



Gold Training

Frequently Asked Questions

How long will it take for me to receive my certificate?

Once the assessment material from your course is received at our office the material needs to be checked by our Q&A team to ensure the Australian Skills Quality Authority Standards have been met. After you have been deemed competent your results will be processed and a Statement of Attainment will be prepared and forwarded to you by Australia Post (between two to six business days for delivery).

Please understand that there may be unforeseen events which delay the delivery of your Statement of Attainment i.e. delays in postage or issues with your material which need to be confirmed with the trainer. We endeavour to have your Statement of Attainment delivered within thirty days of course completion.

How long is my Standard 11 Statement of Completion and Statement of Attainment valid for?

A Statement of Completion is considered valid for one year (while logbook is being completed). A Statement of Attainment (once logbook has been completed and submitted) is valid for a five year period until competencies need to be refreshed or obtained again.

When can I complete the Standard 11 Refresher?

Your Standard 11 competencies are valid for a period of five years from the date of your Statement of Attainment. The Gold Training Standard 11 Refresher can be completed at anytime within your five year refresher period. Upon successful completion, your Standard 11 Refresher period will be for a further five years.

Where do I send my GI logbook?

Once you have completed your GI logbook please forward to our administration team via email to gt.studentadmin@goldtraining.edu.au for processing.

What Government funding is available and how much will it cost me?

Queensland Government funding may be available to eligible participants through the Certificate 3 Guarantee (C3G) initiative. Student Co-contribution fees apply to all qualifications offered through the C3G program. Student Co-contribution fees are the essential costs for participants to undertake the qualification and include all costs associated with delivering the training. The applicable fee is \$60.00 for Non-concessional and \$25.00 for Concessional enrolments.

Who can I talk to if I need help with my course?

If you are having difficulties with your course or simply need some assistance your first point of contact is to your trainer. Your trainer is available for contact with you via email or telephone and is the best person to assist you. Alternatively, if you are an online student and are having issues accessing our learner management system please contact the Gold Training administration team on 1300 885 121.

Will I be issued with a card or tickets for my plant competencies?

Registered Training Organisations are not bound by legislation to provide a "card" or "tickets" to participants. It is no longer a required currency within various industries and therefore Gold Training do not provide same to participants. Upon being assessed as competent, participants are provided with a Statement of Attainment showing the competencies achieved. If your employer requires you to keep industry currency at all times we suggest that you take a photo on your mobile phone or otherwise, keep a copy of your Statement of Attainment on your person.

If I am not eligible for funding, how much will my course cost?

The fee for service price of our courses varies depending on the course and delivery method. Please visit www.goldtraining.edu.au for up to date information on course fees.

I am worried I won't finish my course in time, can I apply for an extension?

Students wishing to apply for an extension or deferment of their training course are required to apply in writing by completing the Course Deferral/Extension Application Form. If you are concerned that you may not complete your qualification in the time frame provided please contact your trainer and request a copy of the necessary form.

How do I apply for a course?

Please complete our enrolment form (which can be found on our website or via <http://tinyurl.com/gtenrol>) and forward to our administration team at gt.studentadmin@goldtraining.edu.au with copies of your supporting documents if necessary (i.e. colour copies of all funding eligibility documents).