the 'Message Assessor' function in the message tab at the bottom of the screen.



OR you can use the **MESSAGE ASSESSOR** in the **MESSAGE** tab dropdown menu at the bottom of the screen:

Message Your Assessor

Subject

Body

[View and complete formbook](#)
[View](#)

[View your formbook](#)
[View](#)

close send

Type the subject and body of the message, and then click **SEND**

Message about question = Done via Message Assessor in a question

Message about course = Done via Message Assessor by opening your course

Message about Unit = Done via Message Assessor within your unit (At this level please include the unit name to aid with support)