

Terms and Conditions

Last Updated: February 19, 2025

1. Introduction

These Terms and Conditions apply to all transactions with Global Training Institute Pty Limited (ABN 74111214610), hereinafter referred to as "Global Training Institute" unless otherwise specified. They supersede all previous arrangements and are effective from May 31, 2011.

2. Definitions

"Products and Services" shall mean all publications, electronic or print including training materials (online and hard copy), books and notes related thereto, videos, software, and any other charges.

3. Prices

All products and services will be invoiced at the price prevailing at the time of purchase. Prices are subject to change without notice.

4. GST

Prices are inclusive of GST, and where relevant or GST exempt for educational purposes. GST charges on all Products and Services are at the applicable legislated rates for Australia.

5. Payment Terms

Payment is at point of purchase or within 7 days of receipt of invoice.

6. Statement of Account

Statements are produced on request.

7. Overdue Accounts

Global Training Institute reserves the right to withhold supply to any customer who trades outside the agreed trading terms. Late payment of accounts may lead to a cessation of service, termination of access to Members Area...

8. Cancellation Fee

Global Training Institute reserves the right to charge a processing fee for cancelled courses. Students and Members wanting to cancel from a course will need to follow the procedures outlined in the [Student Handbook](#).

9. Course Enrolment

I give consent to Global Training Institute to make any enquiries necessary to verify the information disclosed in this application. By accepting these terms, I agree to pay the Course fees (plus GST if applicable) for the Course using the payment method I have selected under this Course Enrolment Agreement.

9.1 Course Completion

I accept that I am required to pay the full amount of the Course fees even if I do not complete my Course or fail to advise Global Training Institute of withdrawal from my Course during the orientation period.

9.2 Course Duration and Suspension

In the event that I do not complete the Course within the given timeframe, my Course will be immediately suspended and access to my Course denied.

9.3 Services Provided

Upon receipt of the Course Fee as determined in my Course enrolment agreement, Global Training Institute agrees to:

- Provide a tax invoice on request.
- Offer login details to access my online Members Area course materials and assessments.
- Assess and provide feedback on my submitted assessment projects.
- Provide Trainer and Assessor 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.
- A certificate of attendance or completion will be issued for short courses.

10. Payment Plans

All instalments must be paid on or before the due date. Global Training Institute reserves the right to suspend access to my online Members Area and course in the event that I fail to pay any part of the Course Fees.

10.1 Default and Debt Collection

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.

11. Course Materials

Course Materials are supplied in an online environment, unless otherwise stated in the Global Training Institute Course Description, and once enrolment has ended, access to the Members Area is denied.

11.1 Intellectual Property

The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of Global Training Institute or its providers.

12. Course Extension Policy

If I wish to continue with my course beyond the expiry date, application for a course extension must be made in writing to Global Training Institute and received 14 days prior to expiry date.

13. Jurisdiction

The terms and conditions of this sale shall be subject to the laws of the State of Queensland, Australia and the courts of Queensland.

14. Exclusions

All conversations, representations and statements not embodied in quotation or invoicing or not confirmed in writing by Global Training Institute are expressly excluded.

15. Variations of Terms & Conditions of Sale

Global Training Institute reserves the right to vary these terms and conditions of sale without notice.

16. Short Courses Only

If a candidate withdraws from any non-accredited short course prior to accessing the course, a full refund will be made less an administration fee of \$10.

17. Confidentiality and Privacy

We will keep any information (including your account details) in your direct debit request confidential.

18. Student Handbook

The [GLOBAL TRAINING INSTITUTE Student Handbook](#) is available for download from the GLOBAL TRAINING INSTITUTE website.

19. Offers for Returning Students

Nationally Recognised Course Units: The nationally recognised course unit/s you completed with GLOBAL TRAINING INSTITUTE may be valid for several qualifications.

20. Revisions

GLOBAL TRAINING INSTITUTE may revise the Student Handbook, Policy Documents and any terms and conditions contained in this agreement, at any time in our sole discretion.

21. Acceptance of Course Enrolment Agreement

By accepting the terms of this Course Enrolment Agreement:

- You are warranting that you are 18 years of age or over; or
- If you are under 18 years of age, you must ensure your parent or guardian accepts the conditions of this Course Enrolment Agreement.
- You are not legally bankrupt; and
- You are giving GLOBAL TRAINING INSTITUTE consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia.

22. SMS Marketing Terms and Conditions

By opting into SMS communications from Global Training Institute, you agree to comply with and be bound by these Terms and Conditions.

22.1 Consent and Opt-In

Consent is obtained via explicit opt-in methods, including online forms and verbal agreements.

22.2 Opt-Out Mechanisms

Reply ****STOP**** to any SMS to unsubscribe immediately. Email optout@globaltraining.edu.au with your mobile number and request removal.

22.3 Message Frequency and Content

SMS alerts are typically sent 2–4 times monthly. Content includes course reminders, payment notifications, and exclusive offers.

22.4 Fees and Charges

Standard carrier rates apply; GTI does not charge additional fees. International students should confirm mobile plan compatibility to avoid roaming fees.

22.5 Privacy and Data Security

Mobile numbers are shared only with Twilio for message delivery. Data is stored securely in compliance with the **Privacy Act 1988 (Australia)**.

23. Compliance with Laws

GTI complies with regional laws, including the **Spam Act 2003 (Australia)** and TCPA (USA). Messages are sent only to opted-in recipients in compliance with GDPR (EU).

24. Refund and Dispute Resolution

SMS-related disputes must be reported within 14 days. Refunds are governed by GTI's Fee Policy (Section 21 of the [Student Handbook](#)).

25. Amendments

GTI reserves the right to update these terms. Changes take effect 30 days after publication.

Global Training Institute

PO Box 377, Palmwoods QLD 4555

Phone: 1800 998 500

Email: admin@globaltraining.edu.au