



Student Handbook

2023



GLOBAL
TRAINING
INSTITUTE®

PO Box 377
Palmwoods QLD 4555

Sunshine Coast
QLD Office

Kingscliff
NSW Office

RTO: 31192
1800 995 500

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

Contact Information

Global Training Institute

NSW Office:

Physical & Mailing Address:
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Website: www.globaltraining.edu.au

Office hours:

8.30am – 5.30pm Monday-Thursday. AEDT

8.30am – 5.00pm Friday. AEDT

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

This Handbook is effective from: 01/01/2023

Contents

Student Handbook.....	3
About Global Training Institute.....	4
Successful Beginnings – Big & Bright Future.....	5
Benefits of studying with Global Training Institute	6
Global Training Institute Staff.....	7
Meet your Trainers and Support Team.....	8
Approved Qualifications.....	10
Dual Qualifications.....	11
Qualification Updates.....	12
Short Courses – Employee & Supervisor Development Courses.....	15
VET Student Loans.....	15
Studying with Global Training Institute.....	17
Studying and Duration of your course.....	18
Training & Assessment in your Course.....	19
Tuition Fees – Paying for your Course.....	21
After completing your Qualification Course.....	24
Student Information.....	27
Codes of Practice and Policies.....	29
Course Policies and Procedures.....	30
Process for Warning + Withdrawals.....	32
Your Rights and Obligations	34
General Policies	37
Apprenticeships/Traineeships + Wage Subsidies	39
Vet Student Loans	41

Student Handbook

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



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



Anne Botting
Director & Co-Founder

Real Students, Real People



Ph: 1800 998 500
www.globaltraining.edu.au
RTO: 31192

About Global Training Institute

When you complete your Qualifications through us here at Global Training Institute, you will 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 16 years to thousands of Students throughout Australia and overseas.

Global Training Institute is a Registered Training Organisation RTO No. 31192 (since 2004), 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 many different government regulations and requirements of the Australian Quality Training Framework Standards. Our courses levels 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 who are knowledgeable and experienced in their fields, and available to support and guide you with your study.



Thousands of Graduates
Since 2004



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 3500 Students have graduated with their Certificates and Diploma Qualifications in areas such as Business, Management, Civil Construction, Local Government (Operational Works), Governance, 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.

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 Student Loans (for some 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:



Online Access



Tutor



Completion Coach



Unlimited Phone Sessions



Recorded Assessments



Resources

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 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 been able to develop your 'Career Success Toolkit', which can include:



Your Career Plan



Contact Us Today

Ph: 1800 998 500



Your Webpage



Your Resume



Your LinkedIn Profile



GLOBAL
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www.globaltraining.edu.au
RTO: 31192

Global Training Institute Staff

Meet your Director



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 25 years' experience in the business field.

Shane has spent the past 23 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.

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 Neighbors' Aid Community Stores. www.neighboursaid.com.au

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'.



Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of the land on which we provide our training and pay our respects to Elders past, present and future.

GTI has proudly worked for many years with Aboriginal and Torres Strait Islander organisations throughout QLD, WA, NSW and other states. It has been our privilege to work with leaders within these organisations and communities.

We are very proud of our individual students who identify as Aboriginal and/or Torres Strait Islander and their achievements, including two recent students who won the NSW Training Awards Aboriginal and Torres Strait Islander Student of the Year in their region:

Deleila Roberts – 2022 NSW State Finalist and Winner of North Coast & Mid North Coast Region



Toitiana Groves – 2022 Winner of the Hunter and Central Coast Region



Approved Qualifications...

		Online	
Management			
BSB40520	Certificate IV in Leadership and Management	#	
BSB50420	Diploma of Leadership and Management	#	
BSB60420	Advanced Diploma of Leadership and Management	#	
Project Management			
BSB40920	Certificate IV in Project Management Practice	#	
BSB50820	Diploma of Project Management	#	
Civil Construction			
RII40720	Certificate IV in Civil Construction (Supervision)	#	
RII50420	Diploma of Civil Construction Management	#	
RII60620	Advanced Diploma of Civil Construction	#	
Local Government			
LGA40120	Certificate IV in Local Government	#	
LGA50120	Diploma of Local Government	#	
Business			
BSB40120	Certificate IV in Business	#	
BSB40320	Certificate IV in Entrepreneurship and New Business	#	
BSB50120	Diploma of Business		
BSB50920	Diploma of Quality Auditing		
BSB60120	Advanced Diploma of Business		
Workplace Health and Safety			
BSB41419	Certificate IV in Work Health and Safety	#	
BSB51319	Diploma of Work Health and Safety	#	

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

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

Dual Qualifications...

Double your chances of Employment and industries to work in.

We offer many dual and triple qualifications.

You can gain 2 Qualifications at the same time for not having to complete many extra units, where the qualifications share common units. Your enrolment is treated as an enrolment into each individual qualification and all policies and procedures relate to each course individually. Most of our students choose to complete multiple qualifications at the same time.

Ask us for up-to-date qualification offers.

Common Multiple Qualification choices – See Schedule of Fees for current pricing and choices	
Management	
BSB50420 + BSB40120	Diploma of Leadership and Management + Diploma of Business
BSB50420 + BSB50920	Diploma of Leadership and Management + Diploma of Quality Auditing
BSB60420 + BSB40120	Advanced Diploma of Leadership and Management + Diploma of Business [University Fast-track into 3 rd & final year – Bachelor of Applied Management]
BSB60420 + BSB60120	Advanced Diploma of Leadership and Management + Advanced Diploma of Business
Project Management	
BSB50820 + BSB40120	Diploma of Project Management + Diploma of Business
BSB50820 + BSB50920	Diploma of Project Management + Diploma of Quality Auditing
Civil Construction	
RII40720 + BSB40520	Certificate IV in Civil Construction Supervision + Certificate IV in Leadership and Management
RII50420 + BSB50820	Diploma of Civil Construction Management + Diploma of Project Management
RII50420 + BSB50420	Diploma of Civil Construction Management + Diploma of Leadership and Management
RII60620 + BSB60420	Advanced Diploma of Civil Construction + Advanced Diploma of Leadership and Management
Local Government	
LGA50120 + BSB40120	Diploma of Local Government + Diploma of Business
LGA50120 + BSB50420	Diploma of Local Government + Diploma of Leadership and Management
LGA50120 + BSB50820	Diploma of Local Government + Diploma of Project Management
LGA50120 + RII50420	Diploma of Local Government + Diploma of Civil Construction Management
LGA50120 + BSB50420	Diploma of Local Government + Diploma of Leadership and Management
Business	
BSB40120 + BSB50420	Diploma of Business + Diploma of Leadership and Management
BSB40120 + BSB50320	Diploma of Business + Diploma of Human Resources Management
BSB60120 + BSB60420	Advanced Diploma of Business + Advanced Diploma of Leadership Management

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 Professional Association.

Vet Student Loans

Global Training Institute is one of the very few Training Companies that is an approved provider for VET Student Loans (VSL).

VET Student Loans is a Loan Scheme operated by the Australian Government. As an approved provider, Global Training Institute has to adhere to many associated regulations, and you may find many references to VET Student Loans throughout this Handbook. Where the initials VSL are used, it will refer to VET Student Loans.

VET Student Loans is a loan from the Australian Government that helps eligible participants to delay their payments for eligible Diploma and Advanced Diploma qualifications. This allows students to STUDY NOW and PAY LATER.

For students who access a VET Student Loan, Global Training Institute receives money towards their course directly from the Government, and the student then repays their loan through the Australian taxation system once their personal income reaches a threshold determined by the Government.

You are eligible for a VET Student Loan if you:

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

More information about Vet Student Loans visit <http://www.studyassist.gov.au>

Our VET Student Loans policies are available on the website in the footer and briefly outlined at the end of this handbook.



Studying with Global Training Institute...

Pre-Enrolment – before you apply to enrol

Before you apply to enrol into a qualification course with us here at Global Training Institute, we want you to be making an informed decision that the course you are choosing will benefit you and your future. Most of our students call and have a chat with us about their goals and what they are looking to achieve by studying with us. We are then able to recommend a course that will suit.

Before you enrol, ensure that you are comfortable and understand about **the course** you are applying to enrol in and that you believe you will get benefit from completing it. Read about your course and download the **Course Essentials Information Flyer** on the webpage for your course on www.globaltraining.edu.au.

Studying with Global Training Institute: To become familiar with all the policies and information regarding how studying occurs, your rights and obligations e.g. communication between us, issuing your qualification, withdrawals, refunds, complaints etc., read this Student Handbook and become familiar with the student forms. The up-to-date versions will always be available to you in the website footer and in your Online Student Area.

Funding & Loan Programs: If you are looking to pay your student fees via a Funding Scheme e.g. NSW Smart & Skilled, CSQ or VET Student Loans, ensure that you have read and understand the requirements of that program. Details are available on the website or give us a call.

If you have any questions about your course, studying with GTI or funding or loan programs, please call us on +61754573334 or email us.

Course Enrolment

6 Simple Steps -

1. **Confirm** that you have received **pre-enrolment information** and that you are making an informed decision about the course you are applying to enrol into. Step 1 of our Enrolment Application form.
2. **Complete the Enrolment Application form – available from the course page on the website**
3. **Course Offer:** We will confirm your eligibility for study in the course and any credits you have.
4. **Optional: Apply for any VET Student Loan or other Funding Program, that may apply to your chosen course.** We will check availability of funding and your eligibility for the program. If you are applying for a VET Student Loan, you will be sent your VET Student Loans application form (eCaf form) after 2 working days of us receiving your enrolment form.
5. **Accept and Enrol:** To accept your study place and officially enrol in your course, arrange your student fee payment. Payment options for your course are listed on your Course Essentials Flyer. Fees can be paid by you individually or by your Employer. If paying via VET Student Loans, you will not be able to commence your course until we receive notification from you that you have completed your eCAF VET Student Loans application with the Government.
6. **Enrolment Confirmation and Get Started:** We will then officially enrol you in your course, send you your Confirmation of Enrolment letter, allow you access into your Online Student Area (where you will find your Training and Assessment materials) and get you started on your course with your Trainer.

If you have any questions about the enrolment process, please give us a call so that we can help you with your enrollment – **1800 998 500**

Start Dates: You can enrol into your preferred course throughout the year. New Students start each week between mid-January to mid-December.

The steps of 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

You will also need to provide a copy of other documents, citizenship documents, address details etc. These are determined by the government requirements and will be listed on your enrolment form.

Entry Requirements and Academic Suitability: Each qualification has entry requirements. These are listed on the webpage for that course and on the Course Essentials information flyer. Students will not be enrolled into a course if they do not meet the course entry requirements.

Academic Suitability: As an approved VET student loans provider we are required to provide evidence of academic suitability for our Diploma and Advanced Diploma courses. The entry requirements for your course may include you having to provide a Year 12 certificate or complete a Government approved Australian core skills framework numeracy and literacy test. This helps us to determine your academic suitability for this course. You must display competence at or above Exit level 3 in the Australian Core Skills Framework in both numeracy and literacy. Results from any numeracy or literacy test will be reported to you as soon as practical after the assessment.

Course Entry Refusal: Global Training Institute reserves the right to decline a student's enrolment into a course if they do not believe that a student meets the entry requirement for that particular course, or that they believe that the student will not be able to successfully complete the course.

Studying and During your Course

You will have between 3 - 18 months to complete your qualification, depending on which Qualification you are completing – refer to Course Essentials flyer for each course.

Each course is self-paced, and you can complete it as quickly as you wish. There is no minimum completion timeframe. Many students complete their course much quicker than the listed course duration. Depending upon your previous experience and how much time you can allocate to completing your qualification, will determine when you finish. All the resources and assessments are available to you 24/7, so you can get in and complete as fast as you want. All fees must be paid before any qualification will be awarded.

Course Duration

Certificate IV and Diploma Courses are usually 12 months: 48 academic weeks (over 3 trimesters) includes 4 weeks access to your units at the end to ensure you have completed all units.

Advanced Diploma Courses are usually 18 months: 66 academic weeks (over 3 trimesters) includes 12 weeks' access to your units at the end to ensure you have completed all units.

Study time recommended

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: available in the website footer under Forms for Current Students.

Training and Assessment in your Course

How Your Training will Work

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

Course Delivery/Training Options:

Flexi Training – You choose your training method to suit you and your work schedule.

- **Online + Phone or Zoom sessions** – Includes unlimited Training and Assessing sessions, via phone or Zoom.
- **Face to face – GTI office.** We may be able to meet with you in our GTI office. Spend a day or 2 with your Trainer face-to-face to work through as many units that you have experience for. Please contact the office to see if this can be organized. Additional fees may apply if travel is involved.

Your Quickest and Simplest Path to Completion

1 Participate Regularly in Training

Choose a day/time to consistently study. Phone, Face to Face, Day, Evening Sessions

2 Complete Your Assessments

For each unit in your trimester

3 Reward Yourself

As you complete each unit, e.g go out for a cup of coffee

4 Enrol Early in Your Next Trimester

Complete the form in your Student Area to gain access to your trimester

5 Stay in Contact

With your Trainer, Completion Coach and GTI

6 Finish all Units

Congratulations!



You will have access to unlimited sessions with your Trainer 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 your Trainer 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 Trainer 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, especially if they don't like typing or work best with a set time to complete their work.

Your Completion Coach will support you, keep you motivated, on track and book with you, your appointments with your Trainer and 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.

Remember, your quickest and simplest path to successfully completing your qualification will be to stay in close communication your Trainers and 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.

If you have a disability, medical condition or believe that you will need additional support or adjustments made to your training, please contact the Training Manager on 1800 998 500 so that we can discuss your situation and see what adjustments may be able to be made.

About your Assessments

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.

- There are no exams or essays.
- 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.

Actually doing some work – Active Participation

Sadly, the course will not complete itself. You will need to do the work required.

We will be here to support you in any way that we can.

If, however, you do not participate actively in your course e.g.: not maintain at least a minimum monthly contact, not regularly work on the Online Student area, miss three set appointments in a row without communicating, not complete required VSL ongoing surveys etc., we will look to cancel your enrolment as per our Cancel Student Enrolment Policy.

Funded or Subsidised Qualifications...

If you enrol into a program that is funded or subsidised by a Government Department or Industry body eg. NSW Government or Construction Skills QLD, your enrolment and studying is subject to the conditions of that program as well as this Handbook. Conditions of the funding and program is listed on the website and in the enrolment form declaration.

Many of these programs will have a set completion date. Failure to complete the qualification within the set timeframe will require you to pay additional fees to complete your qualification. We can provide you with a quote for this.

Tuition Fees – Paying for your Course

Global Training Institute operates as a ‘fee for service’ private training business. This means that we are not funded by the Government nor receive any funding or subsidies from the government to help us operate. Training programs have Tuition Fees, so that we can pay your Trainer, support staff and all the associated bills and ongoing compliance. For example, we have to keep records of your training for the next 30 years.

You may find that we are not the cheapest college around, but our students value the high quality of training, flexibility and support that we offer. Basically, you pay for what you get.

Your Tuition Fees can be paid by you, a government agency or by your employer. Fee information for each course is available on the website or directly from our administration team.

Fees & Refunds

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. Qualifications, including Statements of Attainment will not be issued to Students until all fees are paid.

Course Fees

Tuition Fees for your Course covers 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 Student Loans).

Amount of Fees

Each course cost will differ depending on the number of units in the course, and how involved the training and assessing is for that qualification.

The fees for each course are listed in our Schedule of Fees located in the website footer. www.globaltraining.edu.au/global_training_institute

Payment options

We offer different options for you to pay your fees so that it is affordable for you.

1. Study Now, Pay Later - VET Student Loan - Eligible Students undertaking one of our eligible Diploma or Advanced Diploma Courses may arrange for their fees (or part of their fees) to be paid with a Vet Student Loan. Repay later through your tax.
2. Payment Plans - Monthly Interest Free Payment Plans are available for all courses with credit card payments
3. Direct Deposit – payment plans
 - Your payment must be in Australian dollars (AUD)
 - be payable to Global Training Institute
 - include your full name (Surname first) and invoice number as the reference
4. Private Loan – Study Loans
 - Borrow all or part of your tuition fees through Study Loans Australia and pay it back over 6 – 48 months. Study Loans Australia offer competitive interest rates, flexible payment schedules and funds are released to GTI only as you progress through your course. For more information regarding Study Loans and how it works visit our website - [click here](#).



NB. Arrangement for fee payment must be made prior to the commencement of training.

The commencement of a course is the date listed on your Confirmation of Enrolment Letter. This is also when you will have access to your course material in the Online Student Area. Qualifications, including Statements of Attainment will not be issued to Students until all fees are paid.

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.

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.

Refund Policy

Refund Policy: Please see Fees, Charges and Refunds

Policy and Procedure www.globaltraining.edu.au/global_training_institute

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

Tax Rebates

Your course may be 100% Tax Deductible if it relates to your employment. Please check with your Tax Agent for potential Tax Refunds available for your course.

Protecting Fees paid in Advance

When GTI collects Student fees in advance, it will comply with Government Requirements. No more than \$1500 will be accepted in advance from individuals. Money is held in a separate bank account until training is delivered.

Refunds & Risk Free

Risk Free - GTI offers you a 100% risk free guarantee. 'Trial your Qualification Training Program for 20 days. If for any reason whatsoever, you are not happy you can withdraw with no penalty. We will fully refund all fees paid, or cancel your VET Student Loan. You can even keep any folders, training notes etc. you have received. Just complete the Withdrawal Form and Survey, so that we can improve in the future.'



This is available for all of our courses. **After this time, refunds are not offered.**

For VET Student Loan eligible students, undertaking one of our VET Student loan approved qualifications, there are set Government required refund policies and procedures that we must follow.

Our refund policies and procedures are listed on the website and briefly outlined at the end of this handbook. For any finance related questions email: admin@globaltraining.edu.au or speak with the Registrar.

After completing your Qualification Course

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 thirty (30) days of course completion, provided all completion requirements listed below are completed. 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:

- All fees are paid, payment plans completed
- The VET Quality Framework feedback questionnaire is completed and returned
- GTI questionnaire is completed and returned
- Address confirmed via the 'Completed Qualification Request Form'
- Information, documents, signatures etc. provided that are required for funding programs

Surveys, Completion request forms are available in the website footer and on the front page of the Online Student Area.

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.

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: Current Student forms in the website footer www.globaltraining.edu.au/global_training_institute

Further Studies with GTI

When you complete this course, you will be able enrol into:

- Other courses at the same level. We use the units that you have completed, where we can, in your new qualification. This reduces the number of units you will need to complete to gain your next qualification. Often you will only need to complete an extra 3 or 4 units to gain an additional qualification.
- Next level of qualifications and gain the credits with us here at GTI. This means that you will have less units to complete if we can use any of the units that you have already completed in your new course. You may be able to gain as many as 4 credits off your next level course.

University Pathways*

To further advance your career, a University Degree may be required.

GTI has pathway and articulation arrangements with Universities and Higher Education Providers in Australia.* Save \$ and Time by studying with GTI before going to University. You can even save up to 3 years of University and \$60,000 in University fees with Direct Entry into an MBA without going to University!

University Entry: After completing this your Diploma or Advanced Diploma course with us, you may gain entry into many Undergraduate Degree courses at most Universities. The University will use your Diploma as their Academic Entry Requirement.

This means that you do not need to have completed Year 12 in the past and can enter as a Mature Age student.

If you complete an Advanced Diploma with us, and have management experience, with us you may be eligible for entry directly into a MBA.

Credits and reduced study load: Our students may get credits off their course e.g. 12 months off for a Diploma and 18 months off for an Advanced Diploma or even entry into 3rd and Final Year of a Bachelor of Applied Management, saving you 2 years of University and \$40,000 in fees.

*Agreements, course offerings and credits available may change. In all cases you need to apply directly to the University and comply with their current enrolment processes and decisions. GTI does not receive any payment or incentives from Universities or Higher Education Providers. Check with the University you are interested in for their latest entry requirements.

See website page 'University Pathways' for full details and confirm with the individual university for their current arrangements and admission processes.

Professional Association Membership

After completing their Certificate IV or Diploma qualification, students are often eligible to apply for membership with Professional Associations. GTI encourages students when they graduate to belong to Professional Associations as part of their career advancement.

Belonging to a Professional Association, allows you to stay up to date with industry and professional changes, network with other professionals, strengthen your credibility in the profession, demonstrate commitment to your career, participate in professional development opportunities and stay in the loop.

GTI suggests associations that students may be eligible to apply for membership with on the Course Essentials flyer for each qualification. This list is a suggestion only. Other professional associations may exist and may suit your needs better, please do your own research. GTI does not receive any financial rewards or benefits from the Professional Associations recommended.

Post Nominals – Using Letters after your name

When you complete your qualification with us, you will be able to add Post Nominal letters after your name e.g. DipBus. Using letters often boosts the way you stand out on your resume etc.

The letter you can use are listed on the Course Essentials information flyer for your chosen course. Letters must be used in accordance with the GTI Post Nominal Policy outlined on the website.

Alumni – Our special past students

We value all of our past students. Past students receive their own newsletter, with Career and Management Tips, funnies and the latest updates and offerings from GTI.

Please keep in touch when you finish studying with us. Let us know what changes in your career life and personal life, especially if your qualification helps you to gain a new promotion or job. Send photos etc. of your work, you and your qualifications, latest additions to your family...

Student Information

Change of Contact Details

So that we can keep you updated, you will be required to update us with your latest contact details using the Change/Update Details form: www.globaltraining.edu.au/global_training_institute/forms/form-update-contact-details/

Email Management

As many of our students work, email is our main form of communication with you regarding your course, assessment feedback etc. Please call us prior to unsubscribing to any of our emails.

Student Forms

Student forms are located on the footer of our website and also on the front page of your Online Student Area. You will find a helpful form for most of the things you need.

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

We may have specific policies and procedures that relate to different enrolments.

General (GTI) - Applies to all students that study a course with us

Fee for Service (FFS) - Applies to all students who are not eligible to apply for a VET Student Loan or are studying a non-vet student loan approved course e.g. Students studying Certificate 1- IV Courses; non-Australian citizens, Permanent residents, studying Diploma or Advanced Diploma non VSL eligible courses e.g. Local Government

VET Student Loan Eligible (VLSE) – Applies to those students who are **eligible** for apply for a VET Student Loan – meaning they are an eligible person, undertaking a VET Student Loan approved course. The student may or may not choose to actually access a VET Student Loan to pay their tuition fees.

VET Student Loan Accessing (VLSA) – Applies to those students who accessing a VET Student Loan to pay for some or all of their Tuition Fees.

VET Student Loan Non-Eligible – applies to all

Funded (F- Initials of funding Program) e.g. (FNSWS&S) – Funded New South Wales Smart & Skilled – applies to those students' access that funding program

E.g., VET Student Loan policies relate to VET Student Loan Approved Courses being undertaken by VET student loan eligible people. Funding Contracts e.g. NSW Smart & Skilled may also have different policies and procedures that we must adhere to.

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.

Course Policies and Procedures

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 Deferral, Extension or Withdrawal

If a Student wishes to defer, extend or withdraw from their course, they need to apply in writing using the relevant form/s which is found under the student forms at <http://gtionline.edu.au/moodle/>. Global Training Institute will then assess each application individually and will respond in writing within 5 working days. If a Student wishes to continue with their Course beyond the completion date, they need to apply in writing using the 'Request for Course Extension' by 21 days prior to course completion date.

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. All applications for Cross Credits must be made at the time of enrolment. Submit the statement of results with the application for enrolment form.

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 trained and assessed in English. All assessments must be provided by Students in English.

If English is not your first language, English language becomes an Entry Requirements on all courses.

For all Courses, the following is required.

GTI Qualification	Test Component	CEFR Levels	IELTS	TOEFL iBT	PTE Academic	Camb ridge (CAE)	EIKEN	TOEIC
Certificate IV	Overall/ Average	B2	5.5 5.0 LSRW Academic	47 LSR -14 W - 16	42 LSRW - 36	162	Pre-1	L R 620 WS 260

Diploma	Overall/Average	C1	6.0 5.5 LSRW Academic	76 LSR -17 W - 19	54 LSRW - 42	169	-	-
Advanced Diploma	Overall	C1	6.5 6.0 LSRW Academic	81 LSR -17 W -23	58 LSRW - 50	176	-	-

Assessing Competence of Reading and Numeracy

LLN assessment:

If a student fails to achieve the required standard of language, literacy and numeracy (LLN) on sitting the student may re-sit the test. Global Training Institute will allow a student to re-sit the test 2 more times (3 in total). If a student still then fails, GTI will recommend resources and support to the student so that they can improve their test results. Students will be allowed to resist with GTI after 3 months.

Process for Warning and Withdrawals

Rejection of Students Application to Enrol

Global Training Institute reserves the right to decline a student's enrolment into a course if they do not believe that a student meets the entry requirement for that particular course, or that they believe that the student will not be able to successfully complete the course.

A student is able to appeal this application decision via the complaints and appeals process.

Access to Online Student Area

Students will have access to their course within the GTI Online Student Area from their course enrolment date, for the duration of their course. If student wishes to access their course information past this date, they will need to apply in writing.

Cancelling your Course Enrolment by GTI

Global Training Institute reserves the right to cancel a student's enrolment in their course if any of the following exists:

Lack of Engagement:

- ✓ Lack of student engagement in their course
- ✓ Lack of regular engagement on the Online Student Area

- ✓ Lack of progress and assessment completion of minimum of 1 unit per month or as agreed on the students training completion plan
- ✓ Not responding to GTI calls, emails, letters...
- ✓ Not paying student fees, when they are due
- ✓ Any correspondence, written or verbal to say that the student is not motivated or not wanting to do the course

Poor Progress:

- ✓ Missing 3 set training sessions in a row, without communicating with us
- ✓ Not completing the course in the duration listed in the Confirmation of Enrolment Letter, if an extension or deferral has not been applied for or granted

Abuse:

- ✓ Any mental or physical abuse to any GTI staff member or Contractor

VET Student Loan using people – as above, plus:

- ✓ Not completing VSL progress forms – emailed by the Government
- ✓ Not signing eCaf Application form prior to census
- ✓ Not completing any other requirements

Students will be given 28 days' notice in writing, via email, of the pending decision to cancel their course enrolment. Students will be able to appeal this via email enrol@globaltraining.edu.au or Phone 1800 998 500.

In instances of dismissal and termination of enrolment, all fees paid will be non-refundable, if it has passed the 20 days of eligible refunds. Assistance may be offered to the Student to find an alternate Registered Training Organisation.

Your Rights and Obligations

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, Global Training Institute has the right to immediately cancel the Students enrolment. Fees paid to this date may be refunded at the discretion of the CEO.

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 + Complaints

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

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.

Privacy Principles

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

http://globaltraining.edu.au/global_training_institute/privacy-policy/

Privacy Notice

Under the *Data Provision Requirements 2012*, **Global Training Institute** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **Global Training Institute** for statistical, regulatory and research purposes. **Global Training Institute** may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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

Consumer Rights and Guarantees:

For up-to-date rights under consumer state/territory laws see:

Australia Wide

<https://www.accc.gov.au/consumers/consumer-rights-guarantees> The Australian Consumer Law sets out *consumer rights* that are called consumer guarantees.

Queensland

[Consumer advice, rights and responsibilities - Queensland ...](https://www.qld.gov.au/...rights/consumer-rights.../consumer-advice-right)

<https://www.qld.gov.au/...rights/consumer-rights.../consumer-advice-right>

May 12, 2015 - You have *rights* and responsibilities when you buy goods and services. Learn about what you can expect from a business and how to protect

New South Wales

[Repairs, refunds, replacements - NSW Fair Trading](http://www.fairtrading.nsw.gov.au/.../Consumers/Consumer.../Repairs_refunds)

www.fairtrading.nsw.gov.au/.../Consumers/Consumer.../Repairs_refunds

May 26, 2015 - NSW Government - NSW Fair Trading logo Your *rights* under the *consumer* guarantees do not have a specific expiry date and can apply ...

Victoria

[Consumer Affairs Victoria](https://www.consumer.vic.gov.au/)

<https://www.consumer.vic.gov.au/>

A portfolio group within the Department of Justice which helps you become aware of your *rights* and responsibilities as a *consumer* or trader, through access to ...

South Australia

sa.gov.au - Refunds and returns

<https://www.sa.gov.au/...and...rights/consumer-rights/refunds-and-returns>

Citizens and your *rights* icon Citizens and your ... the problem. *Consumer* Guarantees: guide for *consumers* - Australian Competition and *Consumer* Commission

TASMANIA

[Consumer Affairs and Fair Trading : Home](http://www.consumer.tas.gov.au/)

www.consumer.tas.gov.au/

Western Australia

[Consumer Protection | Department of Commerce](https://www.commerce.wa.gov.au/consumer-protection)

<https://www.commerce.wa.gov.au/consumer-protection>

State government agency protecting the interests of *consumers* within *Western Australia*.

Northern Territory

[Consumer Rights - NT Consumer Affairs - Northern Territory ...](http://www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights)

www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights

General Policies

Legislation and Regulation

Global Training Institute is subject to a range of legislative requirements as a Registered Training Organisation and VET Student Loans 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
- Disability Standards for Education 2005
- 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 2012
- Compliance with conditions of registration
- Fit and Proper Person Requirements 2011 (FPPPR)
- Satisfying the financial viability and risk requirements



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.

Version Control

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

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.

Retention of Information relating to enrolment applications

GTI must return for at least 5 years all documents collect for the purposes of applications by students.

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.

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.

Traineeship /Apprenticeship Programs

Traineeship/Apprenticeship Enrolment

Boosting Apprenticeship Commencement Program – BAC Wage Subsidy

Prior to Enrolment in your course.

New employees will be registered for a Traineeship with an AASN.

Existing employees will be registered for an Australian Trade Based Apprenticeship with an AASN (a Government backed Apprenticeship Centre).

Employers and employees will need to declare that they are willing to participate in the course and with the requirements of the Traineeship/Apprenticeship.

I understand that:

- My wages and work conditions will **not be affected** by signing up into a Traineeship or Apprenticeship
- I am committing to a 13 month program and that my qualification will not be awarded until after 12 months from commencement, and I have successfully completed all units.
- I will be required to complete assessments: NO Exams, NO Essays, just Practical work-based projects + short answer questions.
- Time Commitment: 4-6 hours/wk – perhaps less if I have experience and knowledge in the topic
- I will need access to a computer and internet (course cannot be completed on just a mobile phone)
- Course Delivery: Online + 1-1 Trainer session/unit (month) + 1-1 Completion Coach session /unit (month) + Webinars + Unlimited zoom Tutorial sessions with a Trainer (Questions and Assessment help) + Unlimited Phone and Email support

Credits for previously completed units...

As an Apprenticeship/Traineeship must go for 12 months or longer, only exact units previously completed will be credited.

Elective unit choices...

A training plan will be negotiated with you and your employer at the beginning of your course. Should you need to change anything in your plan, please contact bacadmin@globaltraining.edu.au and we will work with you individually on this.

End of course – Completion Dates

The course runs for 13 months. Students will have access to their course for a maximum of 16. If a student has not completed by the end of this time, and wishes to complete their qualification, they will need to pay additional fees to complete their remaining units.

A quote will be provided. Regular reminders will be provided to students that their completion time is coming up.

Fees, Payment, Refunds...

Tuition Fees for courses are listed on the Fee Schedule in the website footer.

Some participants may be eligible for funding towards their fees eg NSW New Worker Traineeship, QLD CSQ funding.

Conditions of these funding bodies and enrolment must also be met.

Qualifications will only be issued after all fees are paid and course requirements are met.

Payment Method

Employers will be sent an invoice upon enrolment of your employees and will be able to pay by credit card or bank transfer.

Payments can be made in 2 instalments with the 1st instalment being due on students enrolment and the balance within 90 days.

Withdrawal and Payment Conditions

If a student withdraws from their course, their traineeship will be cancelled.

The wage subsidy for that employee will also cease from their cancellation date.

To continue to claim the wage subsidy there is an expectation that the student/employee will be completing units towards the qualification.

Refund Policy:

- For course cancellation before the course start date you will receive a full refund of course fees for that employee.
- For course cancellation within the first 90 days the second instalment for that employee will be waived.
- For course cancellation after 90 days both the first and second instalments are due.

*All other general policies in this handbook also apply to these programs eg. Cancellation of course for non-participation...

Contact Global Training Institute if you have any questions, queries, or complaints regarding Traineeships, wage subsidies, training or student fees.

VET Student Loans – Detailed Information

VET Student Loans

Under the *Data Provision Requirements*

VET student Loans is regulated by the Federal Government. As such there are required Policies and Procedures that we must adhere to. For the latest versions of these policies see the website footer. These may change in the future, and we will update our latest policies on the website.

Prior to Enrolment in your course.

You will need to declare that:

Paying my Tuition Fees via VET Student Loans

I have access to the VET Student Loans Booklet – either hard copy or the online booklet (available in the footer).

I understand that:

- For accurate and up-to-date information about VET Student Loans, I need to go to www.studyassist.gov.au.
- VET Student Loans assistance is a loan from the Commonwealth and it is not 'Free' or 'Government Funded'
- I do not start to repay the loan until my personal income is greater than \$45,000 or the amount set by the ATO in the future
- I will sign 1 x 'Request for Commonwealth Assistance' form for each qualification that I want to use a VET Student Loans towards payment. This form will cover tuition fees towards each VET course of study (qualification). This will be charged on a VET Unit of Study (VUS) basis.
- Census date(s) will apply to each of the VUS in which I enrol, and I will be taking out a loan (via VET Student Loans) for any tuition fees that remain unpaid on each census date – (Census dates are listed on the VUS Schedule of Fees)
- The loan will remain as my personal debt obligation and may affect (by reducing) my take home (after tax) wage or salary and my borrowing capacity, until it is repaid to the Commonwealth via the ATO
- Global Training Institute's Vet Student Loans policies and procedures are available on their website footer.

I have the option to seek independent financial advice prior to applying for a VET Student Loan.

I may cancel my enrolment by withdrawing from each VET unit of study on or before the census date and in accordance with the Global Training Institute withdrawal policy – Completing the Withdrawal form (both found in the website footer)

Withdrawal on or before census will result in me:

- not incurring a VET Student Loans debt for that VUS; and/or
- receiving a refund for any up-front tuition fee payments made on or before the census date

I am to contact Global Training Institute if I have any questions, queries, or complaints regarding my training or student loan.

Assessing Competence of Reading and Numeracy.

LLN assessment

If a student fails to achieve the required standard of language, literacy and numeracy (LLN) on sitting the student may re-sit the test. Global Training Institute will allow a student to re-sit the test 2 more times (3 in total). If a student still then fails, GTI will recommend resources and support to the student so that they can improve their test results. Students be will allowed to result with GTI after 3 months.

Retention of Information relating to enrolment applications

GTI must return for at least 5 years all documents collect for the purposes of applications by students for VET Student Loans.

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.

If Global Training Institute or your Training Provider, closes or ceases to deliver a part of the training product that you are enrolled in, your training is covered by the Commonwealth Tuition Assurance Scheme. This means you may be able to be swapped to another Provider to complete your course or obtain a refund for your course. There is a statement on the website under VET Student Loan Policies regarding closure and protection guarantees.

Tuition fees

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

1. Submit a Request for Vet Student Loan Assistance form to defer some or all of their tuition fees through Vet Student Loans (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 Student Loans must pay tuition fees on a payment plan or submit their request for Vet Student Loans Application 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 Student Loan must be done on or before the Census Date.

