



GLOBAL

INSTITUTE OF EDUCATION

RTO: 31964 | CRICOS: 03936E



INTERNATIONAL STUDENT HANDBOOK **2024**



Message from the PEO

Thank you for considering Global Institute of Education as the organisation of choice to deliver your training needs. This Handbook will provide you with information about the services provided by Global Institute of Education and our approach to providing you with a safe and supported environment to participate in training and assessment. It also provides detailed information in an easy-to-follow format on:

- The regulatory framework for training in Australia
- Choosing and enrolling in a course of study
- Student support and welfare
- Training and assessment
- Changing study arrangements
- Information management
- Supporting legislation
- Comprehensive information about living and studying in Qld/Brisbane

This Handbook does not provide specific information about courses offered by Global Institute of Education. This information is contained in the Course Brochure or Course Information Booklet which will be provided separately.

As PEO of this organisation, I can assure you that I strongly support the implementation of all management and operational functions referred to in this Student Handbook. At Global Institute of Education, we adhere to a philosophy of continuous quality improvement that underpins the highest standards of training, facilities, and support services. When you choose to study with Global Institute of Education you are choosing to invest well in your future. Global Institute of Education will work with you and support you to achieve the outcomes you are studying towards while enjoying the Australian lifestyle and all it has to offer.

Prior to enrolment in one of Global Institute of Education's courses, you will have an opportunity to discuss the information in this Student Handbook with one of our team who will confirm that you have understood and had a chance to consider this information and what it means to you.

If you have any questions prior to enrolment or at any time while studying with us, please do not hesitate to contact myself or members of the Global Institute of Education team. I wish you all the best following your enrolment, welcome your feedback at any time, and look forward to an opportunity to meet you in the future.

Jagdeep Singh Chazzer

PEO



Global Institute of Education Contact Details

Principle Ececutive Officer:	Jagdeep Singh Chazzer
Training Manager:	Balwinder Singh
Overseas Student Support Officer:	Dalbir Singh
Phone:	(07) 3879 4142
Mobile:	0432 425 682
Address:	CTC ,Ian Barclay Building Room 1.4 460-492 Beaudesert Rd Salisbury , Brisbane 4107 QLD Australia
Website:	www.gie.edu.au
Email:	info@gie.edu.au
RTO registration Number:	31964
CRICOS provider number:	03936E





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Part 1: Overview

1.1 Regulatory framework for training in Australia

1.1.1 CRICOS registration

Global Institute of Education is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Registration on CRICOS allows Global Institute of Education to recruit, enroll, and teach overseas students studying, or intending to study, in Australia on student visas. CRICOS lists all Australian education providers approved to offer courses to overseas students, and details the courses offered by these providers. The register, which is managed by the Australian Government Department of Education is publicly available and can be searched by course or provider name/number. Please see the [Department of Education, Skills and Employment](#) website.

1.1.2 ESOS Framework

The Education Services for Overseas Students Act and associated legislation form the ESOS Framework. This is the legal framework which provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

The ESOS Framework is comprised of:

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2019](#)
- [Education Services for Overseas Students \(Registration Charges\) Act 1997](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [National Standards for Foundation Programs](#)
- [ELICOS Standards 2018.](#)
- [Education Services for Overseas Students Act \(TPS Levies\) Act 2012](#)
- [Education Services for Overseas Students \(TPS Levies - Risk Rated Premium and Special Tuition Protection Components\) Instrument 2016](#)

1.1.3 VET Quality Framework

The Vocational Education and Training (VET) Quality Framework governs the Australian vocational education and training sector and protects both registered training organisations and students. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards for training are met.

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

1.2 Overview of Global Institute of Education

1.2.1 Our organisation

Global Institute of Education is a vibrant and professional Registered Training Organisation (RTO). We offer courses in the highly sort after areas of:

- Horticulture
- Leadership and management
- Security Operations

Global Institute of Education is a quality assured RTO and CRICOS provider. You can view our registration record on the National Training Register under our name and/or Provider Number 31964 at www.training.gov.au

We are located at The Construction Training Centre (CTC) a quality, purpose-built education precent, 460-492 Beaudesert Road Salisbury, Brisbane QLD 4107.

Global Institute of Education's dedicated training room (s) are: 1.4 in Ian Barclay Building.

Theory Training Facilities include:

Our modern campus has excellently equipped classrooms, facilities, and resources. These include modern, air-conditioned classrooms equipped with audio and visual aids. Wi-Fi throughout the location, available at all times for our students.

Global Institute of Education also provides a cosy student lounge; a recreational area, offering students a welcoming lunchroom, a hot and cold-water dispenser, microwaves, two 520L fridges and comfortable sofas; and female and male toilet and shower facilities.







1.2.2 Our trainers

Global Institute of Education trainers are well informed and equipped to meet the unique requirements of overseas students. Trainers have the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate, to communicate information most effectively. Global Institute of Education strictly adheres to the Standards for RTOs 2015 to continue delivering training services of the highest quality to their students. As a CRICOS provider Global Institute of Education also complies with the Standards articulated in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Global Institute of Education recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by Global Institute of Education have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants.

1.2.3 Global Institute of Education quality management approach

Global Institute of Education CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Global Institute of Education to capitalise on these opportunities for improved practice.

Student feedback is critical to our continuous improvement policy. Global Institute of Education supplies feedback forms to all students at several points during each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports. Along with these formal feedback methods, students are encouraged to give feedback throughout their enrolment. Feedback from overseas students on their satisfaction with services is highly valued as Global Institute of Education strives to successfully meet your unique needs and aspirations.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Global Institute of Education has developed a best practice register which will include a written record of all improvement strategies.

Modes of Delivery

Each of the programs offered by Global Institute of Education includes a combination of training and assessment modes. The intention is to ensure the student has an enjoyable and positive learning experience.

Examples of modes of delivery include:

- Face to face theory training
- Face to face practical training
- Short answer question assessment
- Case study assessment
- Project assessment
- Practical assessment
- Self-paced study

1.2.4 Student protection

It is the intention of the CEO of Global Institute of Education that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by Global Institute of Education CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.



The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with Global Institute of Education. However, this guarantee in no way ensures a successful qualification outcome. Where students are affected by unavoidable circumstances or not making satisfactory progress Global Institute of Education will work with students to ensure their rights are protected. This may include but is not limited to:

- A pro-rata refund of course fees
- Facilitating the transfer of the student's study to another suitable RTO
- Implementation of the Tuition Protection Scheme

If Global Institute of Education is unable to provide a refund or place you in an alternative course the Australian Government's [Tuition Protection Service](#) (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.

1.2.5 The 'Student's Journey'

Global Institute of Education PEO has identified the audit approach implemented by ASQA since June 2016. This represents a change to the traditional audit approach applied by regulators.

Key features include:

- Greater use of risk analysis and intelligence to trigger audits ('proactive regulation')
- Greater focus on the student's experience and Global Institute of Education's practices and behaviours
- Options for longer, standard, or earlier notice periods
- Scope of audit is flexible, based on intelligence and provider profile
- Information used to inform audit drawn from a wider range of sources including intelligence from other government agencies.
- Greater student input
- Audit outcomes reported against the phases of the student's experience.

Key phases of the 'student experience' include:

- Marketing and recruitment
- Enrolment
- Support and progression
- Training and assessment
- Completion

Each of the policies, procedures and systems described in this Student Handbook support ASQA's audit model. Each staff member and in particular each trainer and assessor will ensure the student's experience will provide the best opportunity for a positive vocational outcome.

We sincerely hope your journey as a student with the Global Institute of Education will be most enjoyable.

Part 2: Choosing and enrolling in a course of study

2.1 Why choose the Global Institute of Education?

Global Institute of Education is committed to a professional approach to all aspects of marketing courses and services that uphold the integrity and reputation of the Vocational Education and Training (VET) sector by ensuring marketing is not false or misleading and is consistent with Australian consumer law. Global Institute of Education delivers specialised training and assessment services which include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for students with disabilities

- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information technology (IT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs customised to the workplace.

As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Global Institute of Education has in place a process and mechanism to provide all clients information about the training, assessment, and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Global Institute of Education will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While Global Institute of Education guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Global Institute of Education.

2.1.1 Course information provision

Global Institute of Education will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Global Institute of Education. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source this Global Institute of Education student handbook, available as PDF document on Global Institute of Education website: www.gie.edu.au

Global Institute of Education will provide the following information specific to each student:

- the code, title, and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - estimated duration of the services
 - expected locations at which the services will be provided
 - expected modes of delivery
 - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that Global Institute of Education requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide
- the educational and support services available to the student.



Where there are any changes to agreed services, Global Institute of Education will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third-party arrangements.

2.2 How do I enroll

To study in Australia with Global Institute of Education you will need to apply for both admission to Global Institute of Education and for a student visa from the Australian Government. Enrolment is initiated by contacting Global Institute of Education via email or phone. An enrolment form and literature on the course(s) being considered and any other relevant documentation to support you through the enrolment process will be sent to you via email.

There are several steps you must then go through once you have decided to study with Global Institute of Education including:

1. Deciding on your preferred course
2. Submitting your application to Global Institute of Education
3. Receiving and accepting a Letter of Offer which when signed becomes a formal agreement with Global Institute of Education
4. Receiving your electronic Confirmation of Enrolment (eCoE).
5. Applying for your student visa.

2.2.1 Deciding on your preferred course.

As an overseas student, you can only study a course with an education institution listed on the CRICOS. Being CRICOS registered means Global Institute of Education has met the quality standards set out in Australian law, which ensures you receive the best possible training. CRICOS is a good place to start when you want to find a course or RTO to study with, and can be found at: [Commonwealth Register of Institutions and Courses for Overseas Students](#) (CRICOS)

What courses can I study with the Global Institute of Education?

All programs aligned to the qualifications and units of competency contained in the BSB Business Services; AHC Horticulture, Automotive and CPP Property Services Training Packages.

Currently Global Institute of Education is able to offer students accredited training in the following Qualifications:

Course	Duration
BSB50420 Diploma of Leadership and Management	52 Weeks
BSB60420 Advance Diploma of Leadership and Management	78 Weeks
BSB80120 Graduate Diploma of Management (Learning)	52 Weeks
AHC30722 Certificate III in Horticulture	52 Weeks
AHC50422 Diploma of Horticulture Management	78 Weeks
AUR30620 Cert III in Light Vehicle Mechanical Technology	78 Weeks
AUR40216 Cert IV in Automotive Mechanical Diagnosis	26 Weeks
CPP20218 Certificate II in Security Operations	08 Weeks

Global Institute of Education directors have identified a market need for people from overseas who are currently visiting Australia who seek training that will assist them to gain part time employment: After you have met the requirements of your qualification, you will be issued the relevant Diploma or Certificate with an academic transcript listing all of the units of competency you have achieved. Nationally recognised qualifications are made up of individual units of competency. If you do not meet all of the course requirements but have completed the requirements for one or more units of competency, you will be issued an AQF Statement of Attainment for the unit(s) you have completed.

How is training delivered?

Training courses with Global Institute of Education are delivered by:

- Face to face classroom training

- Face to face practical training
- Blended learning

What are the prerequisites?

There are no prerequisites for the qualifications offered by Global Institute of Education.

2.2.2 Submitting your enrolment application to Global Institute of Education

Apply for admission.

You will need to prepare supporting documentation to send with your application. The documents vary depending on the course and qualification you are studying for and will be advised in the course literature we will provide to you. The most important documents include:

- Certificates that verify your previous study, including qualifications you already have
- Evidence of your English language proficiency
- Certificates or documents which verify previous study or work experience if you are seeking course credits. These must be translated into English.

Direct to Global Institute of Education

To apply directly, download the application form from Global Institute of Education's website. If you are applying for courses at another organisation you will need to submit a separate application to each organisation.

Your first step is to complete the Expression of Interest form on the website. Or complete the Expression of Interest form sent to you or given to you by an Education Agent or by a Global Institute of Education staff member.

When you return the form, you'll be contacted and start the next steps.

Through local education agent

An education agent can tell you about your options for studying and living in Australia and assist with your visa and institution applications. In many cases, agents have had experience studying in Australia and can share their experiences with you. In addition, because they are dealing every day with application and visa application requirements, they will be able to give you guidance for your situation. Details on the agents GIE works with can be found on our website or by contacting us directly.

Through an Australian education agent

Global Institute of Education directors have identified that students who are already in Australia studying at a university, or another RTO will seek to take part in a secondary training course that will assist them to gain part time employment. It's a requirement for any RTO that offers training to overseas students to hold CRICOS registration.

Naturally, students enrolled with Global Institute of Education may also enrol in a secondary course.h in Australia and overseas:

- Are engaged specifically by Global Institute of Education
- Have a written, formal contractual agreement with Global Institute of Education
- Are registered as a training partner on ASQA's portal: ASQANet.gov.au
- Comply with the [Australian International Education and Training Agent Code of Conduct](#).

Note: If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact Global Institute of Education

Once you have decided on which course the next step is to apply for admission.

Student selection

Enrolment and admission into some Global Institute of Education training programs is subject to meeting certain entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment.

Enrolment applications will then be assessed to ensure that you meet any entry requirements that have been set for the selected course. You will be informed of successful enrolment and sent



information on the course and their course induction. If you do not meet the requirements for the selected course, you will be notified of your unsuccessful enrolment and invited to contact Global Institute of Education to discuss your training needs and alternative opportunities.

2.2.3 Receiving and accepting a Letter of Offer.

If your application is successful, you will receive a 'Letter of Offer' which when signed becomes a formal agreement with the Global Institute of Education. To confirm your offer, you must respond to this letter by signing and sending an acceptance of the offer back to the Global Institute of Education. This can be done by mail or by scanning and emailing the letter. The Letter of Offer is a contract between you and the Global Institute of Education. It sets out the:

- Course you will be enrolled in
- Enrolment conditions
- Fees you need to pay, and
- Refund payable if you do not complete your course with that provider.

This contract is very important – if you do not start your course, or finish your course, this written agreement will be used to determine if you will receive a refund. It is strongly recommended that you:

- Read the Letter of Offer carefully before you accept it.
- Make sure that you understand all your rights, including the refund arrangements.
- Do not accept the Letter of Offer if you are not happy with any of its terms.
- Keep a copy of the Letter of Offer. You will need this copy so that you are aware of your rights and if you have to make a claim against the Global Institute of Education.

2.2.4 Receiving your electronic Confirmation of Enrolment (eCoE)

After you have accepted your Offer and paid your deposit you will receive an 'Electronic Confirmation of Enrolment' (eCoE) by email. This will outline your course start date, total course fees and how long your course will run for.

2.2.5 Applying for your student visa.

In order to be eligible for an Australian Student Visa, Subclass 500 Student Visa you must be pursuing a registered full time course with a Registered Training Organisation (RTO) that is listed on the [Commonwealth Register of Institutions and Courses for Overseas Students](#) (CRICOS) It is important to fulfil the [student visa application conditions](#) to avoid delays in processing times.

Pre-Application

Take a few minutes to view the application checklist on the [Department of Home Affairs](#) website.

As a guide, the typical key requirements you will need to meet are:

- Issued an electronic Confirmation of Enrolment (eCoE) certificate
- Proof of funding that covers tuition fees and one year of living as well as travel for arriving to Australia
- English language to International [English Language Testing System \(IELTS\)](#) band 5.5
- Demonstrate good character. [Signed forms](#) from reputable people in your country
- Acceptable [Overseas Student Health Cover \(OSHC\)](#)

Scan these documents and retain them on your computer in preparation for your application.

Online Application

Step 1 - Get a confirmed place in an RTO. (Confirmation of enrolment or Letter of offer will do.)

Step 2 - Apply for your student visa via your [ImmiAccount](#). (All student visa applications are processed online).

Step 3 - Complete an Australian Student Visa application form online from your ImmiAccount.

Step 4 - Upload scanned copies of required documents. A checklist to get you started on your Visa application may be viewed on the [Department of Home Affairs](#) website.

Step 5 - Pay the [Australian student visa application fees](#). This is usually AU\$620 in most cases, but the cost depends on your home country.



Step 6 - Wait until your visa is confirmed. We recommend that you do not purchase your flight ticket until your visa comes through.

Post Application

You can track the status of your application using a Transaction Reference Number (TRN). This is a unique code assigned to every online application. You will have to log into your ImmiAccount to check on this.

After the online application process The Australian Department of Border Protection and Immigration will ask you to attend an interview. Apart from an interview you will be expected to provide a police clearance certificate and biometric information.

Once you have received your visa, there are requirements you must meet in order for it to remain valid, including.

- You must remain enrolled and maintain satisfactory course progress and attendance
- If you wish to change your qualification level, you will need to apply for a new student visa
- Provide your Australian address to your institution so they can contact you, and let them know if you change address
- You must continue to be able to support yourself financially while you are in Australia
- Do not breach the working conditions applicable to your visa.

2.3 Fees

2.3.1 Fees and charges

Global Institute of Education operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Global Institute of Education management.

Fee information is available via:

- 2.3.1.1.1 Global Institute of Education website
- 2.3.1.1.2 Global Institute of Education program brochures
- 2.3.1.1.3 Global Institute of Education Student Handbook
- 2.3.1.1.4 Direct email from Global Institute of Education

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both Global Institute of Education and our clients will be protected.

Global Institute of Education will provide the following fee information, to each student:

- 2.3.1.1.5 The total amount of all fees including course fees, administration fees, materials fees and any other charges
- 2.3.1.1.6 Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- 2.3.1.1.7 The nature of the Student Protection offered by the Global Institute of Education to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- 2.3.1.1.8 The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and Global Institute of Education's refund policy.

2.3.2 Fee structure

Each qualification and unit of competency offered by Global Institute of Education has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

It is Global Institute of Education's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees, or expenses.



Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Tuition fees are:

Course	Fees (AUD)
BSB50420 Diploma of Leadership and Management	12,000
BSB60420 Advance Diploma of Leadership and Management	16,000
BSB80120 Graduate Diploma of Management (Learning)	15,000
AHC30722 Certificate III in Horticulture	12,000
AHC50422 Diploma of Horticulture Management	18,000
AUR30620 Cert III in Light Vehicle Mechanical Technology	19,900
AUR40216 Cert IV in Automotive Mechanical Diagnosis	8,500
CPP20218 Certificate II in Security Operations	1,800

Enrolment fee \$500

(Non-refundable)

Material Fee \$500

Re-submit fee \$200

No re-submit fee applies.

Re-assessment fee \$400

No re-assessment fee applies.

Re-issue Student card \$50

Re-submit fee

Produce partial completion \$150

statement of attainment

Re-print certification

Where the student requests a new copy of their certification, the following fees apply:

2.3.2.1.1 Statement of attainment \$25.00+GST

2.3.2.1.2 Qualification (with academic transcript) \$25.00+GST

2.3.1 Payment planning

As an overseas student studying with Global Institute of Education you can choose to pay more than 50% of tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if (for example) the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Global Institute of Education may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Global Institute of Education does not require you to pay more unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Global Institute of Education may organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement will include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

Tuition fees must be paid in accordance with an agreed payment plan or as indicated in the Student Agreement. If a student is late in the payment of fees, they will be notified by two reminder letters and subsequently a notification of intention to cancel enrolment.

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However, this is a last resort and students are encouraged to speak to the Overseas Student Support Officer if they are experiencing financial difficulties before fees become overdue. Global Institute of Education reserves the right to refuse access to training and assessment if fees have not been paid and no alternative payment plan has been agreed to.

2.3.2 Methods of payment

Students may make payments to Global Institute of Education by any of the following means:

- 2.3.2.1.3 Cash
- 2.3.2.1.4 Cheque/Money Order
- 2.3.2.1.5 EFTPOS
- 2.3.2.1.6 Credit Card (MasterCard and VISA only)
- 2.3.2.1.7 Direct Deposit
- 2.3.2.1.8 BPay and Australia Post BillPay (selected locations only)
- 2.3.2.1.9 PayPal (selected locations only)

GST

All nationally recognised qualifications, accredited courses and units of competency delivered by Global Institute of Education are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment Receipts

A tax invoice/receipt will be issued for all payments.

Refunds Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees are non-refundable under any circumstances, except in the unlikely circumstances where Global Institute of Education is unable to provide the course.

2.3.3 Full Refund:

Global Institute of Education has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid (less administration and enrolment fee charge) in the following circumstances:

- 2.3.2.1.10 Application for a Student Visa is unsuccessful: In this case Global Institute of Education, reserves the right to retain an administration charge of AU\$500. Refund of any balance pre- paid course money will be made within 4 weeks. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to GIE upon visa refusal.
- 2.3.2.1.11 In the unlikely event that Global Institute of Education is unable to deliver your course in full, you will be offered a refund of all unused tuition fee you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided.
- 2.3.2.1.12 Alternatively, you may be offered enrolment in an alternative course by Global Institute of Education at no extra cost to you.
- 2.3.2.1.13 You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Global Institute of Education is unable to provide a refund or place you in an alternative course the Australian Government's [Tuition Protection Service](#) (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- 2.3.2.1.14 Global Institute of Education reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enrol in a similar course at Global Institute of Education all fees will be refunded within 4 weeks.



Partial Refund:

Global Institute of Education will make a partial refund of tuition fees in the following circumstances. If written notice of withdrawal is received from a student at least 28 days prior to the commencement of the studies, the tuition fees are refundable, less an administration charge of A\$200 and where applicable, less any agent's fee: or

- If written notice of withdrawal is received from a candidate less than 28 days prior to the commencement of the term, 50% of the tuition fees (if paid in full) are refundable less an administration charge of AU\$200 and where applicable, less any agent's fee.

No Fee Refund:

- If a student withdraws from, cancels, or fails to attend a program or course after the start of the program, except for visa refusal, Global Institute of Education will not refund any of the fees paid for that program or course semester. The student will be required to pay any outstanding balances for the course. No refund will be issued for the fee paid to Global Institute of Education for [Overseas Student Health Cover](#) (OSHC), airport pick-up, or accommodation bookings.
- Refunds for any fee received by Global Institute of Education on behalf of the student for services other than tuition fees must be requested from the company delivering the service and Students will be subject to the respective companies refund policies.
- If an extension to the student's visa is not granted and the course has commenced a refund will not be issued to the student for the course duration that has already finished.

If the student seeks and is granted approval by Global Institute of Education to transfer to another provider prior to completion of six months study of the principal course, no refund of any course fee paid in advance will be granted. Any outstanding fees for the course must be paid prior to r

- If the student's enrolment is cancelled because of infringement of Global Institute of Education's disciplinary Policy or breach of Student visa conditions, no refund of any course fee will be granted.

Procedure - Refund:

To apply for a refund, a written claim, stating reasons and relevant details must be submitted on the Refund Request Form to the CEO. The application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case-by-case basis for the approval. Approved refunds will only be released to the person who entered the contract with Global Institute of Education and will not be provided to a third party. All refunds are paid electronically; no refunds will be paid in cash.

Agreeing to the Refund Policy does not remove the right of the student to take further action under Australian.

Consumer Protection Law or to pursue other legal remedies. Please refer to the Complaints Appeal Policy.

In case, the student is transferring to another institution in Australia (subject to Visa conditions), any refund may be remitted to that institution, as authorised by the student or their guardian. Global Institute of Education will provide the student with a statement detailing the calculation of the refund.



2.3.3 Protecting fees

Global Institute of Education will ensure that student's prepaid fees (including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner. Global Institute of Education's financial management policy and procedure specify that fees paid in advance are not transferred to the operating account until training commences.

Where fees are not collected in advance from individual students i.e., invoice in arrears, Global Institute of Education will send each client/student an invoice after training is completed.

Tuition Protection Service

In the unlikely event that Global Institute of Education is unable to deliver a course that has been paid for, we will offer the student an alternative course or, if they do not accept the alternative course, pay the student a refund of unspent prepaid tuition fees. If Global Institute of Education is unable to meet these obligations for some reason, the Tuition Protection Service (TPS) will assist the student in finding an alternative course or getting a refund if a suitable alternative is not found.

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its (TPS). The TPS ensures that international students are able to either:

- complete their studies in another course or with another training organisation, or
- receive a refund of their unspent tuition fees.

The TPS may also assist students who have withdrawn from, or not started, their course and are eligible for a refund of tuition fees and the institution has not paid them.

For more information on Australia's TPS you may refer to the Australian Government's [Tuition Protection Service](#).

Part 3: Student support and welfare

3.1 Student focus

Global Institute of Education is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a student focused operation where Global Institute of Education prioritises the support and welfare of overseas students from both an academic and non-academic perspective. Global Institute of Education staff are kept updated on their obligations under the ESOS framework and the potential implications for overseas students studying in Australia. Global Institute of Education exercises a duty of care and genuine interest in ensuring students enjoy and benefit from Australia's world ranked VET system.

Global Institute of Education takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of Global Institute of Education, they will be referred to an appropriate service or an alternate training organisation. Global Institute of Education will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the Global Institute of Education.



3.1.1 Rights and responsibilities as an overseas student

Rights

Global Institute of Education will guarantee and respect the rights of all students to:

- Receive current and accurate information about the courses, entry requirements, all fees and modes of study from Global Institute of Education and/or Global Institute of Education's agent before you enrol.
- Sign a written agreement with Global Institute of Education before or at the time you pay fees. You do not have to pay Global Institute of Education any money or fees until you accept the agreement.
- Seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement with Global Institute of Education.
- Get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if in the unlikely circumstance that Global Institute of Education is unable to teach your course (known as a provider default)
- Have prior learning, acquired competencies and experience appropriately recognised in determining their requirements for training and assessment
- Trainers who will:
 - Provide training of a high quality that recognises and appreciates student's individual learning styles and needs
 - Provide learning and assessment resources required to complete assessment activities
 - Give clear instructions as to what is expected of students during training
 - Determine if you pass the unit/subject and advise you of whether you are assessed as competent or not yet competent. Competencies are not scaled or marked as a percentage.
- Be treated with dignity and fairness and that Global Institute of Education will observe their duty of care.
- Efficient handling of administrative matters by Global Institute of Education
- Access Global Institute of Education's complaints and appeals processes with respect for privacy and confidentiality.
- Request to transfer to another institution and have that request assessed by Global Institute of Education.

Responsibilities

All overseas students on a student visa, have a responsibility to:

- Comply with your student visa conditions
- Ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- Tell Global Institute of Education if you change your address or other contact details
- Meet the terms of your written agreement with Global Institute of Education
- Maintain satisfactory course progress and attendance.
- Adhere to the Global Institute of Education Code of Conduct
- Understand information about visa conditions for student visa holders is available on the [Department of Home Affairs'](#) website.
- The Department of Home Affairs is available on the phone between 9.00am and 5.00pm Monday to Friday on:
 - Within Australia 131 881
 - Outside Australia +61 2 6196 0196



3.1.2 Code of Conduct

Global Institute of Education makes every effort to practice cooperation and mutual respect in all internal and external dealings and to uphold high quality, professional and ethical working relationship with all other staff members, management, and students. The same disciplined behaviour is expected of overseas students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Misconduct

Misconduct of a student is any behaviour which:

- Disrupts the learning of others.
- Prevents staff members from performing their duties.
- Endangers the health and safety of staff or students/trainees.
- Interferes with the conduct of Global Institute of Education operations

Participation by a student in the following examples of behaviour would constitute misconduct:

Vandalism/Theft

- Defacing equipment, furniture, or fixtures on premises under the control of Global Institute of Education
- Stealing

Safety/Hygiene

- Not wearing appropriate safety clothing or used safety equipment inappropriately.
- Not following safety or hygiene regulations

Failure to Comply with Directions

- Refusing to obey emergency procedures.
- Smoking a cigarette in a non-smoking designated building
- Refusing to obey teacher/supervisor direction when given for safety of class.
- Disrupting others learning

Mobile phones and electronic equipment

- Inappropriately using of phones, cameras, and other recording devices electronic devices in class

Computing and electronic resources

- Misusing Global Institute of Educations' computing and electronic resources including accessing websites containing illicit, obscene, or violent material or content, downloading music, movies or other files illegally or knowingly installing or bringing malicious or illegal software onto the Global Institute of Educations' computers.

Cheating/Plagiarism

- Cheating in an

assessment/examination Plagiarising

another person's work

- Shouting at a member of staff, student, or another person
- Using inappropriate or offensive language, signs, or body gestures
- Using language to threaten a member of staff.

Physical abuse

- Being involved in a physical argument
- Being involved in a behaviour not appropriate to surroundings

Using physical threatening actions to intimidate or assault another student or a staffmember.

Alcohol/Drugs

- Drinking an alcoholic drink on premises under the control of Global Institute of Education
- Being intoxicated and disorderly on premises under the control of Global Institute of Education
- Engaging in the taking or selling of drugs



Weapons

- Carrying a weapon on their person on premises under the control of Global Institute of Education
- Using an object as a weapon to threaten or intimidate another person on premises under the control of Global Institute of Education

Exposure /Indecency

- Acting in a lewd way
- Engaging in offensive sexual behaviour

Social Media

- When using social media, students should respect the integrity of the College and fellow students and staff by refraining from stating non facts in a derogatory or insulting manner. All students are required to apply a high level of professionalism when communicating, socialising, or networking using any media or facility. None of the material published concerning Global Institute of Education and its stakeholders shall, in all circumstances, be perceived as being menacing, harassing or offensive in any way.

Failure to comply with may result in disciplinary action, including cancellation of studies.

Consequences of Misconduct

If the student has acted in or engaged in any misconduct referred to above the following steps shall be taken.

- First offence - A verbal warning shall be issued, and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this warning signed by the person issuing and the student will be kept on the student's file.
- Second offence - A formal written warning will be issued to the student advising of impending removal of academic privilege if the behaviour continues. A record of this written warning, signed by the Chief Executive Officer, the person issuing the warning and the student will be kept on the student's file.
- Third offence - will result in the removal of academic privilege by Global Institute of Education. The student will be required to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing and any comments by the student in relation to the misconduct should be documented. A copy of this record signed by the Chief Executive Officer, the person issuing the disciplinary action and the student will be placed in the student file.

If the student has acted in, or engaged in any **serious misconduct** based on the above including breach of Australian law the following steps shall be taken:

The student shall be immediately suspended for 24 hours from attendance at class.

1. The trainer shall advise the Principle Executive Officer immediately and provide a written statement, which details the circumstance of the student suspension.
2. The procedure for a third offence will be followed.
3. The student shall also be advised in relation to their right of appeal against certain penalties.

The Chief Executive Officer shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:

- Modify or dismiss the charge.
 - Reprimand and warn the student/trainee against repetition of the breach of discipline.
 - Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove academic privilege.
 - Cancel the student's visa.
- 4.

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- Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
- Remove academic privilege.
- Cancel the student's visa.

3.2 Getting started.

3.2.1 Pre-course evaluation

A pre-course evaluation of each overseas student is conducted by Global Institute of Education. Questions are designed to identify the student's needs so Global Institute of Education staff members can evaluate any requirements the student may have to improve their learning experience and outcome. These questions are integrated within the enrolment form.

The designated Global Institute of Education staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Global Institute of Education staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy, and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e., large print
- Learning and assessment programs customised to the workplace

3.2.2 Orientation and induction programs

Orientation

Global Institute of Education provides overseas students with a comprehensive orientation program about living and studying in Australia. Global Institute of Education's highly qualified and dedicated staff ensures the organisation has capacity to provide support and advice to students requiring assistance at no additional cost. A dedicated Overseas Student Support Officer is available outside standard hours to help or refer students as required.

Global Institute of Education's orientation program is available through scheduled orientation presentations as well as through the website and scheduled information sessions, as well as updates via email and text messages as required, ensuring the flexibility to meet the needs of students commencing at different times who may be of different ages and cultural backgrounds. It is supported by this Student Handbook, and various resources in both electronic and hard copy format. Information provided at orientation, incorporates local context where appropriate and covers areas ranging from study assistance options to the social and cultural norms which overseas students need to be aware of to live and successfully train Australia.

Global Institute of Education's orientation program covers:

- English language and study assistance/tutoring programs
- Learning support services appropriate to the course being undertaken
- Legal services
- Emergency services
- Health and disability services
- Counselling and mental health support
- Housing and tenancy services
- Advice on personal security and safety
- Services providing information on employment rights and conditions, and resolution of workplace issues.

Induction

On successful completion of the enrolment process, all students will undergo an induction program which will cover more specific areas related to training including:

- Introduction to Global Institute of Education staff and resources available to assist your training
- Tour of and Information on all Global Institute of Education facilities and resources
- Confirmation of the units of competency in the course and qualification to be issued
- How training will be conducted and the method, format, and purpose of assessment
- Learning and assessment resources to be provided
- Requirements for course attendance and progress including holidays and other leave
- Student Card
- Overview of the support services offered by Global Institute of Education, especially for those students who might require additional language, literacy, or numeracy support
- Explanation of the appeals and complaints procedures
- Career and AQF pathways available to overseas students

Student Card

In order to obtain a student card, students must organise with the Overseas Student Support Officer to have a photo for taken for student identification. The student card will contain the student's:

- Full name
- Photograph
- Identification number
- Course commencement and
- Completion dates.

Students must carry the Global Institute of Education student card at all times when on the training site.

Global Institute of Education student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee may be charged.

Student holidays

Full-time students are required to study for a minimum of 44 weeks per year. Students are therefore eligible to take total of 8-week holidays during your course Please refer to the conditions below:

Conditions of holidays:

- Only one holiday period per semester can be granted. Holidays cannot be accrued or taken at the conclusion of your study.
- Requests for leave will not be approved if your attendance or course progress is unsatisfactory. To apply for holiday, students must submit a leave application form to the administration staff at Global Institute of Education along with the relevant documents.
- If a holiday request is successful, students will be issued with a letter indicating the dates and advice to refer to any visa restrictions placed on travel or work.
- Students must plan a holiday to align with their study program and ensure that holiday periods do not clash with any required subjects for the course.



- The total course fees are due regardless of whether a holiday is taken.

Note: Classes will not be held on Public Holidays or over the Christmas/New Year Period.

Other forms of leave

Medical Leave Those who are absent through illness or injury, must inform Global Institute of Education and supply evidence of this condition with a doctor's certificate.

Other Excused Absences Compassionate leave will be granted where exceptional circumstances beyond a student's control prevent course attendance e.g., bereavement. Appropriate evidence should be provided.

3.2.3 Critical incidents

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.' Critical incidents can affect an overseas student's ability to undertake or complete a course. Critical incidents may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Domestic violence, physical, sexual, or other abuse
- Other non-life-threatening events.

Global Institute of Education's critical incident policy specifies procedures to follow in the event of a critical incident which include:

- Contact information for the police, Department of Home Affairs, the overseas student's family, and any other relevant organisations that may be able to assist.
- Steps to immediately act and resolve or address the critical incident
- Requirements for a written record of any critical incident and remedial action taken (to be kept for at least two years after the overseas student ceases to be an accepted student).

Global Institute of Education's critical incident team is:

- Dalbir Singh
- Balwinder Singh

Please contact Global Institute of Education's Student Support Officer if you experience, witness, or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0432 425 682

3.3 Student support

Global Institute of Education will make all reasonable effort and utilise a variety of available methods to assist all overseas students achieve the required competency standards to complete training programs. Global Institute of Education will determine the support needs of individual students and provides access to the educational and support services necessary for the student to achieve the required level of competency in all areas of study. Global Institute of Education will continue to develop strategies to make support available where gaps are identified.

It is a requirement that all staff members do their utmost to meet the needs of students. Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Global Institute of Education staff members in the event that they are experiencing difficulties with any aspect of their studies. In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Global Institute of Education who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

3.3.1 Flexible delivery and assessment procedures

Global Institute of Education recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Global Institute of Education respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) will not be altered in any way. Standards expected will remain the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

3.3.2 Access and equity

Global Institute of Education is committed to practicing fairness and providing an equal opportunity for all current and potential overseas students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level or any other perceived difference in class or category. Global Institute of Education ensures that its practices are as inclusive as possible and do not unreasonably prevent any students from accessing its services. Global Institute of Education will address access and equity matters as a nominated part of operational duties. If any student or staff member has issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Global Institute of Education's management for consultation.

3.3.3 Language, literacy, and numeracy assistance

Global Institute of Education course information and learning materials contain written documentation and in some cases, numerical calculations. A condition of enrolment in any Global Institute of Education training program is demonstrated English language to International English Language Testing System (IELTS) band 6. This requirement is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Opportunities to confirm or achieve this level are available online in your home country. For more information refer to the [IELTS](#) website. The official Australian IELTS website.

IELTS information and training organisations include but are not limited to:

- [English tutors online](#). A repository of English teachers
- [Udemy for Business](#).
- [IELTS](#) Tuition and testing information
- [IELTS for immigration to Australia](#)
- [Cambridge](#) English tuition and assessment
- [The Student Housing Company](#). A guide to IELTS Australia
- [Department of Home Affairs](#) Proficient English

Students who have been enrolled and begun their study who experience language, literacy and numeracy difficulties will be provided additional assistance. Please refer to 3.3.1 for details.

In the event that a student's needs exceed the ability of Global Institute of Education staff to assist the student will be referred to an external training agency, so they have the opportunity to obtain the skills required to complete the training program.

Students may be referred to: [The Business School](#) to complete an English for Academic Purposes (EAP) course. CRICOS course code: 0101894; RTO Number: 45230 CRICOS Provider Number: 03828

3.4 Overseas student visa requirements

3.4.1 Overseas student's welfare

The directors of Global Institute of Education have made the decision not to accept enrolments from students who are under 18 years of age.



When Global Institute of Education enrolls an overseas student, it will meet all legislative and regulatory requirements relating to welfare and protection. Irrespective of whether Global Institute of Education is taking responsibility for the welfare arrangements, or the Department of Home Affairs has approved a nominated guardian, Global Institute of Education will provide students age and culturally appropriate information on:

- Who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to Global Institute of Education
- Seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

In cases where the student's visa is issued under the arrangement that they will have accommodation, support and general welfare arrangements approved by Global Institute of Education, this responsibility will be managed in accordance with the Migration Regulations and Global Institute of Education will:

- Nominate the dates for which Global Institute of Education accepts responsibility and advise the Department of Home Affairs.
- Ensure any adults involved in or providing accommodation and welfare arrangements to the student have all working with children clearances.
- Implement documented processes for verifying that the student's accommodation is appropriate to the student's age and needs prior to the accommodation being approved and at least every six months thereafter.
- Include as part of Global Institute of Education's critical incidents policy, a process for managing emergency situations and when welfare arrangements are disrupted for students.
- Maintain up-to-date records of the student's contact details including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare
- Advise the Department of Home Affairs in the form required as soon as practicable if the young person will reside with a parent or nominated relative approved by Department of Home Affairs and a [Confirmation of Appropriate Accommodation and Welfare](#) (CAAW) is no longer required and within 24 hours if the Global Institute of Education is no longer able to approve the student's welfare arrangements
- Have documented policies and processes for selecting, screening and monitoring any third parties engaged by Global Institute of Education to organise and assess welfare and accommodation arrangements.

3.4.2 Monitoring progress

Global Institute of Education recognises the importance of supporting students to maintain satisfactory course progress to achieve their intended learning outcomes and as a condition of their student visa. It is expected that a student participates actively in class discussions and activities, attends any practical training, and fulfils all course requirements eventually achieving competency in all units undertaken.

Global Institute of Education has rigorous processes in place to:

- Inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements if required.
- Specify the expected duration of study in the student's Confirmation of Enrolment (CoE) (which must not exceed the CRICOS registered duration for the course).
- Identify, notify, and assist overseas students who are at risk of not meeting course progress through the implementation of an appropriate intervention strategy.

If online or distance learning is offered (up to one-third of their course only) Global Institute of Education will ensure that the overseas student is studying at least one unit that is face-to-face in each study period. The only exception will be if the student is completing the last unit of their course that is only available online.



Intervention strategy

An intervention strategy proposed by Global Institute of Education to a student may include but is not limited to the following strategies which will be agreed in writing and monitored:

- Regularly attend classes
- Attend academic skills programs
- Attend course-specific additional tutorials
- Attend study clubs or study groups.
- Attend English language support classes.
- In conjunction with the student, reviewing learning materials and providing students with information in a context that they can understand
- Provide extra time to complete tasks
- Provide access to supplementary or modified materials
- Provide supplementary exercises to assist understanding
- Receive assistance with personal issues which are influencing academic progress.
- Attend mentoring and attending counselling sessions.
- Being placed into a suitable alternative course within a program or a suitable alternative program.
- Reduction in enrolment load with a combination of one or more of above
- Other interventions that may be agreed to.

3.4.3 Extending course duration.

Global Institute of Education will only extend the overseas student's enrolment if:

- Global Institute of Education has assessed that there are compassionate or compelling circumstances*
- Global Institute of Education has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements
- An approved deferral or suspension of the overseas student's enrolment has occurred.
- If the Global Institute of Education extends the duration of an overseas student's enrolment, the student will be advised to visit the Department of Home Affairs website to seek advice on any potential impacts on their visa.

Note: * Compassionate or compelling circumstances are those which outside of your control, impact on your ability to study, and are documented by evidence (required in English). These may include illness or injury, bereavement of close family members, permanent or temporary disability, incident or issue causing distress to student, RTO unable to offer a full-time load of courses or delay in receiving a student visa requiring student to travel offshore.

Leave of absence/reduced study load may also be approved in compassionate or compelling circumstances.

Reasons leave and extended course duration may not be approved include but are not limited to; financial hardship, program not what expected, work commitment, travelling overseas or minor medical illness or condition.

3.4.4 Reporting overseas student visa breaches

In cases where Global Institute of Education has assessed that the overseas student is not meeting course and has implemented the required intervention strategy Global Institute of Education will also advise the overseas student of their right to access Global Institute of Education's internal complaints and appeals process within 20 working days.

Global Institute of Education will maintain the overseas student's enrolment by only reporting a breach of course progress in PRISMS if:

- The internal and external complaints processes have been completed and the breach has been upheld

- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period
- The overseas student has chosen not to access the external complaints and appeals process
- The overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

Note: As vocational education and training (VET) registered provider Global Institute of Education does normally have to monitor attendance but will do so if and when required as a condition of registration by ASQA. Global Institute of Education notes the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

3.4.5 Accessing visa information.

Student visa information is held electronically and can be accessed at any time using the [Visa Entitlement Verification Online](#) (VEVO) system or the my VEVO app, to check current visa details and conditions. This system also lets students send visa details to any email address.

Note: VEVO does not provide information on previous visa or new applications still undergoing assessment by the Department.

Students do not need to register to use VEVO, all that is required is your passport or [ImmiCard](#) details and one of the following reference numbers:

- Transaction Reference Number (TRN)
- Visa Grant Number
- Visa Evidence Number (not available in my VEVO app).

If a student does not have any of these reference numbers they can request through the VEVO Request for Reference Number Form.

Note: Employers, banks and government services can also check details about student visa entitlements on VEVO once they have your consent to do so.

Part 4: Training and assessment

4.1 Unique Student Identifier

Every student studying nationally recognised training in Australia must have a Unique Student Identifier (USI). The USI is a very important part of being a student in Australia. Your USI gives you access to your USI Account, which stores a record of all your nationally recognised training. Should you either apply for a job or undertake further training in Australia, you will often need to provide your training records. The online system provides each student with a USI which provides an authenticated record of your training attainment and allows for reliable confirmation of these achievements by employers and other RTOs. You will be able to access a record of your VET achievements from one place. You can view this online or use the information to develop a transcript that you can attach to a job application, for example.

It is free both to create your USI and to maintain your USI Account. Global Institute of Education will securely store all students' USI information and related documentation securely in its student management system. Your USI will be made up of ten (10) numbers and letters. Once you complete the process to create your USI, it will look something like this: 4DF66TG6X3. It is very easy to create your USI. Please visit www.usi.gov.au, select 'Student,' and then select the 'Create a USI' link, and following the instructions. You will need to have at least one (and preferably two) forms of identification ready when you create your USI.

Global Institute of Education will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Global Institute of Education applies for a USI on



behalf of the student. To avoid any delays in issuing certification documentation Global Institute of Education will ensure that student's USIs are applied for or verified USI at the time of enrolment.

4.2 Training and assessment principles

Global Institute of Education will apply the Principles of Assessment and the Rules of Evidence.

Training and assessment strategies developed by Global Institute of Education will adhere to the following requirements:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors, and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

4.2.1 Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess

in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

4.2.2 Rules of evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that is essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

4.2.3 Assessment policy

Global Institute of Education acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment
- Timely and appropriate feedback is given to students.
- Assessment complies with Global Institute of Education's access and equity policy.



- All students have access to re-assessment on appeal.

Global Institute of Education implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Global Institute of Education recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

4.3. Connecting training and assessment with industry

All aspects of Global Institute of Education training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, Global Institute of Education ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant industry personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relating to the development and ongoing review of assessment strategies.

Global Institute of Education will:

- Involve industry personnel in planning training programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities presented by industry
- Consult with industry personnel in the development of workplace training and assessment processes
- Monitor the student's progress

Information from industry stakeholders is used to continuously improve training and assessment. A number of programs that engage employers or other stakeholders who contribute to each student's training, assessment, and support services to meet their individual needs are available. In addition, Global Institute of Education utilises industry engagement to inform the currency of trainers and assessors industry skills.

4.4 Recognising qualifications from another RTO.

4.4.1 Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Global Institute of Education. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. All students will be offered the opportunity to apply for credit for previously completed studies.

Students can apply for credit by completing a Credit Application Form and providing relevant supporting documents, including certified copies of transcripts. All evidence provided as part of an application for Credit will be authenticated by Global Institute of Education by contacting the issuing organisation to confirm the details provided on the document are valid.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Global Institute of Education staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and

assessment are affected. Global Institute of Education staff will update the student's records accordingly.

4.4.2 Recognition of Prior Learning

Global Institute of Education appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

The RPL process will be offered to and explained to all overseas students. Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to study, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

RPL System

Global Institute of Education utilises the online Recognition of Prior Learning assessment platform: [RPL Assess](#). An RPL applicant will be provided with access to the platform and given clear instructions on how to upload their evidence. The RPL Assess [Explainer Video](#) will provide more detail.

RPL fee

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

4.4.3 Credit application outcomes for overseas students

Students will be advised of the outcome of their Credit Transfer/RPL application in writing and will be required to provide an acceptance of the credit awarded.

Where there are significant credits granted, this may result in a reduction of the course fees, which will be advised at the same time.

Where credit or RPL has been granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, this will be recorded in PRISMS and a new Confirmation of Enrolment Letter (CoE) created.

The result of credit transfer will be recorded for any relevant units on the student management system. A record of acceptance of the credit must be kept for overseas students for a minimum of two years.

Students may appeal the decisions made about their credit application by following the Global Institute of Education complaints and appeals process.

Part 5: Changing study arrangements

5.1 Changing education institutions or courses – transfer requests

If you are thinking about changing your course of study, it is important that you continue to meet all the conditions that apply to your student visa. If you have not completed six months of your principal course (the main course of study you are undertaking) and you want to change your training provider, the ESOS National Code explains the circumstances in which this will be possible. Unless special circumstances apply, you usually need to have permission from your existing training provider to transfer to another training provider.

All decisions made by Global Institute of Education with regard to student transfer requests will be made in accordance with this relevant standards and codes of practice and will be fair, taking into account the student's individual circumstances and any other relevant factors.

5.1.1 Transferring from another registered training organisation

Global Institute of Education will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course unless one or more of the following conditions apply:

- The releasing organisation or the course in which the student is enrolled has ceased to be registered.
- The releasing organisation has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider.
- The releasing organisation has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

5.1.2 Transferring to another registered provider

For Global Institute of Education students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Global Institute of Education's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances.
- Global Institute of Education fails to deliver the course as outlined in the student agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Global Institute of Education or an education or migration agent regarding Global Institute of Education or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Note: In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

A transfer to another course **will not be granted** where:

- The transfer may jeopardise the student's progression through a package of courses.

- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.

5.1.3 Transferring to another course offered by Global Institute of Education

Students may transfer to another course offered by RTO in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to
 - better meets the study capabilities of the student and/or
 - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Global Institute of Education **will not be granted** where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

5.1.4 Further considerations in relation to student transfer requests

There are a number of additional considerations in relation to student transfer requests including:

- In the situation where Global Institute of Education grants a release it will be at no cost to the overseas student
- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact Department of Home Affairs to seek advice on whether a new visa is required and to ensure that they continue to meet the conditions of their student visa.
- If a student already has a student visa and wants to change their main course of study to a lower [Australian Qualification Framework \(AQF\)](#) level course or a non-AQF level course, they will generally need a new student visa. This requirement applies even if the course they change to is with the same education provider.
- Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer or where the student is not being cared for in Australia by a parent or suitable nominated relative, the student's request to transfer must also be accompanied by written confirmation that the registered provider to whom the student wishes to transfer will accept responsibility for approving the student's accommodation, support and general welfare arrangements.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- If Global Institute of Education decides to refuse the transfer request overseas students will be informed in writing of the reasons for the refusal and their right to access RTO's complaints and appeals process. Global Institute of Education will not finalise a refusal to release the overseas student until this process is concluded in favour of Global Institute of Education or the student withdraws or does not pursue this process.
- Global Institute of Education will record all transfer request outcomes in PRISMS and will maintain records of requests, assessment of requests, and decision for two years after the student ceases to be an accepted student.
- To find out more about visa requirements, students will be advised to contact on 131881



or view [Change of Situation](#) on the Department of Home Affairs website

5.2 Defer suspend or cancel enrolment

Defer or suspend

To *defer or suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

An overseas student's enrolment can be deferred, suspended or cancelled, by either the student, for compassionate and compelling circumstances, or Global Institute of Education for a student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in the agreement with the student. When Global Institute of Education determines a decision to defer or suspend or cancel a student's enrolment a record of any decisions overseas student's enrolment will be maintained and Global Institute of Education will notify the Department of Education and Training through PRISMS and will also inform the overseas student in writing of the decision telling them to seek advice from the Department of Home Affairs of the potential impact on their visa.

The circumstances in which a student can defer, suspend, or cancel their enrolment with Global Institute of Education and where Global Institute of Education can initiate the suspension or cancellation of the student's enrolment are identified below.

5.2.1 Student requested deferral and suspension of studies.

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- Where Global Institute of Education is unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

When determining whether compassionate or compelling circumstances exist, Global Institute of Education considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact RTO because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Global Institute of Education will suspend an enrolment for an agreed period - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.



5.2.2 Provider initiated suspension or cancellation.

RTO may suspend or cancel a student's enrolment on the basis of:

- Misbehaviour by the student (including plagiarism, collusion, and cheating)
- The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- A breach of course progress requirements by the overseas student.

Before imposing a suspension or cancellation Global Institute of Education will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process within 20 working days.

The suspension or cancellation of the overseas student's enrolment will not take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

5.2.3 Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Global Institute of Education Course Transfer Policy (see 5.1).

5.2.4 Outcomes on Confirmation of Enrolment

The situations relating to deferral and suspension can result in the following three different outcomes for the student's Confirmation of Enrolment. Global Institute of Education notifies the Department of Education through PRISMS that it:

- is **deferring or suspending** a student's enrolment for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e., the student's CoE status will still be listed as 'studying'.
- is **deferring or suspending** a student's enrolment for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer the training provider the opportunity to create a new CoE with a more appropriate end date.
- wishes to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

5.3 Changing circumstances for young people.

The directors of Global Institute of Education have made the decision not to accept enrolments from students who are under 18 years of age.

To ensure the welfare and academic progression of its young overseas students Global Institute of Education will manage changing circumstances of students in accordance with the following procedures.

5.3.1 Transferring between registered providers

If Global Institute of Education enrolls a student under 18 years of age who has welfare arrangements approved by another registered provider wishes to transfer to another training provider Global Institute of Education will:

- Negotiate the transfer date for welfare arrangements with the releasing RTO to ensure there is no gap and issue a CAAW letter covering the transition from one accommodation arrangement to another.
- Inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved



or return to their home country until the new approved welfare arrangements take effect.

5.3.2 Suspension or cancellation of enrolment

Where Global Institute of Education suspends or cancels the enrolment of an overseas student on a CAAW, Global Institute of Education will continue to check the suitability of care arrangements until one of the following occurs:

- The overseas student has alternative welfare arrangements approved by another registered provider.
- The overseas student has a nominated guardian approved by Department of Home Affairs.
- The overseas student leaves Australia.
- Global Institute of Education has notified Department of Home Affairs through PRISMS that it is no longer able to approve the overseas student's welfare arrangements.
- Global Institute of Education has taken the required action after not being able to contact the overseas student (including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable).
- The overseas student turns 18.

5.3.3 Terminating welfare arrangements.

Global Institute of Education recognises that its responsibility for welfare arrangements can only be terminated in two circumstances.

- The first is if alternative welfare arrangements have been put in place. In this circumstance, Global Institute of Education will confirm that the new welfare arrangements are formally in place before terminating the CAAW.
- The second circumstance where Global Institute of Education may terminate a CAAW is where it can no longer take responsibility for the overseas student due to events, such as:
 - The overseas student refusing their accommodation or leaving their accommodation without notice, even after the registered provider has exhausted all possible avenues of assisting the overseas student to maintain appropriate arrangements.
 - The accommodation provider becoming unable to maintain arrangements.
 - The overseas student's enrolment being suspended or cancelled.
 - The overseas student going missing from their accommodation and cannot be found or contacted, even after the registered provider has implemented its critical incident policy.

5.4 Complaints and Appeals.

If you have a complaint about Global Institute of Education, please talk to us first so that our complaints and appeals processes might resolve the issue so that you can focus on your training.

Global Institute of Education strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by Global Institute of Education. In the unlikely event that this is not the case, all students have access to rigorous, fair, and timely complaint and appeal processes.

Global Institute of Education complaints and appeals process is based on the principles of natural justice and fairness that will ensure student's complaints and appeals are addressed effectively and efficiently. Global Institute of Education's complaints and appeals policy ensures students and clients understand their rights and the responsibilities of Global Institute of Education.

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to



the operations of Global Institute of Education. All complaints and appeals will be reviewed at Global Institute of Education monthly management meeting.

If in the unusual circumstance that Global Institute of Education cannot resolve your complaint internally, there are other actions a student may take. If a student has tried suggested options without success, they can take their complaint to the [Overseas Students Ombudsman](#) (OSO)

The OSO is available on the phone between 9.00am and 5.00pm Monday to Friday on:

- Within Australia 1300 362 072
- Outside Australia +61 2 6276 0111

You may contact the [Translating and Interpreting Service](#) (TIS) on:

- Within Australia 131 450
- Outside Australia +61 3 9268 8332

5.4.2 Complaints

An overseas student may lodge a complaint regarding the RTO; third Party; subcontractor; another student or trainer. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a trainer may lodge a complaint against a student.

A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Global Institute of Education. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Global Institute of Education management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Global Institute of Education management will maintain complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the Global Institute of Education continuous improvement procedure.

It is the responsibility of Global Institute of Education management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint's procedure and supply of complaint forms.

5.4.3 Appeals

The Global Institute of Education appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters. In the case of an overseas student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Global Institute of Education for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Global Institute of Education management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms. All appeals



will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

In the unusual circumstance that Global Institute of Education cannot resolve a student's complaint or appeal internally, there are other actions a student may take. If a student has tried suggested options without success, they can take their complaint complaint to the [Overseas Students Ombudsman](#) (OSO). The OSO is available on the phone between 9.00am and 5.00pm Monday to Friday on:

- Within Australia 1300 362 072
- Outside Australia +61 2 6276 0111

Part 6: Information management

Global Institute of Education has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Global Institute of Education and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Global Institute of Education's record management procedures ensure timely and accurate records inform the continuous improvement processes of Global Institute of Education. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

6.1 Record keeping procedures

6.1.1 Student records

Upon enrolment, student's details will be entered into Global Institute of Education's database. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. Documents pertaining to students currently enrolled are stored in secure, individual student files which are managed by Global Institute of Education's staff. The file is retained by Global Institute of Education and management of the file will be in accordance with Global Institute of Education's training records policy.

Global Institute of Education will retain client records for a period of thirty (30) years. These records include:

- Records of assessment results
- Records of attainment of units of competency and qualifications
- Copies of certificates and statements of attainment
- Student enrolments
- Fees paid and refunds given

Completed assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area.

At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the Global Institute of Education database system and will be retained for thirty (30) years. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required and will provide sufficient information to re-issue the testamur, if required.



A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

6.1.2 Regulated records

AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

Global Institute of Education submits AVETMISS reports to NCVER at least monthly. These reports include all student and training data including:

- Age, sex and other demographic information
- Indigenous and disability information
- Geographic location
- Type of provider (for example, government or private) location of training delivery
- Enrolments in units of competency, as part of a qualification, and modules as part of courses
- How it was studied (for example, classroom, workplace or online)
- How it was funded
- The results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established under the National Vocational Education and Training Regulator Act 2011.

Provider Registration and International Student Management System (PRISMS)

As a CRICOS provider, Global Institute of Education submits certain information about overseas students to the Australian Government. This information must be submitted electronically through the [Provider Registration and International Student Management System](#) (PRISMS). Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the ESOS Act.

PRISMS is a secure system for providers to:

- Issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Home Affairs requires these to issue a student visa)
- Report changes in course enrolment
- PRISMS is administered by the Department of Education in association with the Department of Home Affairs

6.2 Access to Records

Global Institute of Education has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. Global Institute of Education considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Global Institute of Education ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs.

The following outlines the data management procedures that support this records management system.

6.2.1 Access to Student Records

Access to individual student training records will be limited to those such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business



- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Global Institute of Education's trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the Global Institute of Education's database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file. Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and statement of results and/or statement of attainment will be produced and presented to the student. A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

6.2.2 Student Access to Records

Students have the right to request information about or have access to their own individual records. Global Institute of Education trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system. You should feel free to ask your Global Institute of Education trainer and assessor or administration staff at any time for a printout of your progress.

Global Institute of Education will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the [Australian Privacy Principles](#) ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

6.2.3 Security of records

Global Institute of Education ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Global Institute of Education enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fireproof secure location.

Global Institute of Education software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with Global Institute of Education CEO's directions.

Ceasing Operation

In the event that Global Institute of Education ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. Global Institute of



Education will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Part 7: Supporting legislation

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Global Institute of Education complies with relevant legislation and regulatory requirements and will inform all overseas students as well as staff and clients of the requirements that affect their duties or participation in vocational education and training. Global Institute of Education recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Current legislation is available online at the [Australia Legal Information Institute](#)

7.1 Legislation

7.1.1 Commonwealth legislation

In addition to the ESOS and VET Framework legislation (Refer 1.1), relevant Commonwealth legislation to the training business, its staff and students includes but is not limited to:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for registered Training Organisations 2015

7.1.2 Qld legislation

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

7.1.3 Training authorities/regulators

- [Department of Education, Skills and Employment](#)
- [Australian Skills Quality Authority](#) (ASQA)
- [Council of Australian Governments Industry and Skills Council](#) (COAGISC)
- [National Centre for Vocational Education Research](#) (NCVER)

7.2 Global Institute of Education legislation implementation

7.2.1 Work, Health and Safety Polic

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the



- conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

It is an obligation under legislation that all Global Institute of Education employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Global Institute of Education management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Global Institute of Education students, employees, management, and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

Global Institute of Education has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following procedures and standards are observed by Global Institute of Education to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Global Institute of Education staff and students to see

7.2.2 Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

Discrimination is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.



Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Bullying is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

At Global Institute of Education it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Global Institute of Education staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Global Institute of Education policy and procedures to rectify the situation.

The following principles and processes are implemented by Global Institute of Education to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Global Institute of Education.
- When Global Institute of Education management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of Global Institute of Education management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from Global Institute of Education management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

7.2.3 Working with Persons Under 18 Years of Age

The directors of Global Institute of Education have made the decision not to accept enrolments from students who are under 18 years of age.



There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks. Each state and territory have their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. There is no single national framework setting out the requirements for obtaining Working With Children Checks or Police Checks. Each state and territory have their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained on the [National Crime Check](#) website.



In Queensland the Working with Children Check (Risk management and screening) Act 2000 applies. Individuals are required to apply for a working with children check known as a “Blue Card”.



According to the law, a child is considered any individual less than 18 years of age.

Global Institute of Education management ensure that all staff obtain the appropriate pre-employment screening which is mandatory in those cases where staff are required to train people under 18 years of age.

Global Institute of Education will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Global Institute of Education management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicates it is reasonable to believe a student has suffered from or may require protection from harm, Global Institute of Education will report to situation the relevant authorities.

7.2.4 Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Global Institute of Education should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Global Institute of Education will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what he/she is agreeing to
- Clearly explained disclaimers



- No misleading or deceptive behaviour
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information on consumer rights, please refer to [Australian Consumer Law](#)

7.2.5 Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Global Institute of Education's operations include:

Collection

Global Institute of Education will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

Global Institute of Education will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality

Global Institute of Education will take all reasonable measures to ensure that all students' personal information that is collected, used, or disclosed is accurate, current, and complete.

Data security

Global Institute of Education will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

Openness

Global Institute of Education will maintain documentation which detail how students' personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, Global Institute of Education will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Name will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Global Institute of Education will correct and update to file.

Unique identifiers

Global Institute of Education will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Global Institute of Education will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows



Global Institute of Education privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Global Institute of Education will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

7.2.6 Copyright

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

The Statutory Education license facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third-party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work





Appendix A: Acknowledgement Declaration

Global Institute of Education Student Acknowledgement Declaration

I acknowledge that I, _____, have received, read, and fully understood the contents of this student handbook, which outlines the conditions of my rights and responsibilities as a student of Global Institute of Education.

Signature

Date

Name of Witness

Signature of Witness

Date





Appendix B: Living and studying in Queensland

Living and studying in Brisbane, Queensland with Global Institute of Education will be a new and exciting experience. At Global Institute of Education, we recognise that there are also many challenges to this experience that you will need to be prepared for to ensure a smooth transition into study and enjoyment of your leisure time. There are many support services provided by Global Institute of Education as well as from other organisations to help make adjusting to life in Australia easier.

The following information provides a comprehensive guide as to what you will need to know in preparation for coming to Brisbane and during your stay. Global Institute of Education will organise orientation and induction sessions which will provide more detail and an opportunity to ask more questions as well as get to know other students who have come from overseas to study with Global Institute of Education.

1. Preparing to study in Australia



The following checklist covers important things to remember when preparing to study in Australia

- **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation.
- **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from Global Institute of Education.
- **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia
- **Travel Insurance** – Covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
- **Airfares** – Know your flight details and keep in a safe and secure place, with your passport and visa.
- **Contact details** – Make a list of emergency contact details for family, as well as your embassy, accommodation, and Global Institute of Education. If you have an education agent, keep their contact details with you.
- **Australian currency** – Have some Australian currency on you prior to leaving your home country.
- **Transport from the airport** – Whether you are taking public transport, a taxi, uber, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by Global Institute of Education, their contact details.
- **Accommodation details** – Make sure you have the address of where you will be staying as well as their phone number and payment confirmation, if you have paid in advance.

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place/admission letter from Global Institute of Education
- Confirmation of Enrolment (eCoE) issued by Global Institute of Education
- Receipts of payments (e.g., tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g., birth certificate, ID card, driver's licence or medical records and/or prescriptions

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Customs and Border Protection

You need to be aware of what you cannot bring into Australia and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine, and amphetamines in and out of Australia. There are a number of items that you must declare upon your arrival in Australia including:

- Firearms, weapons, and ammunition
- Currency amounts of A\$10,000 (or foreign equivalent)
- Some medicines.

You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travellers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined.

Arriving in Queensland

When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the





arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes. More information on what to expect when you arrive at the airport is available at the [Department of Home Affairs](#) website.

Transport from the Airport

Global Institute of Education own and operate a commercial taxi company. An airport transfer is in a taxi is included in your tuition fees - no extra charge. You will be collected by a professional, licensed taxi operator and taken to your first night's accommodation.

You are free to make your own arrangements. As mentioned above however, it is essential for you to communicate your arrangements with your Global Institute of Education support officer.

Getting to your new home

You should arrange accommodation before you arrive in Australia, even it is just for the first few days. Have your accommodation address written in English ready to show your driver. Or detailed directions if you are using public transport.

Seeking help

Remember, if you have any problems or questions once you leave the airport, call Global Institute of Education's support staff. These details will be in your enrolment information but the most important contact to note and put into your phone is our Overseas Student Support Officer 0419496530.

2. Accommodation and the cost of living

Global Institute of Education does not offer any accommodation services and students are required to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the premises students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

Global Institute of Education Student Support Officer can provide information, advice, and guidance on the types of accommodation that suits your needs and budget and other services available to students prior to arrival in the case of a need to change arrangements whilst in Australia.

Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your place of study and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Types of accommodation you might consider include:

Short-term accommodation

Hostels and discounted rates on hotels as well as a variety of options that may be available through websites such as Airbnb.

Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates, or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

Homestay

With homestay, you will live with a family in their home. You will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay

accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students. Services also include 24/7 professionally staffed emergency support, appropriate insurances, online payment services, online student and host orientation



training and professional airport reception services Find out more at [Homestay](#).

The types of accommodation available in Brisbane are many and varied, dependant on location and



closeness to the city. The estimated range of costs is:

- Hotels - \$150 to \$180 per night
- Homestay - \$235 to \$325 per week
- Shared Rental - \$125 to \$215 per week
- Backpacker - \$30 to \$100 per night
- Rental - \$165 to \$440 per week

Accommodation close to Global Institute of Education Salisbury

Comfort Inn & Suites Robertson Gardens

281 Kessels Road,

Nathan, QLD, 4111

Phone: [+61 73875 1999](tel:+61738751999)

Toll Free: [1800 777 374](tel:1800777374)

[Contact](#)

From AU\$150 per night

Quest Woolloongabba

130 Logan Road Woolloongabba Qld 4102

Phone +61 7 3873 3000

Toll Free: 1800 334 033

[Contact](#)

From AU\$179 per night

These hotels may be suitable for your first one or two nights in Australia. It is often easier to invest in the comfort and the resources offered by a hotel initially while you recover from jet lag and 'find

your feet'. You may of course, discuss longer term accommodation with the hotel management when you are in Brisbane.

Airbnb in the Salisbury area

[Airbnb](#) is a well know accommodation management company. The prices shown in the map below are per night.

You may find the accommodation shown in this map by going to [Airbnb Salisbury](#)



Stays

in the

Salisbury area

[Stayz](#) is a well know accommodation management company. You may find the suitable accommodation by going to [Stayz Salisbury](#)

Backpacker accommodation in the Salisbury area

Backpacker style accommodation is plentiful in Brisbane.

You may find the accommodation shown in this map by going to the [website](#)

Shared rental in the Salisbury area

Renting a room within a house or apartment may suit some people.

[Flatmates](#) is a well know accommodation management company.

Real Estate Agents in the Salisbury Area

Several websites list properties that may be rented that are posted by multiple agents in the area.

[Real Estate](#)

[Domain](#)

You may prefer to contact an agent directly:

[LJ Hooker](#)

[Ray White](#)

Accommodation close to Global Institute of Education, Morayfield

Airbnb in the Morayfield area

[Airbnb](#) is a well know accommodation management company. The prices shown in the map below are per night.

You may find the accommodation shown in this map by going to [Airbnb Morayfield](#)

Backpacker accommodation in the Morayfield area

Backpacker style accommodation is plentiful in Brisbane.

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Several websites list properties that may be rented that are posted by multiple agents in the area.

[Real Estate](#)

[Domain](#)

You may prefer to contact an agent directly:

[LJ Hooker](#)

[Ray White](#)

Cost of living

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia.

Groceries - \$80 to \$180 per week

Major supermarkets include:

- Woolworths
- Coles
- IGA
- Aldi

These stores stock all your grocery needs:

- Fruit
- Meat
- Seafood
- Delicatessen
- Dairy
- General groceries
- In many cases, speciality and culturally suitable groceries.

Be sure to bring your own bag to transit your groceries to the supermarket. Supplying free plastic bags with the purchase of groceries is no longer lawful in Queensland.

Other options, open 24 hours include:

- Night Owl
- 7-eleven

You will pay a premium for the convenience of being able to visit the store 24 hours. Suitable for essential items or snacks after hours.

Various farmers' and produce markets provide an alternative to the grocery stores. These include:

- Jan Power City Market, Brisbane CBD (Wednesdays)
- Saturday Fresh Market, Rocklea (Saturdays)
- West End Markets, Davies Park, West End (Saturdays)
- Village Markets, Blamey St, Kelvin Grove (Saturday)
- Northey St Organic Markets, Windsor (Sundays)

Shopping

The main shopping malls in the greater Brisbane region have a wide range of stores for a variety of needs and entertainment. These include:

- Queen St Mall, Brisbane CBD
- Indooroopilly Shopping Centre, Moggill Rd, Indooroopilly
- Westfield Chermside, Gympie Rd, Chermside
- Garden City, Kessels Road Upper Mount

3. Phone and internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

Mobile phones

It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:

Prepaid

A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

Contract

If you will be using your mobile a lot and will be in Australia for a fixed period for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans like the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

Telco Packages - \$20 to \$55 per week

Most overseas phones will not work in Australia. If they do work on international roaming the cost can be excessive. Phone, phone sim and internet packaged are available from:

- [Telstra](#)
- [Optus](#)
- [Vodafone](#)

Free Wi-Fi

Free Wi-Fi is now available in 30 parks and public spaces across Brisbane, including the Queen Street Mall, Redcliff Place, Victoria Bridge, South Bank Parklands, Roma Street Parkland, Valley Malls, Mt Coot-tha Summit Lookout, Brisbane Libraries and on City Cats. Popular restaurants and cafes often offer free Wi-Fi to patrons also.

Making international calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.

The [Department of Infrastructure, Transport, Regional Development and Communications](#) has more information on telephone, internet and mobile phone services in Australia

More Detail

[Expatistan](#) provides detailed and current information on the cost of living in Brisbane. Including but not limited to:

- Basic lunchtime food cost
- Reasonable prices for basic grocery items
- Costs associated with accommodation
- Transport
- Combo meal at fast food takeaway
- Reasonable process for personal care items
- Clothing
- Entertainment



You should budget for expenses associated with the type of accommodation you select. For example, gas, electricity, water, maintenance (i.e., lawn mowing) [Insider Guides](#) offers detailed calculations based on the type of accommodation you select.

4. Money and banking

Money Exchange

Converting currency to Australian dollars in your home country will usually attract higher fees and/or a less favourable exchange rate. Similarly, exchanging currency at the airport when you arrive will usually attract higher fees and/or a less favourable exchange rate. While there is some logic to arriving in Australia with a small amount of cash, there is the option to use credit card or EFTPOS when you arrive until you can access Australian dollars.

ATM

You can withdraw your money at automatic teller machines (ATMs) which can be found all over Australia. It is generally free to withdraw money from an ATM that is associated with your financial provider. Be aware that if you use another provider's ATM, they will usually charge you a fee. The ATM will advise you of the fee at the point of withdrawal.

Even if you have not set up a bank account before you get here, most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate. These vary by provider so check with your home financial provider before you arrive in Australia.

Bank Account

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. Here are some quick tips on setting up your bank accounts:

- You can set up a bank account before or after you arrive.
- To open an account, you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the [Australian Tax Office](#) (ATO)
- Your support officer at your Global Institute of Education will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's [Money smart](#)

Australian currency

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2.

Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay \$1.95 for an item priced \$1.97, but \$2 for an item priced \$1.99.

Moving money overseas or to Australia

Australian banks offer various services for moving money to and from Australia. For all these services, fees and charges will apply. These can be found on financial provider websites.

You can have funds electronically transferred into your Australian bank account from overseas banks. To send money to another country you will need to provide the banking details of the person you wish to send money to. Your financial provider will then electronically transfer the funds from your account to their account.

Banking ombudsman

The Australian Banking and Financial Services Ombudsman assists individuals and small businesses to resolve complaints concerning all financial services provided by banks. For example, there may be an instance where you see that money has been withdrawn from your bank account without your

consent. In this case, it may be necessary to talk to the banking ombudsman to resolve the issue. Free interpreter services are available. For more information on the banking ombudsman at the [Australian Financial Complaints Authority](#) or call **1800 931 678**

5. Transport in Queensland

Motor Vehicle

Students studying Horticulture with Global Institute of Education will study at both Salisbury and Morayfield. Your transport between Morayfield and Salisbury will be managed by GIE and is included in your fees. You may, however, decide to purchase a motor vehicle to give you mobility at times other than during the training course. Keep in mind we drive on the left-hand side of the road in Australia.

Check your [license requirements](#) and check the road rules as part of your decision-making process.

A basic, small, second-hand car in Brisbane will cost between AU\$3,000 and \$AU10,000. There are literally dozens of car sales locations in Brisbane. We suggest you shop around, do your research, compare different cars and be clear about your specific needs.

Be sure to budget for registration and insurance before your plan to make your purchase and start driving.

RACQ Inspection and Membership

The Royal Automobile Club Queensland (RACQ) will conduct an independent pre-purchase safety inspection of the vehicle you intend to purchase for AU\$299.

Once you've purchased a car, we recommend becoming a member of the RACQ. They have a 24/7 vehicle breakdown service. This means if your car is broken down a qualified mechanic will attend and attempt to have your car operating again. RACQ membership starts at: AU\$26 per year.

You might also benefit from benefits like discounted fuel and theme park discounts.

Fuel and Servicing

During April and May of 2020 petrol prices in Brisbane and indeed in most countries world-wide dropped to record lows due to a surplus of crude oil created by the COVID-19 crisis. Unleaded fuel in Brisbane at that time averaged AU\$00.80 cents per litre.

Be sure to maintain your car. At least key safety features tyres and brakes. Normal/standard service should be around AU\$500 per year, subject to the number of kilometres driven.

Insurance

Compulsory Third Party insurance is included with your vehicle registration. This type of insurance covers person injury in the event of an accident – not damage to either vehicle.

Comprehensive insurance covers the damage to your car and the damage to the other persons car and any property in the event of an accident. This can be an expensive option.

Third Party Property insurance covers damage to the other person's car and any property but not damage to your own car. This can be a less expensive option.

Try [Compare the Market](#) to research insurance costs and to select a plan that suits your needs.

Public Transport

The transport options available in Queensland include buses, trains, and ferries. The easiest way to travel around Brisbane is to obtain a **TransLink Go Card**, which will allow you to seamlessly travel on all TransLink bus, ferry, and rail services across south-east Queensland. Go Cards are available from Queensland Rail stations, online, over the phone or selected retailers. Top up the card balance like a prepaid mobile phone whenever it suits.

Go to the [TransLink](#) website for more information.

Website: <https://gocard.translink.com.au/webtix/>

The TransLink website has a range of other useful information for travelers, including:

- Journey Planner



- Timetables
- Location of stops and stations near you.
- Travel tips

A free bus service is also available in the Brisbane CBD. The City Loop and Spring Hill Loop bus services circle the city every 10 minutes and stop at destinations in the CBD and Spring Hill precincts between 7am to 6pm weekdays. Travel between Brisbane's inner-city precincts by hopping on the free City Hopper ferry service, which travels along the river from North Quay to Sydney St, NewFarm. More info can be found via TransLink.

Bikes

Brisbane has extensive bicycle paths, and you can hire a Brisbane City Council City Cycle bike and helmet at key destinations around the city. To join up with the City Cycle program visit the website or phone 1300 229 253. Bicycle helmets must be worn, and road rules must be always obeyed.

Scooters

Lime Scooters are electric scooters that may be hired and dropped anywhere – literally. They require an App on your phone which unlocks the scooter and charges your credit card. Helmets are recommended.

Hire car services

Taxis (Cabs)

In Queensland, passengers have a range of vehicles and taxi services to choose from including regular cab, a premium service, or a maxi cab for group travel. When looking for a taxi, use taxi ranks and take note of special ranks for major events. Call **133 222** or **131 008** for taxis.

More information on [Taxi fares](#), service areas and maps can be found online.

Uber

[Uber](#) services are also available in Queensland. A cashless driver service. Your credit card details are retained on your account and the car may be ordered with the App on your phone. and download the app for convenient and relatively cheap hire car transport.

6. Health and Safety

Australia is generally a very safe and welcoming place to live and study, consistently ranking among the safest countries in the world. But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

Overseas student Health Cover (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health. OSHC will also pay limited benefits for pharmaceuticals and ambulance services. Currently, five Australian health funds have signed the Deed and provide OSHC policies for overseas students:

- [Australian Health Management](#)
- [People care Health Limited](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [nib Health Funds Limited](#)

Details and costs of policies, including what an OSHC policy will and will not cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.



If you have a problem with your OSHC insurer, you should contact your insurer in the first instance. If you are unable to resolve your enquiry, you can contact the [Private Health Insurance Ombudsman \(PHIO\)](#). The PHIO provides a free independent service to help consumers with health insurance problems and enquiries.

Phone: 1300 362 072 (within Australia)

Email: phio.info@ombudsman.gov.au

Seeing a doctor

Depending on where you live there are most likely medical practices that are close by, and you should be able to locate and often make appointments online. Global Institute of Education will recommend the closest and reliable if you are not sure. Global Institute of Education can also advise on local dentists as well as allied health providers such as physiotherapists, optometrists, and naturopaths. Students can go directly to a hospital if the situation is urgent, and it is after hours. However, there may be long waiting periods.

- Ipswich Road Medical Centre 582 Ipswich Rd, Annerley QLD 4103 Phone: (07) 3848 2447

Information for emergencies

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need. Wherever you are in Australia, **if there is a life-threatening emergency, call 000 (zero zero zero)**. It is a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance



If you are not sure which one you need, just tell the operator what you are calling about and they will help guide you. If you do not speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.

If you have just witnessed a serious accident or crime.

Dialling 112 will override the security lock on your phone.

Global Institute of Education Emergency Line

Students can call Global Institute of Education's Emergency Line, which is **0419496530**, if you observe a risk to property or people on campus or if you want to communicate to the college an emergency or situation, after the public emergency services have been contacted.

Local police In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations.

For attendance to non-urgent matters call 131 444 from any suburb in Queensland.

Queensland Fire and Rescue

The Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial 000.

State Emergency Service

The **State Emergency Service (SES)** is an emergency and rescue service dedicated to helping in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **Flood** or **Storm** dial **132 500**.

Lifeline

[Lifeline](#) provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone 13 11 14 or through their online chat available on their website. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Kids Helpline

If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your study, personal relationships, [Kids Helpline](#) offers free 24 hours, 7-day telephone counselling support (anonymous if you prefer). Call 1800 551 800.

Poison Information Centre

The [Poison Information Centre](#) provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom. Call 131 126

Sexual Assault

[Sexual Assault Counselling](#) services provide a free 24 hours, 7 days a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

Call 1800 211 028 (8am - 11pm, Monday to Friday)

Domestic violence:

[DV Connect](#) crisis support Queensland is the Queensland State-wide service for women experiencing violence and abuse from a partner or ex-partner, another family member or someone else you are close to.

Phone: 1800 811 811

Consulates

To find a country's consulate address and details refer to this website:

<http://protocol.dfat.gov.au/Consulate/list.rails>

Translating and Interpreting Service

The Australian Government, through the Department of Immigration and Citizenship, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for Englishspeakers needing to communicate with them. TIS is a national service and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

Call **13 14 50**

Legal advice

Global Institute of Education is not able to provide any legal advice to students but [Legal Aid Queensland](#) may be of assistance to overseas students should a situation arise.

Phone: 1300 65 11 88

7. Working while you study

Working while you study in Australia can help complement your study and living experience. There are several reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area. It is, however, important to ensure that while working you are able to maintain satisfactory attendance

and course progress. While Global Institute of Education is not involved in employment arrangements for students and is unable to provide specific advice the following information may be useful.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#) (opens in a new window) website.

Paid work.

Australia has a wide range of industries, and many have part time employment opportunities, including:

- Retail - supermarkets, department, and clothing stores.
- Hospitality - cafes, bars, and restaurants.
- Tourism - hotels and motels.
- Agricultural - farming and fruit-picking.
- Sales and telemarketing.
- Administration or Clerical roles.
- Tutoring.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

Finding Work

Global Institute of Education will arrange work on their farm at Morayfield for students studying horticulture.

Global Institute of Education offers the CPP20218 Certificate II in Security Operations to its students and other students studying in Australia. Successful graduates may apply for a security provider's license and apply for work in the security sector.

All GIE students may choose to look for other forms of employment.

There are plenty of ways to find work that suits you, including:

- Online job sites:
 - [Seek](#)
 - [Career One](#)
 - [Indeed](#)
- Global Institute of Education will provide a job notice-boards on campus and online. Contact your GIE's international student support staff to find out what options your institution offers.
- Register your details at a labour hire firm. Many of these organisation place people in casual or short-term work.
 - [Jora](#)
 - [APG Workforce](#)

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's website](#) or call them on 13 13 94. You can also read about some [common myths](#) about being paid and working in Australia as an international student.

If you are a temporary resident working in Australia, your employer has to pay superannuation for you if you are eligible. When you leave Australia, you can claim your super as a departing Australia

superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the [Australian Taxation Office](#) website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS). The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again. This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information.

Taxation

You must obtain a [Tax File Number](#) (TFN) to be able to work in Australia. A tax file number is your unique reference number to the tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. Only one TFN will ever be issued to you. Once you have a TFN, you do not need to re-apply for another one even if your circumstance change.

Phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Superannuation

[Superannuation](#) (or 'super') is Australia's retirement savings system. If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

The [Study in Australia](#) website is the official Australian Government website where you can find out more about the information provided in this section of the GIE Overseas Student Handbook.

8. Public Holidays in Queensland

The [Queensland Public Holidays](#) website provides a calendar of public holidays for Queensland. It also provides a comprehensive information on each day's history, why it is important, and how it is celebrated and observed.

Public Holidays 2024

Date	Day	
1 Jan	Mon	New Year's Day
26 Jan	Fri	Australia Day
29 Mar	Fri	Good Friday
30 Mar	Sat	The day after Good Friday
31 Mar	Sun	Easter Sunday
1 Apr	Mon	Easter Monday
25 Apr	Thu	Anzac Day
6 May	Mon	Labour Day

Date	Day	
14 Aug	Wed	Royal Queensland Show (Brisbane area only)
7 Oct	Mon	King's Birthday
24 Dec	Tue	Christmas Eve (from 6pm to midnight)
25 Dec	Wed	Christmas Day
26 Dec	Thu	Boxing Day

For more information on public holidays in Queensland (for example, regional holidays), contact the [Queensland Government](#) on 13 74 68.

9. Out and about in Brisbane

Australia is among the happiest countries in the world (World Happiness Report 2017) and Brisbane is one of the best cities in Australia. You are sure to enjoy your time here while you achieve your training outcomes.

As the capital city of the Sunshine State, Brisbane is blessed with idyllic subtropical weather all year round. With award-winning food and wine, a jam-packed events calendar, adventurous activities, scenic weekend getaways and plenty to explore all over the city, there's always something to do.

<https://www.visitbrisbane.com.au/> provides a comprehensive guide to what's on in Brisbane, tourist destinations, accommodation options and more. Some of the main entertainment areas are detailed below.

South Bank

South Bank is Brisbane's premier lifestyle and cultural destination. Located on the southern banks of the Brisbane River, its 17 hectares of lush parklands, world-class eateries, stunning river views and hundreds of delightful events all year round make it the perfect place to relax and unwind.

As Brisbane's epicentre of Arts and Culture, South Bank offers a range of services and activities including Queensland Performing Arts Centre (QPAC) Queensland Museum and Sciencentre, State Library, and QAGOMA

Fortitude Valley

Fortitude Valley is a contradiction in itself – raw, yet sophisticated. It is where elegance and style meet grungy and offbeat, and heritage-listed properties proudly stand among contemporary buildings. The Valley, as it is affectionately known, was Australia's first dedicated entertainment district and continues to be a hive of activity. Live music thrives and international DJs are drawn to the clubs and chic bars. The impressive Chinatown Mall is a hub of exotic Chinese supermarkets and restaurants. The Emporium complex channels a European village feel, James St showcases Australian fashion labels and Brunswick St is home to multicultural dining options.

Mount Coot-tha Botanic Gardens

The Brisbane Botanic Gardens at Mount Coot-tha are Queensland's premier subtropical botanic gardens, displaying distinctly different gardens arranged in thematic and geographical displays. Trek to the top of the mountain for some of the best city views on offer in Brisbane.

Daytrips

A short journey from Brisbane can provide a variety of options for wonderful day trips, to sunny beaches, theme parks, world-famous zoos and bushwalks.

Australia Zoo - <http://www.australiazoo.com.au/>

D-Aguilar National Park - <https://www.npsr.qld.gov.au/parks/daguilar/>

Dreamworld - <https://www.dreamworld.com.au/>

Movie world - <https://movieworld.com.au/>

SeaWorld - <https://seaworld.com.au/>

Sea Life - <https://www.underwaterworld.com.au/>

Sunshine Coast Beaches - <http://www.tourismsunshinecoast.com.au/top-5-beaches-sunshine-coast/>

Newspapers

For local news you may wish to consult the main newspaper publications and street press, such as:

- Brisbane Times - <https://www.brisbanetimes.com.au/>
- The Courier Mail - <http://www.couriermail.com.au/>
- The Music - [http://themusic.com.au/meta/the-mags/the-music-\(brisbane\)](http://themusic.com.au/meta/the-mags/the-music-(brisbane))

Cinema

Main inner-city Cinemas include:

Cineplex Southbank - <https://www.cineplex.com.au/MovieSessions/SouthBank>

Event Cinemas, CBD - <https://www.eventcinemas.com.au/Cinema/Brisbane-City-Myer-Centre#G+>

Palace Barracks - <https://www.palacecinemas.com.au/cinemas/barracks/>

Eastern Summer Time

Daylight saving does not apply in Queensland. In NSW and Victoria daylight saving will begin at 2.00am on Sunday 4 October 2020 when clocks go forward 1 hour. It will cease on 4 April 2021.

Be sure to check local time, flight schedules, train, and bus times if you are travelling from Brisbane to Sydney or Melbourne, for example during summer.

There are multiple time zones in Australia. Be sure to check local time if you travel from Brisbane to Adelaide or Perth, for example.

Places of Worship

Find the location of your preferred place of worship on the [Brisbane Australia](#) website. All religions, denominations and cultures are included.

10. When your training is completed

After your graduation, you have several options available to you whether you stay in Australia or head home. You may be able to continue your studies in Australia to pursue a higher-level qualification or another field of study, you may be eligible to undertake post study work to put your newly gained knowledge to use and gain work experience in Australia, or you may choose to go home to undertake further study or work there.



If you decide you want to undertake further study or work in Australia, you will need to check whether your visa allows this or whether you need to apply for a new visa. You can go to the [Department of Home Affairs](https://www.homeaffairs.gov.au) website to check your visa conditions and find out what your options are.

Preparing for home

If you are returning home after study, here are some steps to consider:

- Shipping goods back home.
- Getting exam results, which aren't part of your academic qualification, from your institution.
- Claiming the security bond back from your rental accommodation.
- Joining relevant alumni organisations.
- Global Institute of Education Student Support Officer may be able to provide advice on returning home and adjusting to life outside of Australia. Ask your international student support staff for more information.

Appendix C: Useful websites

Study in Australia - <https://www.studyinaustralia.gov.au/>

This is the official Australian Government website for international students that will inform decisions relating to studying in Australia. Search for courses, institutions, and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education. To look at our country sites, just change your country in the menu on the right-hand side. This website is managed by the Australian Trade and Investment Commission (Austrade).

ESOS Factsheet: International education: ensuring quality and protecting students - <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

ESOS Framework - <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 - https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026935

The National Code 2018 sets standards to ensure education services meet the needs and expectations of overseas students who come to Australia, and satisfy the objectives of the ESOS Act.

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - <http://cricos.education.gov.au/>

Department of Home Affairs - <http://www.homeaffairs.gov.au/trav/stud>

The Department of Home Affairs is responsible for administration of the student visa program under the Migration Act and associated legislation -

Department of Home Affairs (VISA conditions) - <https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

Department of Home Affairs (information on changing courses) - <https://www.homeaffairs.gov.au/Trav/Stud/More/Changing-courses>

Visa Entitlement Verification Online (VEVO) system - [https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)#tab-content-0](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)#tab-content-0)

National Code 2018 Implementation - <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx>

Unique Student identifier - <https://www.usi.gov.au/>

Homestay (accommodation) - <https://www.homestaynetwork.org/>

XE Live Exchange Rates - <http://www.xe.com/>

Money smart (information and guidance on managing your finances) - www.moneysmart.gov.au

Insider Guides Cost of Living Calculator - www.insiderguides.com.au/cost-of-living-calculator/

Visit **Brisbane website** - <https://www.visitbrisbane.com.au/>

National Training Complaints Hotline - <https://www.education.gov.au/NTCH>

Australian Qualifications Framework (AQF) - <https://www.aqf.edu.au/aqf-levels>

Department of Education and Training - <https://internationaleducation.gov.au/Regulatory-Information/Provider-Registration/Getting-Started/Pages/default.aspx>

The Australian Skills Quality Authority (ASQA) - <https://www.asqa.gov.au/cricos-registration/cricos-registration-overview> ASQA is the national regulator for Australia's vocational education and training sector.

Tuition Protection service - <https://tps.gov.au/Home/NotLoggedIn>

Overseas Student's Ombudsman - <http://www.ombudsman.gov.au/about/overseas-students>

Private Health Insurance Ombudsman - <http://www.ombudsman.gov.au/about/private-health-insurance>

Fair Work Ombudsman - workplace rights <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Department of Education and Training - The department provides qualifications recognition services using the Australian Qualifications Framework as a benchmark. It also provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation and the Tuition Protection Service - <https://www.education.gov.au/>

- **Tax information** - <https://www.ato.gov.au/Individuals/International-tax-for-individuals/Coming-to-Australia/Studying-in-Australia/>

Current Australian legislation - <http://austlii.edu.au>

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students \(ESOS\) Regulations 2001](#)
- [ESOS Registration Charges Act 1997](#)
- [Education Services for Overseas Students Act \(TPS Levies\) Act 2012](#)
- [Education Services for Overseas Students \(TPS Levies - Risk Rated Premium and Special Tuition Protection Components\) Instrument 2016](#)

Supporting legislation

- [Migration Act 1958](#)
- [Migration Regulations 1994](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations](#)

Appendix D: Frequently asked questions

General questions

Who is an overseas student?

An overseas student is someone who is studying in Australia on a student visa. An overseas student is also called an international student.

An intending overseas student is someone who has taken any steps towards becoming an overseas student.

If you are in Australia on a student visa, or are planning to come soon, you can contact the Overseas Students Ombudsman if you have a problem with your private school, college or other private registered education provider. If you have been an overseas student and have a problem with your provider that happened while you were on a student visa, we may be able to help you. However, if you have known about the problem for more than 12 months, the Ombudsman may decide not to investigate your complaint.

If you are in Australia on a working holiday maker or visitor visa the Overseas Students Ombudsman cannot help you. You should talk to your education provider about your complaint and appeal rights.

What is an education provider?

In Australia, different names for places of education and training include: school, college, academy, institution, university, institute of Technical and Further Education (TAFE) and Registered Training Organisation (RTO). These are all 'education providers'.

What is the difference between private and public education providers?

Education providers which are private businesses are called '**private** education providers'. Government education providers are called '**public** education providers'.

What is a registered education provider?

All education providers must register with the Australian Government on the [Commonwealth Register of Institutions and Courses for Overseas Students](#) (CRICOS) before enrolling Overseas Students in a course.

What is an Ombudsman?

An Ombudsman is a person who helps people who have problems with Australian businesses and government agencies. There are different Ombudsmen for different businesses and parts of government.

The Ombudsman's services are free, independent and impartial – the Ombudsman does not take sides.

If the Ombudsman finds that a business or government agency has done the wrong thing or treated someone unfairly, he can recommend a remedy. That remedy might be, for example, an apology, better information, a new decision, or a refund.



What does the Overseas Students Ombudsman do?

The Overseas Students Ombudsman investigates complaints about problems that international students have with **private** schools, college and universities (education providers) in Australia.

If you are not satisfied with a decision or action taken by your private registered education provider, you should ask about their internal complaints and appeals process. If you complain to your provider, but you are not satisfied with the result, you can complain to the Ombudsman.

Can somebody else contact the Ombudsman for me?

Yes. You may want someone else, like a friend or family member, to contact the Ombudsman for you. You will need to give them your permission to do this.

If a group of Overseas Students all have the same problem, they can make one complaint to the Ombudsman together. See: Permission for someone else to act on my behalf form

Do I have to give my name when making a complaint?

No. You can tell us about a problem without giving us your name and contact details – this is called an anonymous complaint.

We will still try to look into your complaint, but we may not be able to contact you to tell you what happened. And depending on what the problem is, we may not be able to investigate it without knowing who is experiencing the problem.

How do students benefit from the new Tuition Protection Service (TPS)?

Under the previous system, students had their placement activity managed for them by the Tuition Assistance Scheme or failing that, by the Fund Manager, with limited say in their alternative enrolment.

The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options. A more direct relationship in placements between affected students and prospective providers should lead to a more efficient and effective outcome for students and the sector. Students should also benefit from more timely placements, or refunds where necessary, and a smoother transition to new providers.

Is a student's visa status likely to change during the placement and refund period?

A student's visa status does not change during the placement and refund period. However, where a student is refunded an amount of unexpended pre-paid tuition fees by the TPS Director, the Department of Immigration and Border Protection will be notified to assess that student for any visa compliance requirements.

Does a student have to take an alternative course if there is a suitable option available?

The TPS is a placement model with refunds provided as a last resort. It is a condition of the student visa program that students maintain their enrolment and attendance, so the preferable outcome is that students receive the tuition for which they have come to Australia and paid for.

The expectation is that students will accept an alternative place if one is available, for which they meet all the entry requirements and there is no cost disadvantage to them. However, the student is not compelled to accept an alternative place and is eligible for a refund of unexpended tuition fees. The student does need to confirm visa implications with Department of Immigration and Border

Protection, but other options might include: enrolling in a completely different course, other visa types or returning home.

What proportion of pre-paid course fees do providers have to refund to students when required?

The ESOS Act has been amended to limit refunds paid to students to the portion of the course for which the student has paid but which has not been delivered or assessed in the event of a provider closure.

The TPS model outlined above states that when a defaulting provider fails to meet its refund obligation, the partial refund amount is calculated and is available to place the student in an alternative course in the first instance, and failing that, to provide a refund.

The method of calculating refunds is prescribed in a legislative instrument under the ESOS Act.

What documents will assist the TPS in determining a refund of pre-paid tuition fees?

To assist the TPS in calculating the refund of tuition fees for the part of the course for which the student has paid but which has not been delivered or assessed in the event of a provider closure, students should keep the following documents:

- Student agreement with the provider.
- Original receipts for tuition fees pre-paid to the provider.
- Bank statements; and
- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g., an email or SMS between the provider and student).

Appendix E: Definitions

Term	Definition
Accrediting authority	Refers to the organisation designated by or under legislation of the Australian Government or appropriate state or territory government to accredit persons or organisations to offer education or training services to Australian students.
Active recruitment	involves an agent or representative of RTO speaking or writing directly to an international student to promotes its course as superior to and/or cheaper than the registered provider or course in which the student is currently enrolled, with the intention of encouraging the international student to transfer from their current provider.
Campus	An education facility or site of the registered provider where classroom-based teaching or off the job training occurs.
Compassionate and compelling grounds*	Those grounds that are beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.
Compulsory study period	A compulsory study period is one in which the student must enroll unless granted a deferment or suspension from enrolment or leave of absence under Standard 13 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enroll during the registered provider.
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
Course	A course of education or training as defined in the ESOS Act.
Course-related fees	Includes: <ul style="list-style-type: none"> all course money as defined by Section 7 of the ESOS Act all optional fees or charges.
Course credit	Exemption from enrolment in a particular part of the course because of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning.



Course money	As defined by Section 7 of the ESOS Act, means money a provider receives, directly or indirectly, from: <ul style="list-style-type: none"> • an overseas student or intending overseas student; or • another person who pays the money on behalf of an overseas student or intending overseas student, for a course that the provider is providing, or offering to provide, to the overseas student. This includes tuition fees, any amount received by the provider for overseas student health cover, and any other amount that the student had to pay to the provider in order to undertake the course.
Course progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Critical incident	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
Designated authority	As defined by Section 5 of the ESOS Act, means a person responsible under the law of a state for approving providers to provide courses to overseas students in that state.
Distance learning	Study in which the teacher and overseas student are separated in time or space throughout the duration of the unit of study (including online learning) but does not include study where the student is resident in his or her home country or another country offshore and does not hold a student visa. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.
Domestic student	Refers to all students who are not overseas students as defined in the National Code.
Education agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
Eligible relative**	An eligible relative is a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and is

	<ul style="list-style-type: none"> • nominated by a parent of the applicant or a person who has custody of the applicant • aged at least 21 of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16
Enrolment	Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
ESOS framework	<p>Principally comprises the <i>Education Services for Overseas Students Act 2000</i> (ESOS Act), the <i>Education Services for Overseas Students Regulations 2000</i> (the ESOS Regulations), the <i>Education Services for Overseas Students (Registration Charges) Act 1997</i> (the ESOS Charges Act) and the National Code.</p> <p>The ESOS framework is supported by the <i>Migration Act 1958</i> and the <i>Migration Regulations 1994</i> and various state and territory legislation relevant to the education of overseas students.</p>
Information	Includes electronic and paper-based formats.
Marketing	Promotion of the provider and its courses and facilities to prospective overseas students and their parents or guardians, education agents, international organisations, and other interested parties such as alumni.
Migration agent	A person registered as a migration agent as per section 286 of the <i>Migration Act 1958</i> .
Mixed mode	See mode of study.
Mode of study	Includes attendance face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning, and work-based learning. Mixed mode refers to a combination of two or more of these modes.
Online learning	Study in which the teacher and overseas student communicate mainly through electronic technologies for the unit. For the National Code, permissible online learning does not include study where the student is resident in his or her home country or another country, does not hold a student visa and is undertaking a unit of study with a registered provider which is in Australia.

Preventative action	Action to eliminate the cause of a possible nonconformity or otherwise undesirable potential situation.
Principal course of study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
Provider	An institution or other body or person in Australia that provides or seeks to provide CRICOS registered courses to overseas students as defined by the ESOS Act.
Provider default	Where the registered provider fails to provide a course or ceases to provide a course to an overseas student in accordance with Section 27(1) of the ESOS Act.
Recruitment	The pre-enrolment processes of engaging and assisting overseas students (or parent or guardian if the overseas student is under 18) to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa.
Registered provider	The process whereby a provider is recommended by a designated authority for registration under the ESOS Act to provide a specified course in that state to overseas students; and the provider is registered by the Secretary of DEST on CRICOS. Registration includes re-registration.
Scheduled course contact hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, and examinations.
Self-accrediting provider	Self-accrediting institutions are established by or under relevant Australian Government or state or territory government legislation with the authority to accredit their own courses.
State	Includes the Australian Capital Territory and the Northern Territory.
Student	Refers to an overseas student as defined above in all cases except where otherwise explicitly stated.

Overseas student	<p>A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS Regulations.</p> <p>Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian.</p>
Student contact officer	Employee(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who can provide advice to overseas students on a range of matters.
Student default	Where an overseas student does not start a course or withdraws from a course as defined in Section 27(2) of the ESOS Act.
Student visa	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the <i>Migration Act 1958</i> .
Study period	A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months. See also Compulsory study period .
Unit	A discrete component of study within a course; the term includes 'subject' and 'module'.
Welfare-related support services	Services which address the mental, physical, social, and spiritual well-being of overseas students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management.

Detailed definitions:

* **Compassionate or compelling' circumstances** are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members
- major political upheaval or natural disaster in the home country requiring emergency travel
- a traumatic experience, which could include: involvement in, or witnessing of a serious accident, witnessing or being the victim of a serious crime (supported by police or psychologists' reports), RTO was unable to offer a pre-requisite unit, or the overseas student

has failed a prerequisite unit and therefore faces a shortage of relevant units for which they

are eligible to enrol or inability to begin studying on the course commencement date due to delay in receiving a student visa.

Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file.

**** Eligible relative**

An eligible relative is a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and is

- nominated by a parent of the applicant or a person who has custody of the applicant
- aged at least 21
- of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16
- an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first)

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