



Student Handbook

2016



GLOBAL
TRAINING
INSTITUTE®

PO Box 377
Palmwoods QLD 4555

Sunshine Coast
Australia

RTO: 31192
1800 998 500

Pay \$0 Upfront
VET
FEE-HELP

www.globaltraining.edu.au
admin@globaltraining.edu.au

Contact Information

Global Training Institute

Head Office

Mailing Address:

PO Box 377, Palmwoods, Qld, 4555

Physical Address:

40 Main St Palmwoods, QLD 4555

Sydney Office

Phone: 02 8188 3817

38 Ricketty St
Mascot NSW 2020
Australia

Email: admin@globaltraining.edu.au

Phone: +61754573334

Freecall: 1800998500

Website: www.globaltraining.edu.au

Melbourne Office

Phone: 03 8899 6902

Ground Floor, Corporate One
84 Hotham St
Preston VIC 3072
Australia

Office hours

If your call is not answered please leave a message on the answering machine or send an email to community@globaltraining.edu.au.

7.30am - 5.45pm Monday-Thursday

7.30 - 4.30pm Friday

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Student Handbook

Congratulations on choosing to complete your qualification and develop your career with Global Training Institute. Australia's Leading Online Training Company.



Real Students, Real People

Hi! The Team and I are very excited for you as you look to complete your qualification and advance your career.

The purpose of this handbook is to help you maximise the benefits of working with us here at Global Training Institute.

It will provide you with a handy reference that includes some of the key policies, strategies and positioning ideas that we will be using while you are training with us.

For this reason, I urge you to take the time to read this student handbook.

Looking forward to working with you on your career journey.



Anne Botting
Director & Co-Founder

About Global Training Institute

Global Training Institute is a Registered Training Organisation RTO No. 31192 (since 2005), registered by the Australian Skills Quality Authority to deliver nationally recognized training. For you, this means that we are authorized to issue you formal qualifications at Certificate, Diploma and Advanced Diploma levels.

As an RTO we comply with the requirements of the Australian Quality Training Framework Standards and our courses are regulated by the Australian Qualifications Framework (AQF) which is the national policy for regulating qualifications in Australian education and training.

For you, this means that you can have peace of mind knowing that your qualification is backed by quality assurance, best-practice standards and will be recognised nationally.

Training is delivered by fully qualified Trainers and Assessors knowledgeable and experienced in their fields, and available to support and guide you with your study.



Thousands of Graduates

Since 2004

Benefits of Studying with Global Training Institute

Here's 7 reasons to complete your qualification with Global Training Institute...

- 1. Accredited** – Gain a formal, nationally recognised Qualification.
- 2. Convenient** – You don't need to give up your normal job or duties. No airlines. No travel. Study online, anywhere, anytime, day or night when it suits you. Everything available online or posted to you. Internet access is all you need.
- 3. Great Support** – Your own Coach, Tutor, Trainer and office staff are all here to help and support you.
- 4. Fast and Simple** – Get started straight away. No minimum completion time unlike other RTO's who say you must take 2 years – if you want to finish it in 6 weeks, or 3 months you can.
- 5. Achievable** – No exams. No essays. You can even use your experience to help gain your Qualification.
- 6. Practical** – Practical skills and strategies that can be implemented straight into your workplace. Assessments often relate to your work.
- 7. Affordable & Risk Free** – VET FEE-Help (for Diploma and Advanced Diploma Qualifications) and Payment plans available. Trial your Qualification and if you aren't happy, you aren't locked in!



Incredible Value...

Your course will include Great Support for You and generally all of the following:



Advance Your Career... Your Road to Success...

Stand out and be ready for your next Job or Promotion.

When you complete your Qualification with us not only will you have

- gained your Qualification
- gained post nominal letters to use after your name
- learnt new skills
- had your existing skills and experienced recognized

but you will have also developed or updated your 'Career Success Toolkit', which includes:



Make a World of Difference

When you enrol with Global Training Institute, you get to nominate a gift that will provide skills, knowledge and hope to a child in Malawi, Kenya or India.

For every new student, Global Training Institute makes a donation that makes a world of difference to a child in some of the poorest communities in the world. You choose the donation – new school books, clothes, seeds, sporting equipment...

Global Training Institute supports the projects run by Neighbours Aid Community Stores.

www.neighboursaid.com.au

Your enrolment and gift is used to help needy children and communities through Neighbours Aid projects with Global Development Group in Malawi, Kenya and India to provide for basic needs, education, medical care, micro finance opportunities and training and farming opportunities in these countries.

When you enrol with Global Training Institute, you will be helping children and families break the cycle of poverty and you really will be 'Making a World of Difference'.



Who is Global Training Institute

When you complete your Qualifications through us here at Global Training Institute, you'll be training with a Leading Registered Training Organisation.

As a Registered Training Organisation (RTO No 31192) we have been delivering Certificate IV, Diploma and Advanced Diploma level Qualifications for over 10 years to thousands of Students throughout Australia and overseas.

In addition to providing training directly to our own students, Global Training Institute also issues Qualifications for Certified Partner companies under a Third Party Agreement arrangement. Our Certified Partners may provide your actual training and assessment. Your Qualification will always be issued by us here at Global Training Institute.



Successful Beginnings – Big & Bright Future...

Global Training Institute was formed in 2004 from one of our other successful businesses – Centre for Business Success, to enable our Students to gain formal recognition and Qualifications for the business training they were undertaking with us.

Since then, over 2000 Students have graduated with their Certificates and Diploma Qualifications in areas such as Business, Management, Civil Construction, Local Government (Operational Works), Governance, Customer Engagement, Project Management...

Organisations like the Australian Federal Police, Liverpool City Council and Fulton Hogan choose to train their people with Global Training Institute.

As an RTO (Registered Training Organisation), Global Training Institute is registered with and regulated by the Australian Skills Quality Authority (ASQA) to deliver nationally recognized training. This Government Body ensures that nationally approved quality standards are met.

For you, this means that we are authorised to issue you formal Qualifications at Certificate, Diploma and Advanced Diploma levels.

As an RTO we comply with the requirements of the ASQA Standards and our courses are regulated by the Australian Qualifications Framework (AQF) which is the national policy for regulating Qualifications in Australian education and training.

For you, this means that you can have peace of mind knowing that your Qualification is backed by quality assurance, best-practice standards and will be recognized nationally.

Continuous Improvement – Global Training Institute carries out regular internal reviews of our training and assessment methods and supporting management systems to identify areas of improvement. We also regularly review all student feedback from surveys and evaluation forms.

For you, this means that we are interested in providing you with the best training experience and the most relevant course possible. So, if you have any input about our personnel our processes or any product we deliver, positive or negative, contact administration or speak with your trainer on 1800998500.

Global Training Institute Staff

Meet your Training Manager



Shane Botting

Shane is an entrepreneur, multiple business-owner and is a Professional Trainer and Business Coach.

As the other owner of Global Training Institute, you can be assured that Shane has your best interest at heart when it comes to the quality of your training.

Shane is a qualified Civil/Structural Engineer, Workplace Trainer and Assessor, and has completed many Engineering, Business Development, and Management courses. Shane combines his knowledge with over 22 years' experience in the business field.

Shane has spent the past 17 years training and coaching other Business Owners and Managers how to operate their businesses and organisations more effectively including, increasing their profits, reducing the hours they work, improving staff performance, leadership skills etc.

Shane implements these strategies and skills into his own businesses and was awarded the **Action International** Qld "Franchisee of the Year 2002"; "Team Player 2003 and 2004" and "Platinum Master Coach" **Action Internationals** Highest award in 2004. One of his businesses has also won "Medium Size Business of the Year" for Central Queensland.

Shane has also performed training programs for many Professional Associations, Companies, Organisations and Government Departments. Shane is a member of the Australian Institute of Management, Vocational Education Training Industry Group.

Meet your Trainers and Support Team



"We're all here to help you succeed with your course. Give us a call on 1800 998 500."

Your Trainers and Assessors are fully qualified, all hold relevant Nationally Recognized Qualifications, are knowledgeable and experienced in their fields, and are available to support and guide you with your study. Continual Professional Development is maintained to ensure that they are up to date with industry practices and development as well as developing their Vocational Education and Training (VET) knowledge and skills.

Our Commitment to You...

Global Training Institute is committed to contributing to your success – helping you to achieve your personal, business and career goals.

As we say at Global, “The only difference between you now and you in 5 years’ time is the knowledge, skills and hope you have and how much of it you put into action.”

Appointments with Staff...

Trainers are available for appointments to discuss questions about the course or matters of a personal nature. Appointments can be made through the office.

Qualification Choices - Scope of Registration...

You can complete the following Qualifications with us here at Global Training Institute...



		In-house Company	Online
Management			
BSB42015	Certificate IV in Leadership and Management	#	#
BSB51915	Diploma of Leadership and Management	#	#
BSB61015	Advanced Diploma of Leadership and Management	#	#
Project Management			
BSB41515	Certificate IV in Project Management Practice	#	#
BSB51415	Diploma of Project Management	#	#
BSB60707	Advanced Diploma of Project Management	#	#
Civil Construction			
RII40715	Certificate IV in Civil Construction Supervision	#	#
RII50415	Diploma of Civil Construction Management	#	#
RII60615	Advanced Diploma of Civil Construction	#	#
Local Government (Operational Works)			
LGA40404	Certificate IV in Local Government (Operational Works)	#	#
LGA50404	Diploma of Local Government (Operational Works)	#	#
LGA60104	Advanced Diploma of Local Government (Operational Works)		
Business			
BSB40415	Certificate IV in Small Business Management	#	#
BSB50215	Diploma of Business	#	#
BSB60215	Advanced Diploma of Business	#	#
Customer Service & Sales			
BSB50315	Diploma of Customer Engagement	#	#
Governance			
BSB41915	Certificate IV in Business (Governance)	#	#
BSB50707	Diploma of Business (Governance)	#	#
Hospitality			
SIT50313	Diploma of Hospitality	#	#
SIT60313	Advanced Diploma of Hospitality	#	#

Detailed information is available on all courses www.globaltraining.edu.au.

Dual Qualifications...

Double your chances of Employment!

The following Qualifications can be completed as a Dual Qualification, where you can gain 2 Qualifications at the same time for not having to



complete many extra subjects. This is very popular for many Students.

		In-house Company	Online
Management			
BSB42015	Certificate IV in Leadership and Management	#	#
BSB51915	Diploma of Leadership and Management	#	#
BSB61015	Advanced Diploma of Leadership and Management	#	#
BSB61015 BSB60215	Advanced Diploma of Leadership and Management + Advanced Diploma of Business		
Project Management			
BSB41515	Certificate IV in Project Management Practice	#	#
BSB51415 BSB50215	Diploma of Project Management + Diploma of Business	#	#
BSB51415 BSB51915	Diploma of Project Management + Diploma of Leadership and Management		
Civil Construction			
RII40715 + BSB42015	Certificate IV in Civil Construction Supervision + Certificate IV in Leadership and Management	#	#
RII50415 + BSB51415	Diploma of Civil Construction Management + Diploma of Project Management	#	#
RII50415 + BSB51415	Diploma of Civil Construction Management + Diploma of Leadership and Management		
RII50415 + LGA50404	Diploma of Civil Construction Management + Diploma of Local Government (Operational Works)		
RII60615	Advanced Diploma of Civil Construction	#	#
RII60615 + BSB61015	Advanced Diploma of Civil Construction + Advanced Diploma of Leadership and Management		
Local Government (Operational Works)			
LGA50404 BSB51415	Diploma of Local Government (Operational Works) + Diploma of Project Management	#	#
LGA50404 RII50415	Diploma of Local Government (Operational Works) + Diploma of Civil Construction Management		
LGA60104 BSB61015	Advanced Diploma of Local Government (Operational Works) + Advanced Diploma of Leadership and Management		
Business			
BSB50215 BSB60215	Diploma of Business + Advanced Diploma of Business - [University Fast-track]		
BSB50215 BSB50315	Diploma of Business + Diploma of Customer Engagement	#	#
BSB50215 BSB51415	Diploma of Business + Diploma of Leadership and Management		
BSB60215 BSB61015	Advanced Diploma of Business + Advanced Diploma of Leadership and Management		
BSB60215	Advanced Diploma of Business	#	#

Customer Service & Sales			
BSB50315	Diploma of Customer Engagement + Diploma of Business	#	#
BSB50215			

Our Certified Partners may not be offering all of the Qualifications listed on Global Training Institute's Scope of Registration.

If you would like further information on any of the Qualifications listed above please contact Global Training Institute on 1800-998-500 or send an email to enrol@globaltraining.edu.au

Short Courses - Employee & Supervisor Development Courses

You can also complete over 37 different online Employee, Supervisor, and Continuing Professional Development (CPD) courses including:

- ✓ Administrative Support
- ✓ Budgets and Financial Reports
- ✓ Change Management
- ✓ Conflict Resolution
- ✓ Human Resource Management
- ✓ Interpersonal Skills
- ✓ Leadership and Influence
- ✓ Negotiations Skills
- ✓ Sales Fundamentals
- ✓ Stress Management
- ✓ Supervising Others
- ✓ Time Management etc...



These courses can be usually credited towards CPD hours with Professional Associations – check with your Association.



Enroling with Global Training Institute

You can enroll into your preferred course throughout the year. New Students start each week. How to enrol into each course is listed on the website.

To enrol in your course you will need to provide a copy of your Unique Student Identifier Number. If you do not have one, please visit www.usi.gov.au

Duration of your Course

You will have between 3 - 18 months to complete your qualification, depending on which Qualification you are completing – refer to website. Each course is self-paced, and you can complete it as quickly as you wish. There is no minimum completion timeframe.

To complete your course within the listed timeframe, it is recommended that you allocate four (4) to eight (8) hours per week for study and assignments.

We recommend that you set a target of completing one unit per month. Students, who have not completed their course by the nominated completion date, may apply for an extension.



Request for Enrolment Extension Form: www.globaltraining.edu.au/global_training_institute

Training & Assessment

How Your Training will Work

Your Quickest And Simplest Path To Completion



An integral part of learning with Global Training Institute is our training, mentoring and coaching system. As a student you will have your own Support Team including a Completion Coach and a Trainer/Tutor.

At the commencement of your course your Support Team will develop a training program with you. They will work out with you which subjects to study, timeframes, methods of delivery, how assessments will occur, how and when you can be supported and trained etc.

Training Options include:

- **Online** – Includes unlimited Training and Assessing sessions – via phone or Skype (day time or nighttime).
- **Distance** - We can post you the information.
- **Pop-up Campus** – We may be able to meet with you in a library or coffee shop... Spend a day or 2 with your Trainer face-to-face to work through as many units that you have experience for.

Your Completion Coach will support you, keep you motivated, on track and book with you, your appointments with your Tutor. One of the great benefits that our students appreciate is that these sessions can be scheduled to suit you around your current work or other commitments. We can usually arrange day or night sessions.

You will have access to unlimited sessions with your Tutor to help you, with a minimum of 1 per month expected. If you would like to complete your qualification quickly, then you can book more than 1 session per month. Here at Global Training Institute we have no minimum completion time so you can complete as quickly as you like.

At these training sessions you will be able to clarify with the Tutor what is expected in the assessments for that subject; discuss any case studies or projects that you want to complete; ask any questions about the topic... This makes completing your assessments so much easier!

For some of the subjects, if you have lots of experience, then you may even be able to get your Tutor to interview you through some questions, they can record this and then you will only need to add your workplace documents to complete that subject – our students find this super easy.

We also run Assessment workshops in a number of locations, where you may be able to come for a morning and bring your assessments with you and work on them. The Tutor moves through the room and helps you. Students who attend, find these really valuable and can often complete 1 or 2 units.

Remember, your quickest and simplest path to successfully completing your qualification will be to stay in close communication your personal Completion Coach throughout the course.

Flexible Delivery

Flexible delivery means providing training when it best suits you. So that you can continue to work or cater for family needs, your course materials and assessments are available online to you – 24/7.

Online learning gives you the control and flexibility to study at your own pace and enjoy life. You will be able to contact your Support Team via phone, and email.

Assessment Marking

You will be required to complete assessments for each subject or unit in your qualification. Your assessments will usually be in the form of projects, case studies, questions, observation of performance, practical demonstrations or work based assessments.

You will be advised of the time and form of an assessment.

You will be given two opportunities for reassessment for any competencies not achieved on the first attempt.

All assessments will be conducted in accordance with the principles of assessment and rules of evidence.

If you have any questions regarding your assessments, please contact your support staff.

Tuition Fees

Global Training Institute operates as a 'fee for service' training business. This means all training programs attract Tuition Fees. Tuition Fees can be paid by the Student, a government agency or the Student's employer.

Fee information for each course is available on the website or directly from our administration team.

Amount of Fees:

Please see specific Schedule of Fees see the footer at: www.globaltraining.edu.au/global_training_institute

Fee Structure

Each Qualification, unit of competency or accredited course offered by GTI has a specific tuition fee. The fee is the maximum fee that may be charged to the Student for his/her selected training program. It is GTI's policy that the fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Payment options

1. Vet FEE-Help - Eligible Students may also arrange for their fees to be paid with VET FEE-HELP.

2. Payment Plans - Monthly Interest Free
Payment Plans are available for all courses via the online shopping cart with credit card payments



Ask about our various payment plans to help you put money back in your pocket.

3. Direct Deposit (upfront payments only)

- Your payment must be in Australian dollars
- be payable to Global Training Institute
- include your full name as the reference (Surname first)

NB. Arrangement for fee payment must be made prior to the commencement of training. The commencement of a course is considered to be the time and date when access to course material is made available to the Student, in the Online Student Area.

Qualifications, including Statements of Attainment will not be issued to Students who have not made full payment for their course.

Fees paid in advance

When GTI collects Student fees in advance, it will comply with Government Requirements.

Payment plan statements

You will receive an invoice when your credit card is processed. Payment plan statements will be issued on request for all payments received and balance owing via email to your nominated email address.

Please check with your Tax Agent for potential Tax Refunds available.

Funded Qualifications

If the Qualification you are enrolled into is fully or partially funded by a Government Department or Industry Body, then you agree to abide by the terms and conditions that will be outlined on your enrolment form.

For finance related questions please email: admin@globaltraining.edu.au or speak with the Registrar on 1800 998 500.

VET FEE-HELP

STUDY NOW, PAY LATER - \$0 upfront

VET FEE-HELP is a loan from the Australian Government that helps you pay for Diploma and Advanced Diploma qualifications.



Global Training Institute receives the full loan amount for your course directly from the Government, and you repay your loan through the Australian taxation system once your income reaches a certain threshold.

You are eligible for VET FEE-HELP if you:

- are an Australian citizen or hold a permanent humanitarian visa
- are enrolled in a Diploma or Advanced Diploma on, or before the census date
- have not exceeded the VET FEE-HELP limit
- have an Australian Tax File Number (TFN) or Certificate of Application for a TFN.

More information about VET FEE-HELP visit <http://www.studyassist.gov.au>

Student Information

Change of Contact Details

Change/Update Details form: www.globaltraining.edu.au/global_training_institute

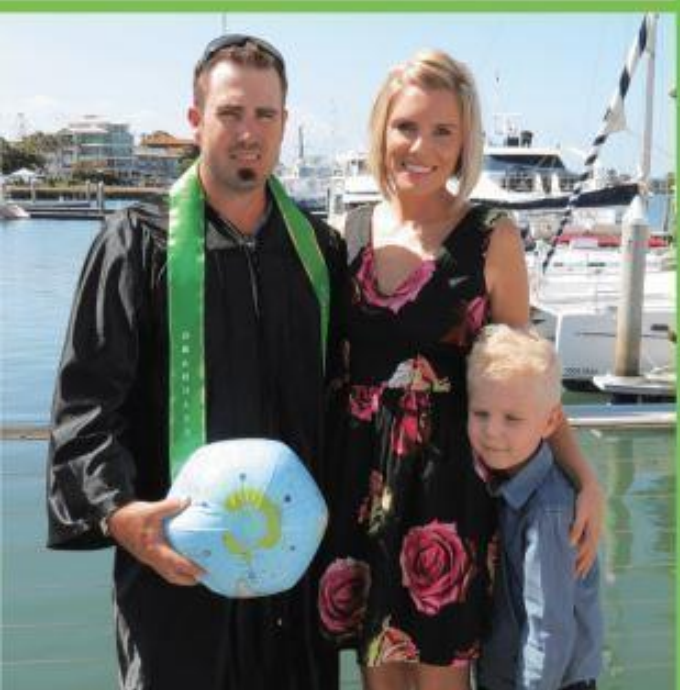
Email Management

Please call us prior to unsubscribing as email is our main form of communication with you regarding your course, assessment feedback etc.

Student Forms

Student forms are located on the footer of our website and also in your Online Student Area.

Some of our previous Students...



Code of Practice and Policies

As a Registered Training Organisation, Global Training Institute has agreed to operate within the Principles and Standards of the Australian Skills Quality Authority.

One aspect of this Government accreditation requires that we advise you of certain policies, and our Code of Practice. Full Policy Documents are available by contacting the Registrar of Global Training Institute on 1800998500 or admin@globaltraining.edu.au

To access a copy of specific policies, please click on the appropriate hyperlink which will take you to our website. Policies are located via the footer on the front page.

Certificate Issuing

At the completion of your training program a Qualification or Statement of Attainment will be issued to you for the Units of Competency achieved. Qualifications and Statements of Attainment will be issued in accordance with the requirements of the Australian Qualifications Framework. All records of Qualifications and Competency achieved are retained for a period of thirty years.

Certificates and statements of attainment will be processed and dispatched to the Student within twenty one (30) business days of course completion if all course fees have been paid. Students will be asked to complete the 'Completed Qualification Request Form' before the Qualification will be posted, this is to ensure correct mailing address.

www.globaltraining.edu.au/global_training_institute/

Qualifications and Statement of Results will not be issued until the Completion Requirements have been fulfilled including:

- The VET Quality Framework feedback questionnaire
- GTI questionnaire
- Permission to use feedback, and
- The confirmation of Student address details.

If a Student of GTI requires a replacement of an issued Qualification or Statement of Attainment and Transcript of Results, there will be payable an administration.

To request for Reissuing of a Qualification: www.globaltraining.edu.au/global_training_institute

Cheating and plagiarism

Global Training Institute has no tolerance for plagiarism or cheating. We will strictly enforce penalties for any Student who is found to have engaged in cheating or plagiarism during any of their submitted assessment documents.

Course Extension

If a Student wishes to continue with their Course beyond the completion date, they need to apply in writing using the *'Apply to Extend Course Form'* by 21 days prior to expiry date.

www.globaltraining.edu.au/global_training_institute

Cross Credits - Recognise Qualifications of another RTO

Global Training Institute will recognise all AQF Qualifications and statements of attainment issued by any other Registered Training Organisation. If any ambiguity is detected when validating a Student's certification, Global Training Institute may seek verification from the relevant RTO before recognizing the Qualification or Statement of Attainment.

Entry Requirements

Specific Entry Requirements exist for all Global Training Institute courses, please see the Qualifications on our website for details:

www.globaltraining.edu.au

English Entry Requirements

All courses with Global Training Institute will be done in English. All assessments must be provided by Students in English.

Although no formal English assessments are required by Global Training Institute, the following should be used as a guide to the minimum English language requirements that is required to successfully complete the courses.

- A minimum overall band score of 6.0 on IELTS (Academic) with no sub-score of less than 5.5
- *OR* a minimum score of 550 on TOEFL
- *OR* an internet-based (IBT) TOEFL score of 79 (no score less than 19)
- *OR* no score less than 3 in each skill of the ISLPR (conducted by GELI or ISLPR Language Services only)
- *OR* a minimum grade of C on the Cambridge Certificate in Advanced English (CAE)
- *OR* a minimum grade of C on the Cambridge Certificate of Proficiency in English (CPE).

Fair Treatment & Equal Opportunity

Global Training Institute aims to provide fair treatment and equal opportunity for all potential and existing students.

To access our Access and Equity Policy: www.globaltraining.edu.au/global_training_institute

Fees & Refunds

Course Fees

Tuition Fees for this Course cover all study materials, assessment and administration costs.

Upon receipt of the Tuition Fee as determined by the Schedule of Fees and payment options, Global Training Institute agrees to:

- provide a tax invoice on request
- provide login details to access to the Online Student Area course materials and assessments
- assess and provide feedback on submitted course work
- provide support throughout the duration of the course
- Issue a Certificate and a Statement of Results; or a Statement of Attainment/s upon successful completion of any units of competency or Qualification.

Fees do NOT cover:

- Extra training and assessment outside of the agreed completion date.
- Reassessment of any evidence past the 3rd time
- Reissuing of Qualification, Certificates, Statement of Attainment and Statement of Results.
- Completing any additional units or upgrade of units for new or upgraded Qualification requirements.

Please see Fees for each Qualification: www.globaltraining.edu.au

Fee Payment Policy

This policy applies to Students regardless of the payment method of tuition fees (i.e. defer payment through VET FEE-HELP).

Tuition fees

Global Training Institute offers three options for payment of tuition fees:

1. Submit a Request for VET FEE-HELP Assistance form to defer some or all of their tuition fees through VET FEE_HELP (eligible Students only).
2. Up-front payment of part or all tuition fees
3. Subscription payment of part or all tuition fees

Students who are entitled to access VET FEE-HELP must pay tuition fees up-front or submit their request for VET FEE_HELP Assistance form by the first Census Date for the Qualification. If Students do not submit the form by this date they will be required to pay their tuition fees up-front via subscription payments or their enrolment will be cancelled.

The census date is set at 20% elapsed time of the whole of the enrolment after commencement. For Administration Dates refer to your Training Plan or contact the Registrar admin@globaltraining.edu.au.

The last date to vary your enrolment or add units to your current enrolment is the Census Date. Cancellation of your study or your request for a VET FEE-HELP loan must be done on or before the Census Date.

General Services and Incidental Fees

Any general services fees and incidental fees may not be deferred and must be paid up-front as required.

Refund Policy

Refund Policy: www.globaltraining.edu.au/global_training_institute

Payment Plan Agreement:

I agree to honor the payment plan and understand that all installments must be paid on or before the due date; Global Training Institute reserves the right to suspend access to my online Student Area and course in the event that I fail to pay any part of the Course Fees. In the event that I request or fail to advise my course cancellation, the balance of my course fees will be paid in full or continue to be paid under my payment plan schedule; and Global Training Institute will not issue a Certificate or Statement of Attainment/s until course fees are paid in full. Should I default on the repayment schedule: An opportunity will be provided for an adjustment to be made to the payment arrangements. My enrolment will be suspended and my whole outstanding account will become immediately due and payable if outstanding amounts have not been renegotiated. If the outstanding debt is forwarded to a debt collection agency, I may also be required to pay additional fees associated with the debt collection process.

Consultancy and Coaching

Consultancy and Coaching fees are not refundable. If a Student wishes to withdraw from a contracted project then we would expect to negotiate that situation on its merits.

If the Student believes they have a disputed payment case, then we would expect to negotiate that with the Student, and in the event of being unable to resolve it, engage an external mediator to achieve resolution.

Statement of VET Tuition Assurance - Continuing Study Guarantee

Global Training Institute has the required Government insurance in place in the unlikely event that Global Training Institute closes. Students will have options for continuing their study.

www.globaltraining.edu.au/global_training_institute

Intellectual Property

Global Training Institute continually seeks to improve the quality of training and information materials for current and future Students. To assist us in doing so, the answers and information you provide or produce as part of your course may be used to produce and improve materials. The intellectual property for any work used will become the intellectual property of Global Training Institute, available for use throughout the world. If you are providing confidential company intellectual property as part of your evidence, please indicate this on the evidence.

Legislation and Regulation

Global Training Institute is subject to a range of legislative requirements as a Registered Training Organisation and VET FEE-HELP Provider. Legislation is continuously being updated and amended. Should any legislative requirement change throughout enrolment that would have an impact on a Students enrolment with Global Training Institute, they will be notified in writing via email.

Listed here is a sample of the legislations that Global Training Institute must comply with:

- Privacy Act 1988 (Commonwealth)/Privacy amendment (private Sector) Act 2000
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Sex Discrimination Act 1975 (Commonwealth)

- Racial Discrimination Act 1975 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Work Health Safety Act 2011
- Work Health Safety Regulation 2011
- Electronic Transactions Act
- Right of information Act
- Australian Skills Quality Authority (ASQA)
- National Skills Standards Council (NSSC)
- National Vocational Education and Training Regulator Act
- Compliance with conditions of registration
- Fit and Proper Person Requirements 2011 (FPPPR)
- Satisfying the financial viability and risk requirements



2012

Marketing and Advertising

Global Training Institute will market their vocational education and training with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. Global Training Institute marketing strategies will not contravene legislation.

Students will be recruited responsibly and ethically at all times and recruitment will be consistent with any training package/product requirements.

Privacy Principles

Privacy principles that are strictly applied to all aspects of Global Training Institutes operations.

www.globaltraining.edu.au/global_training_institute

Access to Personal Information

All requests for access to personal information must be in writing and should be addressed to:

Privacy Officer, Global Training Institute: admin@globaltraining.edu.au

Or

Privacy Officer
Global Training Institute
PO Box 377
Palmwoods, Qld, 4555

You will be required to provide evidence of your identity before any information will be disclosed.

Record and Document Management, Storage and Access

Global Training Institute is committed to maintaining the accuracy, integrity and currency of all Student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect Student privacy.

Global Training Institute will retain records of your attainment of units of competency and Qualifications for a period as determined by Government Regulations.

To access a copy of any personal information students are required to contact the Registrar in writing via email.

Upon enrolment, Student's details will be entered into the GTI's database system. This process initiates the establishment of the Student's individual file which is then used to record and store all future details pertaining to the Student. Global Training Institute is required to securely store, retain, and be able to produce in full at audit if requested to do so, all completed Student assessment items for each Student for the required timeframe as determined by the regulators and legislation.

The file is retained by Global Training Institute and management of the file will be in accordance with data provision requirements outlined by our regulating bodies.

Student Assessments are located and stored in the Online Student Portal. Students are required to keep copies of

their submissions as we are unable to return them at the end of the enrolment.

Version Control

Global Training Institute aims to make available for students, the latest version of all documents.

Student Behaviour

All Global Training Institute students are expected to take responsibility for their own learning and behaviour during both training and assessment.

Global Training Institute reserves the right to protect its Students, staff and stakeholders from all forms of abuse and employ's a zero tolerance policy in this regard. If a report is made of mental or physical abuse, intimidation or abusive or aggressive language being used by any Student, the Students enrolment will immediately be cancelled. Fees paid to this date may be refunded at the discretion of the Registrar.

In instances of dismissal and termination of enrolment, all fees paid will be non-refundable. Assistance may be offered to the Student to find an alternate Registered Training Organisation.

Student Grievance

If you have any concerns please contact the Registrar. Alternatively please click on the link below and complete the form.

Students Complaints www.globaltraining.edu.au/global_training_institute

Unique Student Identifier

All new and continuing Student undertaking nationally recognised training are required to have a USI. Global Training Institute complies with USI requirements. More information is available from www.innovation.gov.au/usi

