



28 September 2010

To Whom It May Concern:

I am writing in reference to the learning programs/traineeships that we are currently undertaking for several of our team-members with Gow Learning International.

I feel the training programs have been very helpful and the trainees are really enjoying working through the programs.

The quality of the programs and the assessor is excellent. We are very well supported by Gow and their assessors. Excellent support is provided before, during and after assessments as both myself and the trainees feel very comfortable to call or email if we have any questions or need advice. Our assessor ensures the assessments are always organised very well beforehand and she also meets with me after the assessments to obtain my thoughts and provide feedback. I feel the assessment process is very well structured and a process with which we all feel very comfortable.

The programs are really useful and I definitely believe the trainees are learning and developing their competence as a result of the program. They are using what they have learnt in their work roles and are capable and comfortable doing a presentation to management as a result of their learning.

We are all very happy with the learning provided by Gow and look forward to continuing our relationship with them to help motivate and upskill our people.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Murisa Caus".

Murisa Caus  
HR and Training Executive  
First Advantage

