



**GLOBAL
TRAINING
INSTITUTE®**

S K I L L S . K N O W L E D G E . H O P E .

Global Training Institute Student Handbook

**Global Training Institute P/L
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Fax: 61 7 3259 8566
Email: admin@globaltraining.edu.au
URL: www.globaltraining.edu.au
8.30 AM – 4.30 PM AEST Monday - Friday
RTO No: 31192**

Welcome to Global Training Institute

Congratulations on choosing to undertake further study with Global Training Institute. We look forward to working with you on our Training programs. It will be a great outcome when you receive your Qualification or Statement of Attainment.

The purpose of this handbook is to help you maximise the benefits of working with 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.

Introducing You to Global Training Institute...

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

Global Training Institute is a Registered Training Organisation, which enables us to issue you formal qualifications at Certificate, Diploma and Advanced Diploma level. As an RTO we comply with the requirements of the Australian Quality Training Framework Standards, ensuring quality assurance and best-practice standards for you.

As a business Global Training Institute is dedicated to:

- Providing skills, knowledge, hope, motivation, success and solutions - to each person who wishes to improve their current situation and life and is prepared to undertake the journey of learning and growing.
- Using contemporary, advanced adult training techniques
- Offering courses and qualifications that are recognized and highly respected throughout Australia and the World.

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.

Insurance of Personal Property...

Insurance of personal property at any training activity is the individual participant's responsibility. Participants are advised NOT to leave valuables, including computers, at any venue, or in your car, whilst unattended.

Scope of Registration & Delivery Method...

		In-house Company	Online
Management			
BSB40812	Certificate IV in Frontline Management	#	#
BSB51107	Diploma of Management	#	#
BSB60407	Advanced Diploma of Management	#	#
Project Management			
BSB41513	Certificate IV in Project Management	#	
BSB51413	Diploma of Project Management	#	#
BSB60707	Advanced Diploma of Project Management	#	#
Civil Construction			
RII40713	Certificate IV in Civil Construction Supervision	#	#
RII50413	Diploma of Civil Construction Management	#	#
RII60613	Advanced Diploma of Civil Construction	#	#
Local Government (Operational Works)			
LGA40404	Certificate IV in Local Government (Operational Works)	#	#
LGA50404	Diploma of Local Government (Operational Works)	#	#
Business			
BSB40407	Certificate IV in Small Business Management	#	
BSB40707	Certificate IV in Franchising	#	
BSB50207	Diploma of Business	#	#
Customer Contact			
BSB50311	Diploma of Customer Contact	#	#
Governance			
BSB40907	Certificate IV in Governance	#	
BSB41907	Certificate IV in Business (Governance)	#	
BSB50707	Diploma of Business (Governance)	#	

Detailed information is available on all courses www.globaltraining.edu.au. Qualifications can be completed via a Bronze, Silver or Gold package, with different features added in the packages eg length of access to course materials, additional support from trainers... Costing and inclusions for each package are outlined in the pricing section of the qualification outline on www.globaltraining.edu.au.

Employee & Supervisor Development Courses

We also offer over 37 On-line employee and supervisor development 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...

How Training Works...

Our training program/courses are largely about us focusing on helping you to become the person you need to be, to achieve the things you need to achieve, in order to have the results you want to have...

- Training requires discipline, commitment, time and effort on your part (sorry but it does)
- The results you achieve from the program will be in most cases directly proportional to the effort and commitment you invest in creating them.
- Training helps you acquire the knowledge, skills and motivation you require
- We give you the skills and knowledge for your required course and also the tools to think for yourself, and knowledge and skills so you can find the answers for yourself. You'll then be able to transfer this knowledge to any other endeavour in the future.

Training is a Long Term Permanent Solution Not a short term band-aid

Training...

An integral part of learning with Global Training Institute is our training, mentoring and coaching system. As a participant you will be assigned a Trainer/Assessor whose job will be to provide encouragement and direction, skills and knowledge and to enable you to set and achieve your own personal goals. You can choose the level of support you wish via the Bronze, Silver and Gold packages.

All our Trainers have a wealth of experience in helping people, business owners, and managers reach their goals. You will enjoy working with them.

At the commencement of your course your Trainer will develop a training program with you, that is most appropriate to the goals that you wish to achieve. They will work out with you which units to study, timeframes, methods of delivery, how assessments will occur, how and when you can be supported and trained etc.

During the course, you may need to complete work projects, undertake relevant research; read selected materials, and spend time reflecting on insights gained. All materials, projects are selected to bring about positive improvements to your business/organisation/employment

Meet our Training Manager

Shane Botting

Shane Botting is the Training Manager for Global Training Institute. Shane is an entrepreneur, multiple business-owner and is a professional Trainer and Business Coach.



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 16 years experience in the business field.

Shane has spent the past 12½ years training and coaching other Business Owners and Managers how to operate their businesses and organizations 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 Rockhampton.

Shane has also performed training programs for many Professional Associations. Shane is a member of the Australian Institute of Management, Vocational Education Training Industry Group and Coachville International Association of Coaching.

General Quality Assurance

One aspect of Government accreditation requires that we advise you of certain policies, and our Code of Practice. If you need clarification on any of these documents please call us on 61 7 54573334 or freecall 1800 998 500 (within Australia).

CODE of PRACTICE

Global Training Institute Pty Ltd is committed to world-class standards in the provision of training and education. The following Code of Practice describes the minimum standards of our service delivery and customer support.

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

1. Sanction

1.1 The policies set out in this Code of Practice underpin the operations of Global Training Institute. These policies are developed to reflect both the needs of the participants, society and the running of the Institute. Global Training Institute recognises that registration as a Registered Training Organisation may be withdrawn if we do not honour the obligations of the Code of Practice or supporting regulatory requirements.

2. Continuous Improvement

2.1 Global Training Institute has a commitment to providing a quality service with a focus on continuous improvement. Global Training Institute values feedback from participants, trainers, and industry representatives.

3. Training and Assessment Standards

3.1 Global Training Institute embrace policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies and practices will safeguard the interests and welfare of participants.

3.2 Members of the training staff will have demonstrated proficiency in their speciality areas with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. They will also be encouraged to further their own professional development.

3.3 All trainers will maintain a learning environment that is conducive to the success of the participants. They will provide adequate facilities and use appropriate methods and materials. All resources used are consistent with current Australian industry standards. Adult learning principals will be applied during training.

3.4 In addition, all personnel, including participants, will be required to model the appropriate standards of personal and professional behaviour, dress code, grooming, occupational health and safety ethics and interpersonal skills as set by industry standards.

3.5 Assessment standards will meet the National Assessment principles (including Recognition of Prior Learning and Credit Transfer).

3.6 Assessment for all courses is competency based. The objective is for the participant to show that they have achieved the skills and knowledge required for each unit. Participants may be assessed by one or more of the following methods:

- Questions
 - Activities – questions related to specific performance criteria and workplace competence
 - Short Answer – a question with a predetermined answer which varies from one word to, at most, six to eight sentences.
 - Oral questions - tests your communications skills at the same time as assessing the knowledge that underpins performance.
- Project - A project is usually a work based exercise, often made up of different activities, which you complete without close supervision, then submit it for assessment. This also may include completing a complex project.
- Case Studies and Simulations - These can be based on written information and/or practical experiences in a simulated or actual workplace
- Portfolio of Evidence - A portfolio is a presentation of documented evidence of your competency. It may include works samples, a critique of your work, photos, video's etc.
- Observation of skill demonstration - This involves the Assessor observing your performance (either real or simulated) and, if appropriate, checking the product produced by you during the demonstration.

- Referee Testimonial - This involves having a Workplace Supervisor or peer member verifying that you have performed tasks, or demonstrated skills in the workplace, usually over a period of time.
 - Professional Development Journal – J
- This involves over a period of time, recording and reflecting upon:
- implementing the required skills and knowledge for a unit or qualification into your workplace
 - new skills, strategies and improvements that you have implemented
 - new knowledge gained...
- Assignment - Research or activities completed from workbooks, book reviews...
 - Supporting Documentation - Supporting documentation may include: performance appraisals, certificates from courses undertaken, work samples, references, Past Courses and Qualifications...

3.7 Assessment Arrangements. All assessments are carried out by a Trainer/Assessor. Participants shall be notified of assessment details at the commencement of each unit and given appropriate feedback throughout the assessment process. Participants shall have the opportunity to negotiate assessment arrangements with the Assessor, providing the negotiated assessment/s that do not compromise the required competency level. If you need to negotiate assessments please do so by contacting the office.

3.8 **Evidence** - Assessors need to gather a **range** of **'evidence'** to show that you are competent at performing the required skills and knowledge for that particular unit, to industry standard, as stipulated in the Qualification and Unit Rules in the National Qualification Package.

3.9 **Age of Evidence** - All evidence that you wish to use as part of your assessment should be current i.e. within the **last 3 years** of your work experience. Older evidence provided can only be used as supporting documents.

3.10 **Assessment Marking and Demonstrating Competence** - All assessments will be conducted in accordance with the requirements in the relevant National Training Package, and Global Training Institutes Policies and Procedures and Course and Unit Outlines.

To demonstrate competence in a unit you must complete all the tasks and provide all the evidence as outlined in the 'Assessment Task Portfolio' for that particular unit.

Once you have demonstrated consistency in performance, and provided a range of evidence to support this, across the whole unit, you will be deemed **'Competent'** and awarded this unit.

Each assessment task or piece of evidence provided will be assessed as either **'Satisfactory'** or **'More Evidence Required'**. Your Assessor will provide you with this feedback (online under the appropriate unit, or informally on the phone or in person).

If you do not answer some questions or perform some tasks, or more information is required, your assessment or evidence provided is deemed to be **'More Evidence Required'**. Your Assessor may ask you to resubmit your assessment or evidence, ask you supplementary questions, ask you to provide additional information or evidence or give you an alternative assessment activity etc, to determine your competence.

3.11 **Resubmitting Assessments** - You will have the opportunity to have your evidence assessed three times. If on the **third assessment**, after working with your Assessor, your combination of evidence is still not satisfactory, you will be deemed **Not Yet Competent** for the unit. If you are deemed NYC for one unit then you are ineligible for completion of the qualification. You may be required to undertake an additional replacement unit (additional fees required).

If participants wish to appeal this decision or pay for it to be reassessed again then a new price will need to be paid. A written quote can be provided.

If you feel you are not yet ready to be assessed or this assessment is unfair, or you wish to appeal an assessment result, please contact the office to discuss your options.

3.12 **Failure to complete course** - Failure to complete the course within this time will require renegotiate a new price to complete. A written quote will be provided for this extra amount. If the course has changed or been updated since the original completion lines, the participant may be required to reenroll and complete the entire course again under the new qualification.

3.13 **Funded Course Agreement** – as per the agreement section of your enrolment from.

3.14 **Intellectual Property** - Global Training Institute continually seeks to improve the quality of training and information materials for current and future participants. 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.

3.15. Recognition of Prior Learning/Recognition of Current Competence Policy

Global Training Institute will recognize the prior learning and work and/or life experience of all potential participants in both formal and informal training.

3.16 Participants may apply for exemptions in a course, a unit of currency, or one or more elements within a unit of competency. The applicant must be able to present sufficient evidence to demonstrate that the assessment criteria for each element of competence have been met. That is, individuals must demonstrate that they know the subject matter or can perform the tasks to the standard required. Global Training Institute reserves the right to verify claimed recognition of prior learning with the provider.

The Procedure to apply for RPL includes:

- Complete section for RPL on Enrolment Application form.
- Work through the RPL process with the Assessor.
- Results of RPL application will be advised to the participant in writing.

3.17. Recognition of Qualifications issued by other RTO's

Global Training Institute will recognize qualifications issued by other Registered Training Organisations. Participants may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a National Training Package.
- Completed modules that are mapped totally to a competency from a National Training Package.

3.18 Participants must provide with the enrolment form, an Academic Transcript- certified copies of the certificate/statement of attainment/statement of results for which credit is sought. The decision will be based on validity and currency. Global Training Institute reserves the right to verify currency of qualifications issued by other Recognised Training Organisations.

4. Legislative Requirements and Compliance

4.1 Global Training Institute is committed to meeting its legal and compliance obligations.

4.2 Global Training Institute implements systems to ensure adherence to laws related to our conduct and treatment of people whether work colleagues or participants. This includes all Legislative requirements of State and Federal Government, eg: Work Place Health and Safety, Anti Discrimination and Equal Opportunity, National Information Privacy, Training and Employment ACT 2000.

5. Access and Equity, and Recruitment

5.1 Global Training Institute will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

5.2 Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation.

5.3 Appropriate qualified staff will assess the extent to which the applicant is likely to achieve the unit of competency or outcomes of the course, based on the applicant's qualifications and competencies, and provide guidance and alternative strategies for delivery and/or assessment.

6. Marketing and Advertising

6.1 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

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

7. Client Service, Welfare and Guidance

7.1 Participant records and documentation including online profile are recorded, kept confidential and securely archived. Participants can access their own files upon request to Global Training Institute administration. Files may be viewed for audit purposes.

7.2 Global Training Institute Pty Ltd has participant welfare and guidance services relevant to the training products. These include literacy and numeracy support, job search assistance and referral to counselling as appropriate.

7.3 Participants records. The Institute will maintain a master set of records for each participant. All participant records are to be regarded as confidential and should only be accessed by the Administration, General Manager and Director. Relevant information may be extracted with permission by staff and trainers for the purposes of carrying out their responsibilities.

Participants will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

8. Privacy Policy

8.1 Purpose:

A policy to satisfy the requirements of the Privacy Act legislation governing the privacy of individuals and the information they provide for operational purposes.

8.2 Scope:

This policy shall apply to the collection and use of all forms of Personal and Sensitive Information provided to Global Training Institute.

8.3 Responsibility:

It shall be the responsibility of the Director to ensure this policy is complied with.

It shall be the responsibility of the Privacy Officer to implement the procedure and manage its compliance.

It shall be the responsibility of all staff to comply with the requirements of the policy.

8.4 Definition:

In these terms and conditions, “we” and “us” means with Global Training Institute Pty Limited ABN 74111214610 (hereinafter referred to as “Global Training Institute” unless otherwise specified). Here in the globaltraining.edu.au website is referred to as the “Website”.

For the purposes of this Privacy statement, the word “you” includes, website visitors, students (members), prospective students, public, staff and employers.

This Privacy Policy can be found in the Student Handbook, or can be obtained from our Privacy Officer via: admin@globaltraining.edu.au.

The Website Privacy Policy is part of this Privacy Policy.

Purpose of Collection

Sensitive Information collected by Global Training Institute will be used to fulfil Governmental requirements as outlined in the Data Provision Act.

Personal Information collected by Global Training Institute will be used to fulfil Governmental requirements as outlined in the Data Provision Act. In addition Personal Information will be used as follows:

By providing personal details to this website you are giving permission for:

1. Your details to be used in the following manner:

- Delivery of requested information, service or product
- customer service,

As appropriate:

- registration for courses,
- login,
- billing purposes,
- Career Enhancement Information and Professional Development Opportunities

This will allow us to customise the website and service to you according best meet you current and future needs.

2. Your personal details may be stored in

- A web based crm which may be hosted outside of Australia.
- A password protected Avettmis compliant Student Management System
- A password protected Learning Management System
- A password protected Electronic Folder
- A locked Filing Cabinet

3. The disposal of your personal information in accordance with Australian Privacy Legislation.

4. Your details are never sold or rented to any third parties. However, where your details are requested in order to download documents from our sponsors, you agree that such details will be provided to the sponsor.

9. Complaints and Appeals

9.1 Participants Complaints

Global Training Institute has a fair and equitable process for dealing with participant's complaints and/or appeals. All participants and staff have a responsibility to contribute to the achievement of an environment that

- abides by the Global Training Institute culture
- promotes unity
- provides for a safe and productive learning environment
- is free from physical and mental abuse, and abusive/aggressive language to trainers, support staff, other participants and stakeholders

Therefore, in the case that you may be dissatisfied with aspects of the training environment and/or services offered, you are encouraged to raise the complaint with the person who is most likely to have the information to assist you with a resolution of your concern. To find the Complaints and Appeals Process Form Log onto the Online Student Area and download the form. Global Training Institute team members will be fair, courteous and helpful in all dealings with participants. Customer complaints are treated as opportunities to obtain feedback on our service performance and to identify ways we can improve in the future.

In the event that you are not satisfied that your complaint has been fully resolved, you may approach the Training Manager or the Registrar for assistance.

If your concern is of a private nature – feel free to contact the Institute and ask to speak to the Registrar personally. You will get an immediate acknowledgement advising what action will be taken and an approximate timeframe for resolution. In the event that complaints cannot be resolved internally, we will advise the participant of the appropriate body where they can seek further assistance

9.2 All **written complaints and appeals** will be treated "in confidence" and a decision relayed to the participant as soon as possible. Further details are available in the Complaints and Appeal Procedures.

9.3 Global Training Institute reserves the right to protect its participants, 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 student's enrolment will immediately be cancelled. Fees paid to this date may be refunded at the discretion of the Director. Assistance may be offered to the Student to find an alternate Registered Training Organisation.

10. Internal and External Review

10.1 Global Training Institute conducts regular reviews of its training and support services. All feedback from participants is welcome and will be included in internal reviews.

10.2 Global Training Institute has also agreed to participate in external monitoring and audit processes required by the Australian Skills Quality Authority. This covers random audits, audit following complaint and audit for the purposes of re-registration.

11. Course Fees, Record Keeping and Issuance of Certificates

11.1 Global Training Institute reserves the right to determine fees/costs for training and assessment services. Fees will vary according to the course and service required. All prices are available online or through individual quotes.

11.2 Global Training Institute will keep adequate records of the achievement of participants and participant financial records that fully reflect all payments and charges and balances due.

11.3 Issue of Certificates

Global Training Institute has client service standards to ensure timely issue of participant assessment results and Qualifications [Certificates, and Statement of Attainment]. Statement of Results and Certificates of Attainments will be issued and forwarded in accordance with the requirements of the training package/product and legislation.

11.4 Global Training Institute has policies and management strategies, which ensure sound financial and administrative practices.

11.5 Management guarantees the organisation's sound financial position and safeguards participant's fees until used for training and assessment.

11.6 We have a refund policy, which is fair and equitable. When Global Training Institute charge fees for participation in specific courses, the costs are clearly outlined in the promotional material or proposal. Please see the separate Refund Policy for procedures.

Course Completion, Course Fees for Qualification or Unit Coverage

11.7 Fees paid for this Course cover all study materials, assessment and administration costs (support and training time for 18 months from commencement).

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

- provide a tax invoice on request
- provide login details to access my online Student 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

11.8 Fees do NOT cover: (A written quote can be provided for each)

- Extra training and assessment outside of the completion time for your program or earlier specified date listed on enrolment form and in folder if program is being funded.
- Reassessment of any evidence past the 3rd time
- Additional replacement units require to complete course or qualification
- 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.

Fees can be paid in progress installments throughout the completion of the course. Progress payment amounts and installment intervals are determined prior to the commencement of a course – not applicable to Funded Programs.

11.9 Cancellation Fee

Global Training Institute reserves the right to charge a processing fee for cancelled courses.

Students and Students wanting to cancel from a course will need to follow the procedures outline in the student handbook.

11.10 Package pricing

Most of the qualifications can be completed via a Bronze, Silver or Gold package, with different features added in the packages eg length of access to course materials, additional support from trainers... Costing and inclusions for each package are outlined in the pricing section of the qualification outline on www.globaltraining.edu.au.

Payment Plan:

I agree to honour 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.

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 28 days prior to expiry date.

Global Training Institute will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the program/Course in the allocated time.

Once the allocated time for a given program/course has ended the student will no longer be provided with access to the Student Area, course material, course assessment and unlimited trainer support.

A quote will be provided for additional extensions required by a student.

Course Materials:

I acknowledge that:

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 Student Area is denied. Therefore it becomes the student's responsibility to save and/or copy content as required for reference purposes only and in accordance with copyright legislation.

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. You may not reproduce any part of the online Course Materials without the prior written consent of Global Training Institute.

12 Refund Policy

12.1 Global Training Institute Pty Ltd safeguards fees paid by participants. There is a well publicised refund policy, which recognises the rights and obligations of both participants and Global Training Institute, which is fair and equitable.

12.2 To ensure that a refund is available, participant fees will be kept in a separate account and only accessed by Global Training Institute when services have been rendered.

12.3 State and Federal Funded Programs – Course will be refunded as per training contract agreements with funding bodies.

13 Funded Qualifications

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

14 International Students (non Australian Residents)

As our name suggests, Global Training Institute provides online training around the globe. We believe that everyone benefits from the extended community that this brings.

Studying a formal qualification with Global Training Institute, is online training, and is NOT designed to gain you a student visa for Australia. If you choose to come to a residential or graduation, you may need a tourist visa. It is your responsibility to research the requirements and Global Training Institute will not accept any responsibility for costs incurred.

14.1 International Fee

As a Registered Training Organisation, based and licensed in Australia, the Australian Government has additional requirements that we must adhere to when providing accredited training with people from other countries. eg verifying authenticity

To cover these additional administration and communication requirements, a small international fee applies to our qualification and subject programs for non-Australian Residents. This fee is found on the pricing page on all programs that it applies too - www.globaltraining.edu.au.

Verifying Authenticity

Throughout your qualification, you will need to verify that the evidence you provide for your assessments is your own work. Forms to help you verify this will be provided to you.

14.2 English language requirements

English language requirements apply to anyone looking to live, work or study in Australia.

All of your study programs with Global Training Institute will be done in English. All assessments must be provided by you in English.

Although no formal English assessments are required by Global Training Institute, please use the following as a guide to the minimum English language requirements that you need to successfully complete your study.

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

Global Training Institute Entitlements to Refund Policy

This refund policy will apply to both Corporate (Group Nominations) and private individuals intending to participate in a course. Funding course participants – see 15.3.

Should Global Training Institute cancel a course intending participants are entitled to either:

- a full refund of deposits submitted for that course, or
- for such deposits to be credited to a future course.

Refunds are available to students on the following basis:

- at any time before the course begins: a full refund of fees is available on request, and upon return of course materials, less a \$200 administration fee to cover postage and administration
- after the commencement of a course, no refund is usually given.

If the participant has commenced a course but has cause to leave due to medical reasons (with a medical certificate) or extreme personal hardship, then fees will be individually calculated on a recovery basis, allowing Global Training Institute to retain or retrieve any expenses already incurred including tuition, material preparation, meals, administration, text books and trainer time, the balance of fees paid in advance will be refunded to the participant.

Should a participants wish to finalise incomplete studies in a future course within twelve (12) months of the start date of the original course, the tuition fee payable for a future course will be adjusted for the part of the course already completed and paid for. At all times Global Training Institute Pty Ltd reserves the right to determine the tuition fee payable for a future course.

Application for refunds must be made to the Director of Global Training Institute Pty Ltd.

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refund for eligible participants.

Consultancy and Coaching fees are not refundable. If a client 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.

Language, Literacy and Numeracy Courses

Institution	Contact Number
Centrelink	131 021
TAFE Qld	07 3259 4111
ETAS (WA) Pty Ltd	08 9409 7799
WELL	02 6240 7333
Queensland Council for Adult Literacy	07 3878 9944
Reading Writing Hotline	1300 655 506

Drug & Alcohol Support and Awareness Services

If you, or someone you know, are struggling with issues relating to drugs or alcohol, contact the following appropriate support service for assistance.

NB. All training involvements you may take part in with Global Training Institute (e.g. workshops) are alcohol, and drug free events.

Global Training Institute accepts no responsibility for any drug or alcohol related incidences that may occur on days where participants have attended training activities.

Victoria

24/7 counselling, information and referral. Confidential and anonymous.

Call: 1800 888 236

<http://www.health.vic.gov.au/drugs/directline.htm>

Western Australia

24/7 Counselling, referral, information and advice:

Call: 1800 198 024

<http://www.dao.health.wa.gov.au/>

Northern Territory

24/7 counselling, information and referral.

Call: 1800 131 350

http://www.health.nt.gov.au/Alcohol_and_Other_Drugs/Alcohol/index.aspx

New South Wales

A confidential anonymous information, advice and referral service:

Call: 1800 422 599

http://www.druginfo.nsw.gov.au/about_us/helplines

Australian Capital Territory

For information, advice and support:

Call: (02) 6207 9977

<http://www.health.act.gov.au>

Queensland

To locate nearest drug/alcohol/tobacco service centre:

Call: 1800 177 833

<http://www.health.qld.gov.au/atod/>

South Australia

24 hour confidential counselling and information:

Call: 1300 121 340

<http://www.dassa.sa.gov.au>

Tasmania

For information, advice and referral:

Call: 1800 811 994

<http://www.dhhs.tas.gov.au>