

Contact Information

Global Training Institute

Head Office

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Website: www.globaltraining.edu.au

Office hours

9.00am – 4.30pm Monday-Friday. AEST

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

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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.



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

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 14 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 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.

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



Career Resources



Your Webpage



Your Resume



Your LinkedIn Profile

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.

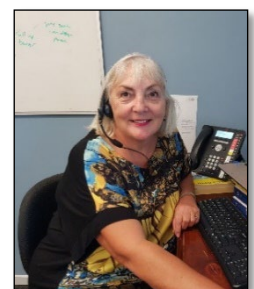
As the other owner of Global Training Institute, you can be assured that Shane has your best interest at heart when it comes to the quality of your training.

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 18 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 Neighbours 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’.



NATIONALLY RECOGNISED
TRAINING



Single Qualifications...

		In-house Company	Online
Management			
BSB42015	Certificate IV in Leadership and Management	#	#
BSB51918	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	#	#
Civil Construction			
RII40715	Certificate IV in Civil Construction Supervision	#	#
RII50415	Diploma of Civil Construction Management	#	#
RII60615	Advanced Diploma of Civil Construction	#	#
Local Government			
LGA50712	Diploma of Local Government	#	#
LGA40404	Certificate IV in Local Government (Operational Works)	#	#
LGA50404	Diploma of Local Government (Operational Works)	#	#
LGA60104	Advanced Diploma of Local Government (Operational Works)		
Business			
BSB40215	Certificate IV in Business	#	#
BSB42618	Certificate IV in New Small Business	#	#
BSB50215	Diploma of Business	#	#
BSB60215	Advanced Diploma of Business	#	#
BSB50618	Diploma of Human Resources Management	#	#
BSB50415	Diploma of Business Administration	#	#
BSB51615	Diploma of Quality Auditing	#	#
BSB50315	Diploma of Customer Engagement	#	#
Building and Construction Management			
CPC50308	Diploma of Building and Construction Management	#	#
Governance			
BSB41915	Certificate IV in Business (Governance)	#	#
BSB50715	Diploma of Business (Governance)	#	#
Dance Teaching			
CUA40313	Certificate IV in Dance Teaching and Management		#
English			
22250VIC	Certificate I in EAL (Access)		#
22251VIC	Certificate II in EAL (Access)		#
22253VIC	Certificate III in EAL (Access)		#
22254VIC	Certificate III in EAL (Employment)		#
22258VIC	Certificate IV in EAL Further Study		#
22256VIC	Certificate IV in EAL (Access)		#

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. The following Qualifications can be completed at the same time, where you can gain 2 Qualifications at the same time for not having to complete many extra units, where the qualifications share common units. This is very popular for many Students. 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.

Common Multiple Qualification choices – See Schedule of Fees for current pricing and choices	
Management	
BSB51918 + BSB50215	Diploma of Leadership and Management + Diploma of Business
BSB51918 + BSB50415	Diploma of Leadership and Management + Diploma of Business Administration
BSB51918 + BSB51615	Diploma of Leadership and Management + Diploma of Quality Auditing
BSB61015 + BSB50215	Advanced Diploma of Leadership and Management + Diploma of Business [University Fast-track into 3 rd & final year – Bachelor of Applied Management]
BSB61015 + BSB60215	Advanced Diploma of Leadership and Management + Advanced Diploma of Business
Project Management	
BSB51415 + BSB50215	Diploma of Project Management + Diploma of Business
BSB51415 + BSB51615	Diploma of Project Management + Diploma of Quality Auditing
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
RII60615 + BSB61015	Advanced Diploma of Civil Construction + Advanced Diploma of Leadership and Management
Local Government	
LGA50712 + BSB20215 + BSB50415	Diploma of Local Government + Diploma of Business + Diploma of Business Administration
LGA50712 + BSB51918	Diploma of Local Government + Diploma of Leadership and Management
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
LGA50404 + BSB51918	Diploma of Local Government (Operational Works) + Diploma of Leadership and Management
LGA60104 + BSB61015	Advanced Diploma of Local Government (Operational Works) + Advanced Diploma of Leadership and Management
Business	
BSB50215 + BSB50415	Diploma of Business + Diploma of Business Administration
BSB50415 + BSB51615	Diploma of Business Administration + Diploma of Quality Auditing
BSB50415 + BSB50618	Diploma of Business Administration + Diploma of Human Resources Management
BSB50415 + BSB51918	Diploma of Business Administration + Diploma of Leadership and Management
BSB50215 + BSB51918	Diploma of Business + Diploma of Leadership and Management
BSB50215 + BSB50618	Diploma of Business + Diploma of Human Resources Management
BSB60215 + BSB61015	Advanced Diploma of Business + Advanced Diploma of Leadership
Building – Construction Supervision Project Management	
CPC50308 + BSB51415	Diploma of Building & Construction + Diploma of Project 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 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 eg 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 eg. 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 before your enrolment form.

Entry Requirements: Each qualification course 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. Global Training Institute reserves the right to reject or not approve an application if we believe that the student does not meet the entry requirement or will not succeed in the course.

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 Courses and Diploma Courses are usually 12 months: 44 academic weeks (over 3 trimesters) includes 8 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 Skype sessions** – Includes unlimited Training and Assessing sessions, via phone or Skype (daytime or nighttime).
- **Distance** - We can post you the information or provide it to you on a USB stick, if you request it.
- **Face to face – GTI office or Pop-up Campus.** We may be able to meet with you in our GTI office or at 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. 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! 

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.

You will have access to unlimited sessions with your Trainer or 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 your Trainer or 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 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.

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.

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 eg: 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.

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 be 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.

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.

Amount of Fees

Each course cost will differ depending 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 as the reference (Surname first) and your GTI student number

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.

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.

Funded Qualifications

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

Refunds & Risk Free

Risk Free - GTI offers you a 100% risk free guarantee, whereby you can trial your course for 21 days and if it is not what you were expecting or you don't believe that you will get benefit from the course, we will fully refund your fees to you. 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 please 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.

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, completed and returned
- GTI questionnaire, 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.

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: GTI has formal agreements with some universities where our students will get credits off their course eg. 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.

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 eg 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.

Alumuni – 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/

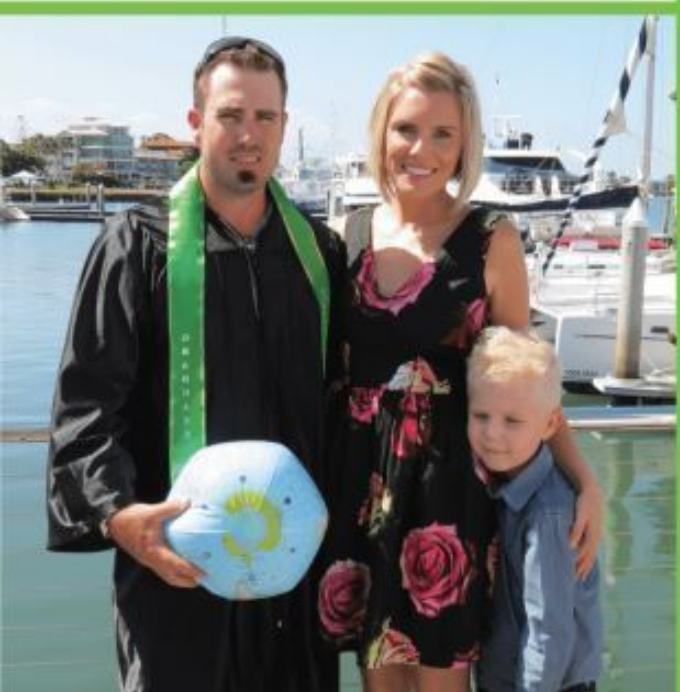
Email Management

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 eg. Students studying Certificate 1- IV Courses; non-Australian citizens, Permanent residents, studying Diploma or Advanced Diploma non VSL eligible courses eg. 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) eg (FNSWS&S) – Funded New South Wales Smart & Skilled – applies to those students access that funding program

Eg, VET Student Loan policies relate to VET Student Loan Approved Courses being undertaken by VET student loan eligible people. Funding Contracts eg 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

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:

- All fees are paid.
- The VET Quality Framework feedback questionnaire
- GTI questionnaire
- Address confirmed
- Information, documents, signatures etc provided that are required for funding programs

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

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 which is found under the student forms at <http://gtionline.edu.au/moodle/>. Global Training Institute will then access 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 'Apply to Extend Course Form' 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 a Entry Requirements on all courses. EAL English Courses – have individual English language entry requirements.

For all other Courses, the following is required.

- A minimum overall band score of 5.5 on IELTS (Academic) with no sub-score of less than 5.0
- *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).

If you have not completed a test in the past 2 years, we can arrange an English Placement Test for you.

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 allowed to resit with GTI after 3 months.

Rejection of Students Application to Enrol

Global Training Institute reserves the right to decline a students 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 plus 6 months from the course completion date listed on their Confirmation of Enrolment Letter.

If student wishes to access their course information past this date, they will need to apply in writing by completing the 'Access my records' form available in the website footer.

Cancelling your Course Enrolment by GTI

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

- ✓ Lack of student engagement in their course
- ✓ Not responding to GTI calls, emails, letters...
- ✓ Missing 3 set training sessions in a row, without communicating with us
- ✓ 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 paying student fees, when they are due
- ✓ 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
- ✓ Any correspondence, written or verbal to say that the student is not motivated or not wanting to do the course
- ✓ 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 the GTI complaints and appeal process.

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.

Tuition Fees

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 Student Loans).

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.

General Services and Incidental Fees

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

Payment Options

Individual Accredited Units: Interest free payment plans are available

Certificate IV Courses: Interest free payment plans are available

Diploma Courses: Interest free payment plans are available

Advanced Diploma Courses: Interest free payment plans are available

Refer to individual course pages on the website to see if any Government funding exists for that qualification.

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: 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 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.

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, 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

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-righ...>

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](#)

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/>

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* Commissio

TASMANIA

[Consumer Affairs and Fair Trading : Home](#)

www.consumer.tas.gov.au/

Western Australia

[Consumer Protection | Department of Commerce](#)

<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 ...](#)

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 Student's 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 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 available for students, the latest version of all documents.

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.

VET Student Loans

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 will allowed to resit 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 an 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.

