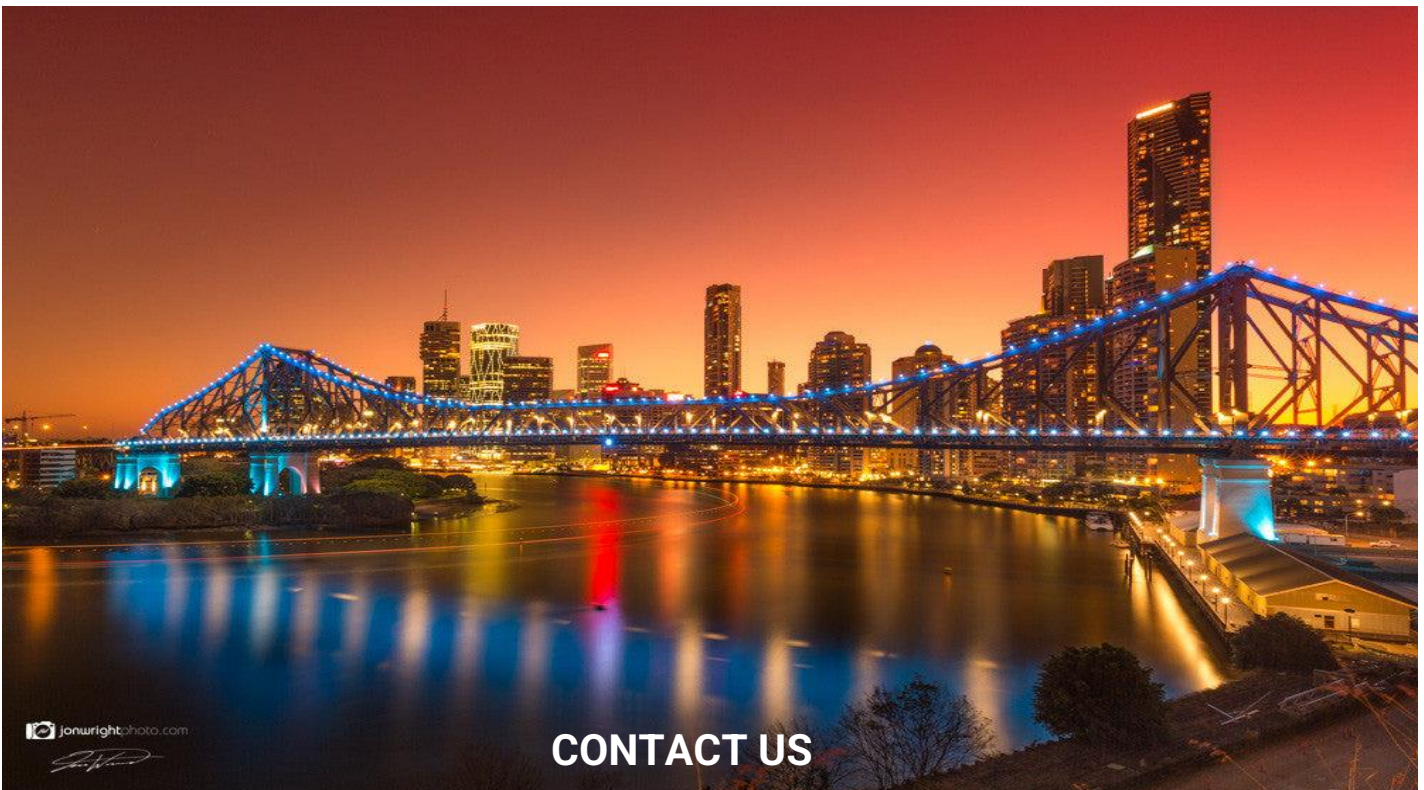


Student Handbook

2026



CONTACT US

Call: +61 7 3879 4142 Website: www.gie.edu.au Email: info@gie.edu.au

Table of Contents

WELCOME TO GLOBAL INSTITUTE OF EDUCATION	7
MESSAGE FROM THE CEO	7
ABOUT GLOBAL INSTITUTE OF EDUCATION (GIE)	8
OUR VISION	8
OUR MISSION.....	8
OUR VALUES.....	8
OUR OBLIGATIONS AS AN RTO AND CRICOS EDUCATION PROVIDER.....	9
CONTACT INFORMATION.....	10
CAMPUS FACILITIES AND LEARNING ENVIRONMENT	11
COURSES PROVIDED	12
ADMISSIONS & ENROLMENT.....	13
STUDENT VISAS	14
VISA CONDITIONS	14
ARRANGING TRAVEL AND DOCUMENTS TO BRING	14
ARRIVING IN AUSTRALIA.....	15
TRANSPORT FROM BRISBANE AIRPORT	15
BRISBANE’S CLIMATE	16
KEEPING IN CONTACT	16
ARRANGING YOUR FINANCES.....	16
LIVING IN AUSTRALIA	17
MINIMUM FINANCIAL REQUIREMENTS FOR VISA PURPOSES	17
TIPS AND RESOURCES.....	17
ACCOMMODATION.....	17
BRINGING YOUR FAMILY WITH YOU.....	18
WORKING IN AUSTRALIA	18
LOCAL SUPPORT SERVICES & EMERGENCY CONTACTS – BRISBANE	19
HEALTH AND SAFETY.....	19
EMERGENCIES	19

FIRE.....	19
AMBULANCE	19
MEDICAL ASSISTANCE.....	20
OVERSEAS STUDENT HEALTH COVER.....	20
YOUR RIGHTS	21
YOUR SAFETY	21
BUDGETING	21
SHOPPING.....	21
CLOTHING.....	21
COURSE INDUCTION.....	22
UNIQUE STUDENT IDENTIFIER	22
ASSESSMENT STRATEGY	22
ASSESSMENT TASKS	23
ASSESSMENT METHODS.....	23
ASSESSMENT	24
EXAMINATIONS/ COURSE ASSESSMENTS AND RESULTS	24
ASSESSMENT FEEDBACK.....	24
REASSESSMENT	25
RESIT (OR REPEAT):	25
LATE SUBMISSION FEE	25
ABSENTEES:.....	25
APPEALING ASSESSMENT DECISION	25
WORK PLACEMENT REQUIREMENTS.....	26
REFERENCING	26
STUDENT CODE OF CONDUCT	26
STUDENTS’ RIGHTS.....	26
STUDENTS’ RESPONSIBILITIES	27
CODE OF CONDUCT	27
CHEATING	27
PLAGIARISM	27
MISCONDUCT.....	28
VANDALISM / THEFT	28
SAFETY / HYGIENE:	28

CHEATING / PLAGIARISM:	28
VERBAL ABUSE:	28
PHYSICAL ABUSE:	28
ALCOHOL / DRUGS:	29
WEAPONS:	29
EXPOSURE / DECENCY:.....	29
DISCIPLINARY ACTION	29
CONSEQUENCES OF MISCONDUCT	29
POLICIES & PROCEDURE	30
STUDENT ORIENTATION AND SUPPORT SERVICES.....	30
WELFARE SERVICES	31
TRAINING-SPECIFIC ORIENTATION INFORMATION	32
EXTERNAL SUPPORT SERVICES.....	33
TUITION FEES AND REFUND	34
PROTECTION OF FEES PAID IN ADVANCE	34
FEES INFORMATION	34
COURSE FEE INCLUSIONS	35
PAYMENTS	35
REFUNDS	35
RECORDING AND PAYMENT OF REFUNDS.....	36
<i>General Refund Conditions</i>	36
<i>Provider Default</i>	36
STUDENT-INITIATED WITHDRAWAL OR CANCELLATION	37
REFUNDS DUE TO COMPASSIONATE OR COMPELLING CIRCUMSTANCES	37
HOW TO REQUEST A REFUND	38
APPEALS PROCESS	38
RECORDING AND AUDIT TRAIL.....	38
EXPECTATIONS & REQUIREMENTS	39
<i>VET Environment</i>	39
<i>Assessment Arrangements</i>	39
<i>Submitting your assessments</i>	39
<i>Assessment outcomes</i>	39
<i>Reasonable adjustment in assessment</i>	39
<i>Appealing assessment decisions</i>	40
<i>Student plagiarism, cheating and collusion</i>	40
COURSE PROGRESS.....	40

<i>Academic Course Progress Requirements</i>	40
<i>Identifying Students ‘At Risk’</i>	40
UNSATISFACTORY COURSE PROGRESS.....	41
RESPONSE AND ONGOING MONITORING.....	43
COURSE TRANSFER.....	43
<i>Transferring from another registered provider</i>	43
<i>Transferring to another registered provider</i>	43
<i>Transferring to another course offered by the GLOBAL INSTITUTE OF EDUCATION</i>	44
<i>Visa advice</i>	44
CREDIT TRANSFERS.....	44
RECOGNITION OF PRIOR LEARNING.....	45
COMPLAINTS AND APPEALS	45
RECORDS.....	45
PUBLICATION.....	45
DEFERRAL, SUSPENSION AND CANCELLATION.....	45
PROVIDER-INITIATED SUSPENSION OR CANCELLATION.....	46
STUDENT-INITIATED CANCELLATION OF STUDIES.....	46
COMPLAINTS AND APPEALS.....	46
CHANGE IN VISA STATUS.....	46
YOUR FEEDBACK.....	47
ACCESS TO YOUR RECORDS.....	47
AMENDMENT TO RECORDS.....	47
NOTIFYING YOU IF THINGS CHANGE.....	47
LEGISLATION AND YOU.....	48
<i>Education Services for Overseas Students</i>	48
<i>Workplace Health and Safety</i>	48
<i>Harassment, victimisation or bullying</i>	48
<i>Equal opportunity</i>	49
<i>National VET Regulator Act 2011</i>	49
YOUR PRIVACY.....	49
<i>Privacy Principles</i>	49
COMPLAINTS AND APPEALS POLICY	50
NATURE OF COMPLAINTS AND APPEALS.....	50
PRINCIPLES OF RESOLUTION.....	50
TIMEFRAMES FOR RESOLUTION.....	51
RECORDS OF COMPLAINTS AND APPEALS.....	51

MAKING A COMPLAINT OR APPEAL	51
RESOLUTION OF COMPLAINTS AND APPEALS	51
INDEPENDENT PARTIES	52
EXTERNAL COMPLAINT AVENUES	52
THE OVERSEAS STUDENT OMBUDSMAN (OSO)	53
AQF CERTIFICATION DOCUMENTATION, RECORDS POLICY AND PROCEDURES	53
PROCEDURES.....	53
<i>Certification Documentation Templates</i>	53
ISSUANCE OF AQF CERTIFICATION DOCUMENTATION	54
RECORD KEEPING	54
<i>Records Ownership, Access, Retention and Security</i>	54
<i>Access and Verification</i>	54
<i>Data and Reporting of Quality Indicators (QIs)</i>	55
<i>Procedure for Issuance of Statement of Result</i>	55
<i>Procedure for Issuance of Statement of Attainment</i>	55

WELCOME TO GLOBAL INSTITUTE OF EDUCATION

Welcome to Global Institute of Education (GIE). We are pleased to have you as part of our learning community and look forward to supporting you throughout your academic journey and professional development. We aim to provide a supportive, inclusive and industry-focused learning environment that enables students to achieve their educational and career goals while developing practical skills for the workplace.

This Student Handbook has been designed as an important guide to help you understand how to successfully study at GIE. It contains essential information about your enrolment, academic expectations, student services and the policies that apply during your time with us. Students are encouraged to read this handbook carefully and refer to it regularly throughout their studies.

GIE is committed to providing high-quality training and assessment that meets national standards while ensuring that every student is treated with fairness, respect and professionalism. Our trainers, assessors and support staff are available to assist you throughout your studies, and we encourage you to seek support whenever needed.

We wish you every success in your studies and hope your time at Global Institute of Education is both rewarding and enjoyable.

Message from the CEO

We thank you for considering Global Institute of Education as the organisation of choice for your prospective clients' needs. We adhere to a philosophy of continuous quality improvement that underpins the highest standards of training, facilities and support services. Choosing the Global Institute of Education to partner with emphasises a well-balanced approach for your clients and investing well for their future. Global Institute of Education will work with you and provide all required support for your clients to achieve their goals while enjoying the Australian Lifestyle and all it has to offer.

We look forward to building strong, long-term partnerships and supporting students in achieving meaningful and sustainable career outcomes.

Yours sincerely,

Jagdeep Singh

CEO

About Global Institute of Education (GIE)

Global Institute of Education (GIE) is a Registered Training Organisation (RTO Code 31964) and CRICOS Provider (Code 03936E) delivering nationally recognised training designed to prepare students with practical skills, industry knowledge and workplace readiness. Our programs focus on real-world learning supported by qualified trainers, structured resources and a student-centred learning environment.

GIE delivers training across Automotive, Horticulture, Security Operations, Community Services, Leadership and Management. All courses are developed to meet current industry standards, regulatory requirements and national training package outcomes to ensure graduates are equipped with both theoretical understanding and practical competencies.

Our Vision

To be a trusted education provider recognised for delivering quality vocational education, supporting student success, and contributing to workforce development through practical and industry-focused training.

Our Mission

- Deliver high-quality education and training that meets national standards.
- Provide a safe, inclusive and supportive learning environment.
- Support students to achieve their academic and career goals.
- Maintain strong industry engagement to ensure training remains relevant.
- Promote ethical practices, continuous improvement and student satisfaction.

Our Values

- Quality Education – Commitment to nationally recognised training standards.
- Integrity – Honest, transparent and ethical practices.
- Respect – Inclusive environment that values diversity and equality.
- Student Success – Providing support to help students achieve outcomes.
- Continuous Improvement – Ongoing review of training, services and student experience.

Our Obligations as an RTO and CRICOS Education Provider

As an RTO and CRICOS provider registered with the Australian Skills Quality Authority (ASQA), GIE is required to maintain the quality and integrity of all nationally recognised training and assessment. We comply with:

- Standards for RTOs 2025 under the VET Quality Framework
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

To maintain compliance, GIE implements comprehensive policies, procedures and quality assurance systems and participates in regulatory audits when required. We also ensure that any third parties involved in training, marketing or student recruitment operate in accordance with these standards.

As the issuing RTO, GIE is responsible for providing AQF certification documentation in accordance with our issuance policies. Students have the right to lodge complaints or appeal if they believe GIE has not met its obligations, as outlined in our Complaints and Appeals Policy.

All courses delivered by GIE are nationally recognised within the Australian VET sector. This ensures that qualifications are consistent, industry-relevant and recognised across Australia.

ESOS Framework and International Student Protection

Australia provides strong legislative protections for international students through the Education Services for Overseas Students (ESOS) Framework. This includes the ESOS Act 2000 and the National Code, which ensure quality education, student welfare and consumer protection.

The ESOS Framework aims to ensure international students have a safe, supportive and rewarding study experience in Australia. Further information about ESOS legislation is available on the Australian Government Department of Education website.

CONTACT INFORMATION

Global Institute Of Education

PHONE: 07 3879 4142

EMAIL: info@gie.edu.au

WEBSITE: www.gie.edu.au

AFTER HOURS CONTACT: 0421079189

ADDRESS: CTC Ian Barclay Building, Room 1.4, 460-492 Beaudesert Rd, Salisbury QLD 4107

<https://goo.gl/maps/KEhPmEFksA8bsowL8>



This handbook offers essential pre-enrolment information to guide you throughout your studies at the GLOBAL INSTITUTE OF EDUCATION. It covers important processes and procedures, relevant courses, application guidelines, visa info, living costs, support services, and emergency contacts.

You'll also find tips for arriving in Australia, settling in Brisbane, working while studying, accommodation options, and bringing family. Please take a moment to review it and familiarize yourself with its contents.

Campus Facilities and Learning Environment

GIE campuses are equipped with facilities that support effective learning, which may include:

- Modern classrooms and training spaces
- Free Wi-fi at campus
- Learning resources and course materials
- Student support and administration services
- Student break and study areas
- Easily accessible via public transport
- Café availability



Courses Provided

<u>Code</u>	<u>Course Name</u>	<u>CRICOS Code</u>
AHC30722	Certificate III in Horticulture	115642K
AHC50422	Diploma of Horticulture Management	115643J
AUR30620	Certificate III in Light Vehicle Mechanical Technology	110342G
AUR40216	Certificate IV in Automotive Mechanical Diagnosis	110343F
CHC33021	Certificate III in Individual Support	116782A
CHC43121	Certificate IV in Disability Support	116783M
BSB50420	Diploma of Leadership and Management	106964M
BSB60420	Advanced Diploma of Leadership and Management	111145D
BSB80120	Graduate Diploma of Management (Learning)	111146C
CPP20218	Certificate II in Security Operations	106965K



NATIONALLY RECOGNISED
TRAINING

Admissions & Enrolment

Student Enquiry

- Provide Pre enrolment information to the student by referring to
- Enrolment Form
- Student Handbook
- Course Brochure
- Fee Management Policy
- Dept of Education student factsheets
- TPS overview

Enrolment Application

- Access Enrolment Application Form on college Website
- Advise on Entry Requirements and supporting documents required for admission (should include but not limited to Application Form completed, IELTS or equivalent score evidence, High School/ Year 12 pass certificate, any other qualifications held, employment letters)

Initial Skills Assessment

- If the student meets the eligibility criteria, issue Initial Skills assessment
- Recieve completed Initial SKills assessment

Student Offer

- Issue Offer Letter and Student agreement if the student meets all conditions of offer and satisfies the Initial skills assessment criteria
- Issue Invoice for initial deposit and payment plan for future payments

Confirmation of Enrolment

- Recieve signed student agreement and initial payment evidence
- Issue COE from PRISMS
- Fee reciept for student records
- OSHC information if arranged by college

Student Visas

Once you receive your electronic Confirmation of Enrolment (CoE), you must apply for a Student Visa. Detailed information about visa applications is available from the Australian Government Department of Home Affairs website.

The website provides information on:

- Visa application procedures
- Required supporting documents (including a valid passport)
- Student visa conditions
- Work rights
- Overseas Student Health Cover (OSHC) requirements
- Visa application fees and associated charges

Students may choose to use a registered migration agent for assistance with the visa application process. You may contact Global Institute of Education (GIE) for information about the education agents we work with.

Important: Visa processing times can vary. Students should allow sufficient time between lodging their visa application and the course commencement date.

If your visa application is refused, any refund of fees will be processed in accordance with the Refund Policy outlined in this Handbook.

Visa Conditions

If your visa is granted, you must comply with all visa conditions. Failure to meet these conditions may result in visa cancellation and withdrawal from your course.

Student visa conditions include (but are not limited to) the requirement to:

- Maintain satisfactory course progress and/or attendance and remain enrolled in your registered course
- Work only in accordance with the conditions specified in your visa grant (Information about workplace rights is available from the Fair Work Ombudsman.)
- Maintain valid Overseas Student Health Cover (OSHC) for the duration of your stay in Australia
- Notify GIE of your residential address in Australia and any change of address within 7 days
- Complete your course within the duration specified on your CoE
- Remain with your principal education provider for the first six months of your course, unless formally released

If you intend to bring family members with you, you must provide the required documentation as part of your visa application. Please refer to the "Bringing Your Family" section of this Handbook for further information.

Arranging Travel and Documents to Bring

The costs of travelling to Australia are not included in your course fees, and you will need to arrange and pay for your travel. You should plan to arrive in Brisbane at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by GLOBAL INSTITUTE OF EDUCATION at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Arriving in Australia

When you arrive in Australia, you will be required to present your passport and completed Incoming Passenger Card at Immigration. You may be asked questions about your stay before your passport is stamped and returned to you.

After clearing Immigration, proceed to the baggage collection area. Carefully check your luggage to ensure nothing is missing or damaged. If you identify any issues, report them immediately at the airline's baggage service counter to lodge a claim.

You will then pass through Customs. Australia has strict biosecurity and quarantine laws to prevent the entry of restricted food, plant and animal products. You must declare all items listed on your Incoming Passenger Card. Failure to declare restricted items may result in fines, confiscation of goods, or prosecution.

For detailed information on prohibited and restricted items, visit the Department of Agriculture and Water Resources- Travelling to Australia website at [Travelling or sending goods to Australia - DAFF](#)

Incoming passenger card - Australia
PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

YOU MUST ANSWER EVERY QUESTION - IF UNSURE, X Yes

Are you bringing into Australia:

- Goods that may be prohibited or subject to restrictions, such as medicines, steroids, firearms, weapons of any kind or illicit drugs? Yes No
- More than 1125mL of alcohol or 250 cigarettes or 250g of tobacco products? Yes No
- Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AUD\$400, including gifts? Yes No
- Goods/samples for business/commercial use? Yes No
- AUD\$10,000 or more in Australian or foreign currency equivalent? Yes No
- All food - includes dried, fresh, preserved, cooked, uncooked? Yes No
- Wooden articles, plants, parts of plants, traditional medicines or herbs, seeds, bulbs, straw, nuts? Yes No
- Animals, parts of animals and animal products including equipment, eggs, biologicals, specimens, birds, fish, insects, shells, bee products, pet food? Yes No
- Soil, or articles with soil attached, ie. sporting equipment, shoes, etc? Yes No
- Have you visited a rural area or been in contact with, or near, farm animals outside Australia in the past 30 days? Yes No
- Have you been in Africa or South America in the last 6 days? Yes No

Family/surname
Given names
Passport number
Flight number or name of ship
Intended address in Australia
State
Do you intend to live in Australia for the next 12 months? Yes No
If you are NOT an Australian citizen:
Do you suffer from tuberculosis? Yes No
Do you have any criminal conviction/s? Yes No

DECLARATION
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

YOUR SIGNATURE _____ Day _____ Month _____ Year _____

TURN OVER THE CARD
English

PLEASE COMPLETE IN ENGLISH

In which country did you board this flight or ship?
What is your usual occupation?
Nationality as shown on passport
Date of birth Day _____ Month _____ Year _____

PLEASE X AND ANSWER A OR B OR C

A Migrating permanently to Australia
B Visitor or temporary entrant
Your intended length of stay in Australia _____ Years _____ Months _____ Days
Your country of residence _____
Your main reason for coming to Australia (X one only)
Convention/conference 1 Employment 4 Holiday 7
Business 2 Education 5 Other 8
Visiting friends or relatives 3 Exhibition 6

C Resident returning to Australia
Country where you spent most time abroad _____

MAKE SURE YOU HAVE COMPLETED BOTH SIDES OF THIS CARD. PRESENT THIS CARD ON ARRIVAL WITH YOUR PASSPORT.

Information sought on this form is required to administer immigration, customs, quarantine, statistical, health, wildlife and currency laws of Australia and its collection is authorised by legislation. It will be disclosed only to agencies administering these areas and those entitled to receive it under Australian law. The leaflet Safeguarding your personal information is available at Australian ports and airports.

07021505 © Commonwealth of Australia 2002 15 (Design date 07/02) McMILLAN PRINT

Follow airport signage and ask airport staff if you have any concerns.

Transport from Brisbane Airport

Getting from the airport to your accommodation is easy. Brisbane International Airport, located on Airport Drive, is about a 19-minute drive from the CBD. Please check the website for more information about the airport. Brisbane Airport Phone: +61 7 3406 3000.

Taxi: Brisbane has two taxi companies:

- 13cabs: 13 22 27
- Black & White Cabs: 133 222



Rideshare Services (Uber): Rideshare services such as Uber operate throughout Brisbane and provide an alternative to traditional taxis. Students may download and set up the Uber app prior to arrival to arrange transport from the airport to their accommodation. Designated rideshare pick-up zones are available at Brisbane Airport. Upon arrival, follow airport signage to the rideshare collection area or ask airport staff for assistance.

Fares vary depending on distance, time of day and demand.

Train: The AirTrain is a fast and convenient option for travelling to and from the airport. The journey between Brisbane Airport and Brisbane City takes only 20 minutes. The AirTrain also provides an express service to the Gold Coast, where you can connect to the G:link tram for easy access to Surfers Paradise and the Gold Coast beaches.

Train services run every 15 minutes during peak times and every 30 minutes during off-peak periods. Air train also connects to the Queensland Rail suburban network.

Council Bus Service: Brisbane City Council operates a bus service within the airport precinct. You'll need to make your way from either Terminal to the Skygate Centre, where bus route 590 runs seven days a week.

For more information, maps and timetables, visit the [Translink Website](#)

Brisbane's Climate

Brisbane has a humid subtropical climate with year-round period with warm to hot temperatures. Brisbane generally experiences 3 months of mild cool winter from June to August. Brisbane experiences an annual mean minimum of 16.6 °C (62 °F) and mean maximum of 26.6 °C (80 °F), making it Australia's second-hottest capital city after Darwin. Seasonality is not pronounced, and average maximum temperatures of above 26 °C (79 °F) persist from October through to April.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

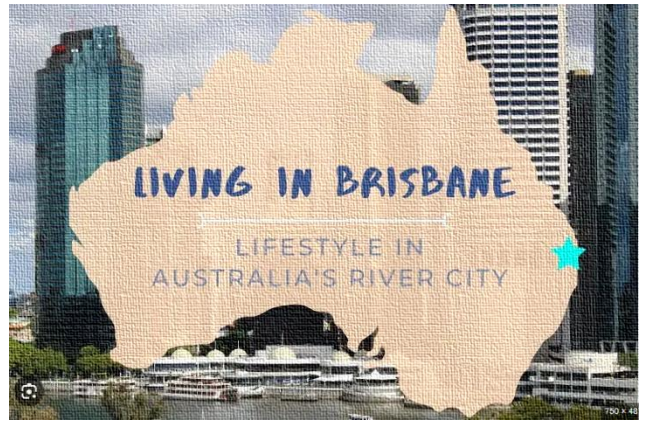
The currency used in Australia is the Australian Dollar. It is recommended to convert your money into Australian dollars before your arrival. However, if you haven't done so, you will need to exchange some currency as soon as you arrive. This can typically be done at the airport.

Upon arriving in Brisbane, you can exchange more money for Australian dollars at any bank or currency exchange. However, keep in mind that banks may not be open on weekends. While airport currency exchanges are usually available, the exchange rate there is often not as favourable as that of a bank.

It's advisable not to carry large amounts of cash with you. Instead, take only the money you will need for the first few days, and arrange for the rest of your funds to be transferred to you in Australia. The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive.

Find out more about money matters by visiting [Living and education costs | Study Australia](#)





Living in Australia

Living and studying in Australia offers students a safe, multicultural and high-quality lifestyle. Australia is known for its strong education system, modern infrastructure and welcoming communities.

Australia is culturally diverse, with people from many different backgrounds and nationalities. Respect, equality and fairness are important values in Australian society. Students are expected to respect local laws, customs and community standards. English is the primary language spoken in Australia. Students are encouraged to practise English in daily life to improve communication skills and enhance their study experience.

Read this article for an insight into living in Australia [Your First Few Weeks in Australia - Insider Guides](#)

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

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 (all costs are in Australian dollars).

Minimum Financial Requirements for Visa Purposes

The Department of Home Affairs requires international students to show access to the following minimum annual living cost amounts (as of 2026):

- Primary student: AUD \$29,710 per year
- Spouse/Partner (if accompanying): AUD \$10,394 per year
- Each dependent child: AUD 4,449 per year

These figures are indicative only and may vary based on your location, lifestyle, and individual circumstances. Students must ensure that the funds declared are genuinely available for their use during their stay in Australia.

For the latest and most accurate information, please refer to the Department of Home Affairs website: [Department of Home Affairs](#) Refer to [Cost of Living Calculator - Insider Guides](#) for calculating your living costs.

Tips and resources

For guides relevant to living in Brisbane have a look at these free resources: [International Student Guides - Insider Guides](#)

Must have apps for Brisbane [Useful Apps to download before you arrive in Australia – Puravida Study](#)

Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia.

Temporary accommodation could be a hotel, hostel or similar, such as a serviced apartment or a bed and breakfast (usually a converted private residence, which may be inside someone's home or not).

Temporary accommodation can be found and booked through the following websites:

- Hotels: <https://www.trivago.com.au/australia-563/hotel>
- Bed & Breakfasts www.airbnb.com.au/Australia
- Serviced Apartments - <https://www.serviced-apartments.com.au/>

- Hostels Australia <http://hostelsaustralia.com.au/>

There is a range of long-term accommodation options for international students. For example:

Student Shared Accommodation:

Shared accommodation specifically for international students. Generally, it includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- [Student Accommodation & Housing Australia and New Zealand | UniLodge](#)
- [Premium Serviced Apartments & Short Stay Accommodation](#)
- [Student Accommodation Services Pty Ltd](#)

Private rental

A private rental is where you sign a lease agreement for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules).

Search private rentals here: [Rental Properties, Homes & Apartments for rent - realestate.com.au](#)

Your rights as a tenant

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below:

Consumer Affairs Queensland: [Consumer Affairs QLD](#)

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here: <https://flatmates.com.au/info/legal-introduction>

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

Homestay: [102 Affordable Rooms to Rent in Brisbane | Homestay.com](#)

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

- Centre-based childcare AUD\$80 to AUD\$120 per day
- Family day care AUD\$6 to AUD\$10 per hour Centre-based childcare AUD\$ 70 to AUD\$190 per day
- Family day care AUD \$17 to AUD \$25 per hour
- Nannies AUD\$30 to AUD\$35 per hour
- Au pairs (living in your home) AUD\$200 to AUD\$250 per week

Working in Australia

International students holding a subclass 500 visa are allowed to work under certain conditions:

- You can work up to 48 hours per fortnight (14-day period) during your study period.
- During scheduled course breaks, you are permitted to work unlimited hours.
- Work that is a mandatory part of your course (e.g., work placement) is not included in the 48-hour limit.

You are responsible for ensuring you do not exceed these work limits. Breaching visa conditions may result in the cancellation of your visa. You can check your visa conditions using the Visa Entitlement Verification Online (VEVO) system [Check visa details and conditions](#). Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the [Explore visa options for studying in Australia](#)

Local Support Services & Emergency Contacts – Brisbane

Service	Name / Contact	Address / Location	Phone / Hours
Emergency	Police / Fire / Ambulance	Australia Wide	000 (24 hrs)
	Department of Home Affairs	299 Adelaide St, Brisbane QLD	131 881
Hospitals	Sunnybank Private Hospital	245 McCullough St, Sunnybank	(07) 3344 9333 – 24 hrs
	Princess Alexandra Hospital	199 Ipswich Rd, Woolloongabba	(07) 3176 2111 – 24 hrs
Police Station	Upper Mt Gravatt Police Station	2132 Logan Rd, Upper Mt Gravatt	(07) 3364 3102 – 24 hrs
Medical Centres	Garden City Family Doctors	Westfield Mt Gravatt	(07) 3343 9966 – Mon–Sun 9am–5pm
	Myhealth Garden City	Westfield Mt Gravatt	(07) 3341 2444 – Mon–Sat (varied hrs)
Pharmacy	TerryWhite Chemmart	12/1932 Logan Rd, Upper Mt Gravatt	(07) 3849 7156 – Daily
Transport	Garden City Bus Station / Upper Mt Gravatt Station	Upper Mt Gravatt	Public Transport Hub
Taxi Services	Black & White Cabs	Brisbane	133 222
	Yellow Cabs (13CABS)	Brisbane	131 924
ATMs	Commonwealth Bank ATM	Westfield Mt Gravatt	13 22 21
	Westpac ATM	1932 Logan Rd, Upper Mt Gravatt	1300 785 258 – 24 hrs
Library	Garden City Library	Westfield Mt Gravatt	(07) 3403 7745
Printing & Stationery	Officeworks Garden City	2049 Logan Rd, Upper Mt Gravatt	(07) 3452 6200

Health and Safety

Emergencies

In the event of an emergency, such as a fire, a medical situation, or a need for police assistance, please dial 000. Upon calling, you will be asked to indicate the type of emergency (fire, ambulance, or police) and to provide a brief explanation of the situation. Additionally, the operator will request your name, address, and telephone number for identification and response purposes.

The police in Australia are tasked with the protection of individuals and property, the detection and prevention of crime, and the maintenance of public order for all citizens. They operate independently of military and political affiliations. The presence of law enforcement can contribute significantly to the sense of safety within the community.

Fire

The fire brigade plays a critical role in extinguishing fires, providing rescue services for individuals trapped in vehicles or buildings, and responding to emergencies involving hazardous gases or chemicals. It is essential to contact emergency services by calling 000 immediately upon discovering a fire, regardless of its size, as swift action can significantly mitigate potential harm.

Ambulance

When you're faced with a medical emergency, every second counts. That's where ambulances come in! They deliver immediate care right at the scene and ensure you get to the hospital safely and swiftly. If you ever find yourself in need, don't hesitate—just dial 000 for assistance!

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [Home | ahm Overseas Students Health Cover](#)
- BUPA Australia [Overseas Student Health Cover Insurance \(OSHC\) | Bupa](#)
- Medibank Private [Overseas Student Health Cover \(OSHC\) | Overseas | Medibank](#)
- OSHC Worldcare [Overseas Visa Health Insurance | Allianz Care Australia](#)
- NIB OSHC [OSHC - Overseas Student Health Insurance & Health Cover | nib](#)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments, you will need to buy additional private health insurance, such as:

- Extra OSHC is provided by some OSHC providers.
- International travel insurance; or
- General treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at [PrivateHealth.gov.au - Australian Health Insurance Information](#) or [iSelect | Compare Health Insurance, Car Insurance, Energy & More](#)



Your rights

Everyone working in Australia, including international students or those on working holiday visas, has 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.

If you have a problem, contact the Fair Work Ombudsman ([Welcome to the Fair Work Ombudsman website](#))

Phone: 13 13 94 Translating and interpreting service: 131 450

Your Safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following website about personal safety tips: [Safety in Australia | Study Australia](#)

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and/or psychological. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or GLOBAL INSTITUTE OF EDUCATION's authorised agent once published on the website, who can assist you to apply for a course, arriving in Brisbane, joining GLOBAL INSTITUTE OF EDUCATION and provide assistance with your visa application.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [Home - Moneysmart.gov.au](#)

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00 am to 5.30 pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are several quality variety stores, such as K-Mart and Big W, where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive, higher-end clothing labels.

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. As an international student, you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that significantly affects your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in. General housekeeping arrangements are also discussed as stated in the section below.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student who enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: [Students - Unique Student Identifier](#)



We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals, please review this webpage: [Reporting requirements and exemptions - Unique Student Identifier](#)

Assessment strategy

Trainers and assessors will be provided with the GLOBAL INSTITUTE OF EDUCATION's assessment policies and procedures, including reassessment opportunities and assessment appeals. Assessors will be required to review them and clarify any areas of uncertainty with the academic manager before conducting assessments.

The trainer/assessor will assess the needs of the student and, where applicable, negotiate reasonable adjustments for assessing students with individual needs, and provide additional learning material where gaps are identified in either the participant's underpinning knowledge or skills.

Assessment tasks

- Reflect real-life work tasks.
- Are required to be performed within industry-standard timeframes as specified by assessors in relation to each task.
- Are assessed using assessment criteria that relate to the quality of work expected by the industry.
- Are performed to industry safety requirements as relevant.
- Utilise authentic workplace documentation.
- Require students to work with others as part of a team.
- Require students to plan and prioritise completing work tasks.
- Involve the use of standard, workplace equipment such as computers and software.
- Ensure that students are required to consider workplace constraints such as time and budgets.
- Assessment conditions will ensure a simulated workplace environment.



Learning support time for consultation with trainer/assessor may be allocated to allow students to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge and prepare themselves for the assessments.

Assessments are supervised and are scheduled to be completed in class.

In-class project time and group activities will be scheduled to support the assessment process.

Practical assessment tasks will be provided to address required skills and applicable performance criteria.

Students will be required to allocate additional self-study time towards preparation, private study, homework, research and preparation of assignment work. This is indicated in the Training and Assessment schedule and will be informed to students at the start of every unit.

Assessment methods

A range of assessment methods employed by the GLOBAL INSTITUTE OF EDUCATION ensures that assessments are fair, valid, reliable and reasonable while ensuring that the GLOBAL INSTITUTE OF EDUCATION meets the requirements of the relevant Training Package and the rules of evidence. Assessments for this course have been designed for classroom-based face-to-face delivery and assessment.

Based on the assessment methods for each unit of competency, assessment styles incorporated by GLOBAL INSTITUTE OF EDUCATION include a range of assessment tasks such as knowledge questions, research tasks, assessor observations, projects, which may include case studies, round tables and project portfolios, role-plays, undertaken at prescribed assessment schedules. Tasks will require in-class work to evidence aspects of skills and knowledge, as well as ensure a consistent approach to the unit of competency through continuous engagement and feedback.

Knowledge questions are designed to help the student demonstrate the knowledge that they have acquired during the unit

Research tasks are used in two ways. The first is to assess the student's ability to conduct and analyse research/gather information, and is in response to performance criteria or performance evidence. The second is to assess the student's knowledge and is generally in response to knowledge evidence.

Assessor observations are used where the unit of competency requires that the student must be observed demonstrating the skills and knowledge that they have acquired during their course. These observations will be in person.

Projects are provided to help students demonstrate the knowledge and skills that they have developed during their course. Supporting templates and resources, including project portfolios, are provided to the student and marking guidance is provided to the assessor.

Round table discussions will be used for students to discuss their own real experiences and apply them in the context of the case study. Even though students may be participating in a project based on a case study business, they have a wealth of knowledge, experience and skills that they have each gathered over the course of their lives that can be reflected on and applied in discussion with their peers and fellow students. These can then be discussed and applied to the project they are working on, making it more industry realistic.

Assessment

Examinations/ Course Assessments and Results

You are entitled to sit for your assessment in conditions which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by the GLOBAL INSTITUTE OF EDUCATION.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from GLOBAL INSTITUTE OF EDUCATION courses for a specific period.

GLOBAL INSTITUTE OF EDUCATION understands that assessment activities must be appropriate to the learning as well as the unit of competency requirements and must allow students to demonstrate practical application of knowledge and skills. Thus, the GLOBAL INSTITUTE OF EDUCATION assessors review the assessment tools and confirm their currency and adequacy in meeting the principles of assessment and the rules of evidence. Assessors ensure each task and tool aligns with the Principles of Assessment and Rules of Evidence in accordance with Standard 1.4.

The Academic Manager ensures that the assessors provide students with information about the unit of competency, assessment strategy and the evidence requirements to establish the context and purpose of the assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed, such as a simulated training kitchen or a manufacturing workshop and access to workplace policy and procedures.

To achieve this, the GLOBAL INSTITUTE OF EDUCATION uses the following strategies:

- Incorporation of the common workplace policies and procedures into the assessment scenario or activity.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of regulatory information relating to licensing which applies to the unit of competency.
- Creating assessment activities that require the student to conduct specific research relating to industry situations and occurrences where applicable.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Provide a realistic simulated workplace within GLOBAL INSTITUTE OF EDUCATION facilities.
- Assessment methods may include:
 - Analysis of case scenario/problem solving related to simulated workplace tasks.
 - Structured activities that will lead to the demonstration of simulated workplace tasks.
 - Questioning of required knowledge (verbal and/or written).
 - Development of a portfolio of evidence which may include simulated workplace tasks, samples of work, statements by managers.
 - Research and review of simulated workplace reports, data, samples of work.
 - Report Writing.

ASSESSMENT FEEDBACK



Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the work/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between the student and trainer/assessor through mutual understanding.

For students who have been assessed as Not Competent (NC), the following options will be available:

REASSESSMENT: If a student does not qualify for resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment, the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule. Students will get three reassessments attempt, without any additional penalty/ fee.

However, if after 2 attempts have not resulted in a Competent “C” outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NC. Reassessment is a formal process, and students must apply for reassessment through the Request for Reassessment Form available from the reception. Upon approval and payment of reassessment fees, a reassessment schedule will be provided.

If the student still fails in three reassessment attempts, the student will need to repeat (re-sit) the unit.

RESIT (or Repeat): The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options, i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Competent (NC). Re-sit may result in extension of course duration and may affect the student’s original completion date of the course. Students will need to pay a pro rata fee of the course fee to register for the unit. Students should contact the admin department if he/she remains NYC after 3 attempts of reassessment. The admin team/ student support officer will liaise with accounts and the academic team and issue the special training plan and the invoice for the resit attempt to the student. The student will be advised if there is a need to amend the COE at this stage.

If a course is extended by an academic term, a pro-rata term fee based on the total course fee will apply as per the course fees specified in the International Student Agreement.

LATE SUBMISSION FEE: A late fee of \$100 per unit will be charged if students fail to submit assessments on due dates.

ABSENTEES: Students who are absent on the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Competent and will be subject to the college’s Course Progress Policy.

Appealing assessment decision

A student may appeal against a decision in writing to the Academic Manager within seven (7) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with the CEO. The appellant will be given the opportunity. Referencing is crucial as it shows that students have engaged with the assigned material or conducted their research. Inappropriate referencing is considered unethical and can lead to the rejection of a student's work.

All submitted assignments must reflect original work; merely copying from sources, even if acknowledged, is insufficient. Examples of plagiarism include:

- Direct copying of text without quotation marks, even with a reference
- Copying ideas, concepts, or any combination of materials without credit
- Paraphrasing or rearranging someone's work without attribution
- Presenting collaborative work as independent
- Submitting previously used work or adapting another student's work

Unintentional errors can also occur, such as inadequate referencing, which is seen as poor practice. Students must correct and resubmit assignments where careless referencing is identified. to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details

Work placement Requirements

College will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is
- A 'cut and paste' of statements from multiple sources
- Presenting as independent, work done in collaboration with others
- Copying or adapting another student's original work into a submitted assessment item
- Copying or adapting a student's own work submitted in a previous essay or assessment

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with the GLOBAL INSTITUTE OF EDUCATION. Students who do not abide by this Code of Conduct will be followed up on through the disciplinary procedures.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the GLOBAL INSTITUTE OF EDUCATION holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to the GLOBAL INSTITUTE OF EDUCATION on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' responsibilities

All students, throughout their training and involvement with the GLOBAL INSTITUTE OF EDUCATION, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Do not bring into any premises being used for training purposes any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the GLOBAL INSTITUTE OF EDUCATION promptly.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify GLOBAL INSTITUTE OF EDUCATION if any difficulties arise as part of their involvement in the program.
- Notify GLOBAL INSTITUTE OF EDUCATION if they are unable to attend a training session for any reason at least 12 hours before the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

Code of conduct

Cheating



A student/trainee shall not cheat or attempt to cheat in any assessment.

A person, whether a student or otherwise, must not engage in any actions aimed at helping someone else cheat or undermine the integrity of an assessment. If a supervisor suspects that a student or trainee is cheating, they will promptly inform the individual but allow them to complete the assessment. The assessment supervisor is responsible for compiling a written report on the suspected cheating, which will be attached to the student's assessment paper. This issue should then be referred to the Chief Executive Officer for appropriate disciplinary action as outlined in the regulations. allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

Plagiarism

Plagiarism is the presentation of another person's work or ideas as your own. At Global Institute of Education (GIE), students must submit original work and uphold academic integrity at all times.

If plagiarism is suspected, the staff member will notify the Academic Manager. Together, they will review the case, considering:

- The extent of the plagiarism (more extensive work is more likely to be intentional)
- The course materials and instructions provided by the trainer
- Any previous plagiarism warnings for the student
- Whether the student is new to vocational education (continuing students are expected to understand academic standards)

This step may include an informal interview with the student to clarify the situation.

If the above factors have been considered and it has been determined that plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be expelled from the program in which they are enrolled on the basis of Academic misconduct.

Appeals against decisions regarding plagiarism will be managed as per the complaint and appeals policy of the GLOBAL INSTITUTE OF EDUCATION.

Misconduct

Misconduct of a Student/Trainee 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 the GLOBAL INSTITUTE OF EDUCATION operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

Defaced equipment, furniture or fixtures on premises under the control of GLOBAL INSTITUTE OF EDUCATION was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations
- Failure to Comply with Directions:
- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building or area
- Refused to obey the teacher/supervisor's direction when given for the safety of the class
- Disrupted others learning

Cheating / Plagiarism:

- I was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or another person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff or another person



Physical abuse:

- Became involved in a physical altercation
- Became involved in a behaviour not appropriate to the surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

POLICIES & PROCEDURE

Student Orientation and Support Services

Global Institute of Education (GIE) is committed to providing a supportive learning environment that assists students to successfully adjust to life and study in Australia and to achieve their academic goals.

GIE ensures that appropriate academic, welfare and support services are accessible to all students throughout their enrolment, in accordance with the **Standards for RTOs 2025** and, where applicable, the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**.

All support services are provided at no additional cost to students, unless otherwise stated.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program. This program will provide you with important information about various internal and external support services designed to help you adjust to life and study in Australia. These services cover a range of areas as mentioned below:

- Welfare and well-being support services
- Accommodation information and assistance
- Academic support and career guidance
- Student learning support services
- English language support resources
- Social inclusion and student engagement activities
- Access to legal, emergency and health services
- Information on campus facilities and learning resources
- Institutional policies and procedures, including:
 - i. Course progress requirements
 - ii. Attendance monitoring
 - iii. Deferral, suspension and cancellation
 - iv. Course transfer processes
 - v. Complaints and appeals procedures
- Student visa conditions relating to course progress and attendance

The enrolment form that you complete will assist us in identifying any support you may require. Depending on the course in which you are enrolling, your specific support needs can be discussed during the orientation session.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact the Student Support Officer at any time at info@gie.edu.au (Student Support) to discuss your support needs.

Welfare services

Global Institute of Education (GIE) provides access to a comprehensive range of welfare support services designed to promote the mental, physical, social and spiritual well-being of international students.

These services may be delivered directly by GIE or through referral to appropriate external support providers. Assistance may include information and advice relating to:

- Accommodation matters
- Counselling and crisis support services
- Disability and equity considerations
- Financial concerns
- Legal matters
- Medical and health services
- Mental health support
- Peer mentoring programs
- Social engagement and community integration activities
- Religious and spiritual support
- Stress management strategies
- Academic and study-related matters

All welfare services are provided at no additional cost to the student.

Students are encouraged to contact the Institute for further information regarding available welfare services or to arrange confidential support.



Training-Specific Orientation information

In addition to general institutional information, GIE provides students with specific, actionable, and training product-related information during orientation. This ensures students commence their studies with a clear understanding of academic expectations, assessment requirements, available resources, and behavioural standards.

This structured approach promotes early engagement and supports students in navigating their training and assessment confidently.

<u>Category</u>	<u>Information Provided</u>
Welcome and Induction	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)
Training Product Overview	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
Schedule & Timetable	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
Assessment Requirements	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
Learning Resources	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
Trainer Access & Support	Trainer/assessor contact details, consultation hours, support processes
Work Placement Info (if applicable)	Placement schedule, supervision requirements, workplace safety, logbook overview
Reasonable Adjustments	How to request adjustments for disability or learning support
Classroom Expectations	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations
Student Communication	Where and how students will receive training product updates and feedback (e.g. LMS announcements, email)
Reminder of Policies	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

External Support Services

Reading and Writing Hotline

- Telephone: 1300 655 506
- Website: [Welcome to the Reading Writing Hotline - Reading Writing Hotline](#)
- For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of the providers of courses in adult literacy and numeracy.

Lifeline

- Telephone: 13 11 14
- service offers a counselling service that respects everyone's right to be heard, understood and cared for.

Reach out

- Website: [A Safe Place to Chat Anonymously, Get Support & Feel Better | ReachOut Australia](#)
- Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Mind Spot

- Phone: 1800 614 434 Website: [Free, digital psychological care with Mind Spot](#)
- Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood.

Health Direct Australia

- Phone: 1800 022 222 Website: [Trusted Health Advice | healthdirect](#)
- Symptom checker, medicines and health information.

Butterfly Foundation

- Phone: 1800 334 673 website: [Support for Eating Disorders and Body Image Issues | Butterfly Foundation](#)
- Support for those experiencing an eating disorder who want to talk to someone.
- When: 8am to 9 pm M-F (no public holidays)

My Future

- Website: [myfuture - Australia's National Career Information Service | myfuture](#)
- Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments

Rape and Domestic Violence Services Australia

- Phone 1800 737 732 (1800 RESPECT) Website: [Home | 1800RESPECT](#)
- A range of support services is available for people who have experienced sexual assault, domestic or family violence

Tenants Union of Queensland

- Phone: 1300 744 263 Web: [Tenants Queensland – Tenants QLD](#)
- For information about renting rights and obligations in Queensland Visit: [Home | Residential Tenancies Authority](#)
- Brisbane City (council) website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students visit [Home | Brisbane City Council](#)
- You can mail your letter to: Brisbane City Council, GPO Box 1434, Brisbane, Qld 4001

Legal Aid Queensland

- Telephone: 1300 651 188 Website: [Home - Legal Aid Queensland](#)
- Queensland Legal Aid give legal help to financially disadvantaged people about criminal, family and civil law matters. It is funded by the Queensland Government to undertake state law matters (i.e., criminal law and civil law matters). Other sources of funding for state law matters include client contributions and interest on invested Legal Aid Queensland funds.

Disability Rights Queensland

- Website: [Legal information and your rights | People with disability | Queensland Government](#)
- Telephone: Call 13 QGOV (13 74 68).
- If it is an emergency, call Triple Zero (000)
- Disability Rights Queensland is an advocacy organization led by people with disabilities. They work with and on behalf of adults with disabilities, offering individual advocacy, information, and support through a network of advocates located across Queensland. Their services may include representing individuals with disabilities, assisting individuals with self-advocacy, and helping others advocate on their behalf.

Tuition Fees and Refund

Protection of fees paid in advance

GLOBAL INSTITUTE OF EDUCATION protects the fees that are paid in advance by both domestic and international students.

All course fees will be kept in a dedicated bank account, which can only be accessed once the student begins their studies. This arrangement ensures that the course fees are distinct from the everyday operating expense accounts. As a result, if a tuition fee refund is necessary before the student starts, it can be processed quickly and in full, without disrupting the business's financial operations or relying on the tuition protection system.

For domestic students, fee protection is ensured through:

The GLOBAL INSTITUTE OF EDUCATION ensures that students will never be required to pay more than \$1,500 in advance for services that have not yet been rendered. This policy applies both before the start of the course and at any point during the course duration.

For international students, fee protection is ensured as follows:

The Global Institute of Education does not require international students to pay more than 50% of their course fees before the course begins. However, students have the option to pay more than 50% of their tuition fees upfront if they prefer. If a student chooses not to pay more than 50% in advance, the remaining amount will be collected according to a mutually agreed payment schedule.

Please note that if a course is shorter than 25 weeks, the Global Institute of Education requires students to pay the full cost of the course before it commences.

GLOBAL INSTITUTE OF EDUCATION pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

Fees information

Fee information relevant to a course is outlined in detail on the Letter of Offer and Student Agreement and summarised on the Course Outline as well as in the GLOBAL INSTITUTE OF EDUCATION Student Handbook. Detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:

- All course fees include:
 - tuition fees
 - non-tuition fees
 - the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)

The Student Agreement and the Student Handbook, which are provided before enrolment, contain the Fees and Refunds Policy and Procedure and inform students of their consumer rights. Students must sign the Student Agreement to acknowledge their understanding of the terms and conditions of enrolment as well as this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Course fee inclusions

The Letter of Offer and Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.

- Tuition fees include:
 - All training and assessment services required for the student to achieve the qualification or course in which they are enrolled, within the permitted number of assessment attempts as outlined in the Assessment Policy.
 - Issuance of one set of certification documents, including the test amur (certificate) and record of results or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees may include (if applicable):
 - Enrolment fee
 - Resource fee
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline.
- Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task
- Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.

Course fees (tuition or non-tuition) do not include:

- Stationery such as paper and pens.
- Overseas Student Health Cover
- Airport pick-ups
- Excursions (unless stated on the Course Outline)

GLOBAL INSTITUTE OF EDUCATION cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

Payments can be accepted by electronic transfer (EFT), money order or cheque.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency when fees are more than 40 days past due.

GLOBAL INSTITUTE OF EDUCATION reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and, thereafter, will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

Refunds

All course fees for fee-for-service students include an admin fee, which is a non-refundable deposit. This deposit will only be refunded if the Global Institute of Education is required to cancel a course before it starts due to insufficient enrolment or other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that the Global Institute of Education, or any third parties responsible for delivering training and assessment on its behalf, is unable to provide the course, or any part of it, as promised, the student will receive a refund for the course or the specific portion that was not delivered. This includes the following situations:

- Where the GLOBAL INSTITUTE OF EDUCATION or any third parties delivering training and assessment on its behalf cease to operate.
- Where the GLOBAL INSTITUTE OF EDUCATION ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where the GLOBAL INSTITUTE OF EDUCATION needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, GLOBAL INSTITUTE OF EDUCATION will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by GLOBAL INSTITUTE OF EDUCATION in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits, etc.)
- Individual support provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision, along with any applicable refund or adjustment note. Refund decisions can be appealed by following the GLOBAL INSTITUTE OF EDUCATION Complaints and Appeals Policy & Procedure.

Recording and payment of refunds

General Refund Conditions

The original fee payer (student or employer/guardian) is the party eligible to receive any approved refund, as specified in the Student Agreement.

All refund claims are managed in accordance with the terms set out in this policy and the Fee Schedule provided at the time of enrolment.

A statement is included in the Letter of Offer and Student Agreement confirming:

"This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law where applicable."

Provider Default

If GLOBAL INSTITUTE OF EDUCATION, or any third party delivering training and assessment on its behalf, is unable to deliver the agreed services, the following applies:

Situations Covered:

- GLOBAL INSTITUTE OF EDUCATION ceases operations or course delivery.
- A material change is made to the student agreement and no revised agreement can be reached.
- A course is cancelled due to insufficient enrolments or external disruptions.

Process:

- Students will be automatically assessed for refund eligibility.
- Refunds are made without requiring an application form.

- GLOBAL INSTITUTE OF EDUCATION will issue a refund for the unused portion of prepaid fees within 28 calendar days.

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered

If the student was an international student:

The Tuition Protection Service (TPS) may intervene to offer:

- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

Withdrawal Scenario	Refund Eligibility
Visa Refusal (prior to course start)	100% refund of all unused prepaid tuition fees (excluding admin fee)
Withdrawal > 28 days before start date	Full refund of tuition fees minus admin fee
Withdrawal < 28 days before start date	50% refund of tuition fees minus admin fee
Withdrawal after course start	No refund (unless due to serious illness or hardship)
Visa cancelled due to student's actions	No refund

Note: Admin fees are non-refundable under all circumstances.

Refunds Due to Compassionate or Compelling Circumstances

Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:

- Written request submitted using the Student Refund Application Form
- Supporting medical certificate or evidence

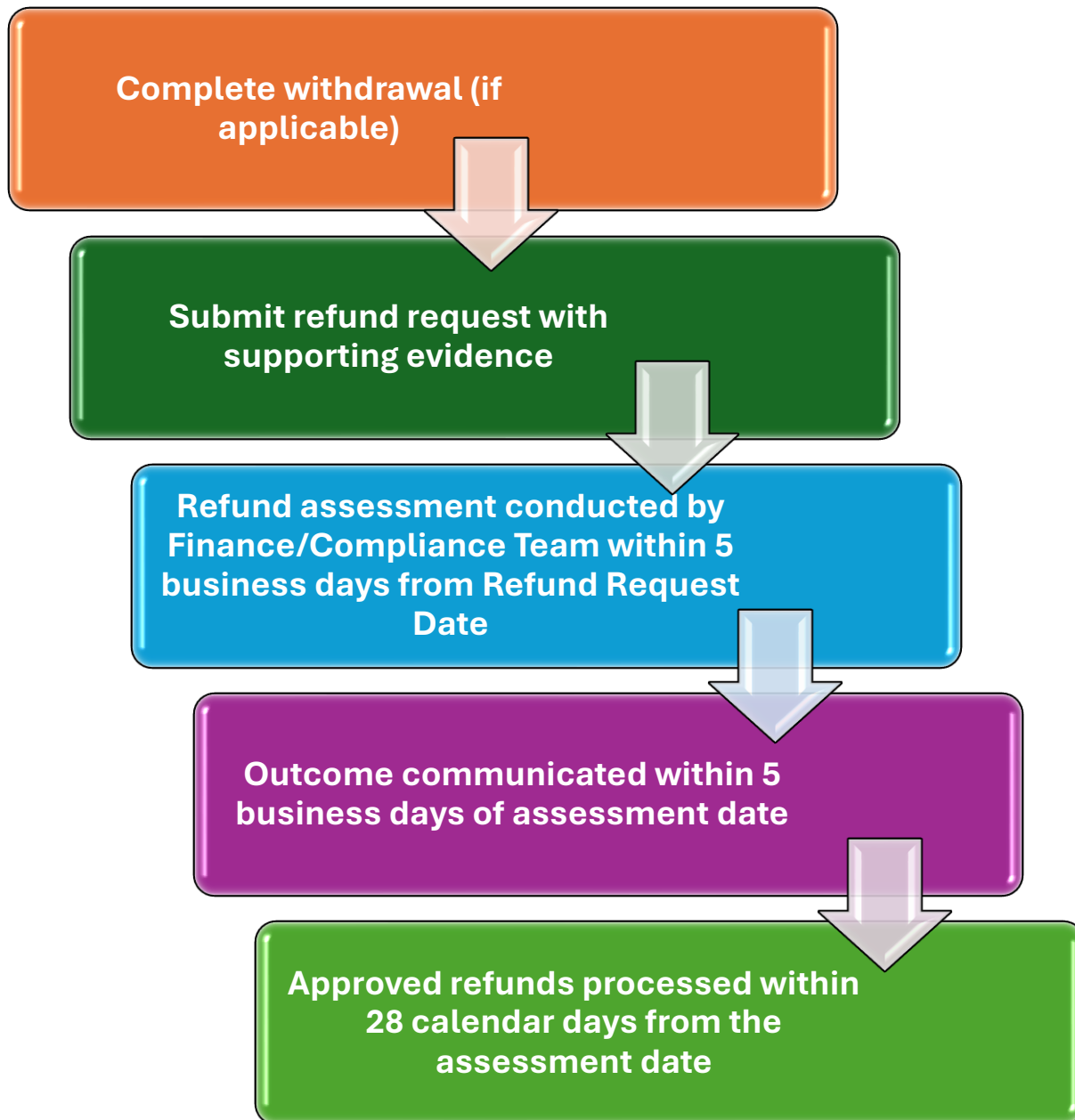
Refund eligibility is assessed case-by-case and may be offered as:

- A partial refund
- A credit transfer toward a future course (valid for 12 months)
- Non-Refundable Items

The following are non-refundable:

- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

How to Request a Refund



Appeals Process

Students may appeal refund decisions under the Complaints and Appeals Policy & Procedure. International students may also escalate to the Overseas Students Ombudsman if unsatisfied.

Recording and Audit Trail

- Refund decisions, calculations, and supporting evidence are:
- Stored securely on the student's file
- Recorded in the Fee Protection and Refund Register
- Audited periodically to verify compliance with Clause 18
- Special Notes on Fee Scheduling and Study Periods

GLOBAL INSTITUTE OF EDUCATION does not define formal study periods for the purpose of restricting fee collection, as current legislative instruments no longer impose these restrictions.

Payment plans clearly outline when fees become due post-commencement, ensuring transparency in all transactions.

Expectations & Requirements

VET Environment

The training and assessment offered by GLOBAL INSTITUTE OF EDUCATION focuses on providing you with the knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment Arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you, and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to: info@gie.edu.au

You must keep a copy of all tasks that you submit, as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to resubmit the work.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Competent (NC). You have two additional attempts to complete the task and achieve a satisfactory outcome. A timeframe will be provided for your resubmission, along with details on what you need to include.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called a reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

GLOBAL INSTITUTE OF EDUCATION has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated, plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action, which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment, which may affect your visa.

Course Progress

Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of the enrolled units of competency for each term.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress of students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods is not meeting the college's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

Identifying Students 'At Risk'

Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the students' academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include, but are not limited to, the review of:

- Class participation and level of engagement
- The student's attendance record
- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager, in consultation with the student and trainer, will establish a support/intervention program to help the student improve their course progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include, but are not limited to, any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One-on-one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with the Learning Support Officer at the GLOBAL INSTITUTE OF EDUCATION
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy

If the student requires any additional assistance/ student welfare arrangements, for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at GLOBAL INSTITUTE OF EDUCATION, who can further assist them to contact external agencies as suitable.

The intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of the term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The academic Manager is responsible for addressing any such concerns/ requests promptly.

Student "at Risk" is defined as follows: If at the end of the first (1) term (study period), the student's course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at GLOBAL INSTITUTE OF EDUCATION; however, the decision to issue a warning letter will be based on the End of Term Report, finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting and shows improvement, the student's results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period), i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At the GLOBAL INSTITUTE OF EDUCATION, each study period corresponds to one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress for two consecutive study periods, even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team, in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college's appeals process before being reported. During any such period, the student's enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (a minimum of 20 working days) to make an internal appeal, and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

GLOBAL INSTITUTE OF EDUCATION will only report a breach of course progress in Provider Registration and International Student Management System (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, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.

The intervention strategy has not been implemented according to the college's own documented policy and procedure.

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to the attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1st Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 2nd Study Period: Less than 50% Course Progress	2nd Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 3rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager
Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Academic Manager

Response and Ongoing Monitoring

Any systemic issues identified during support provision, adjustment implementation, or student complaints are logged in the Continuous Improvement Register for review under QA4.4.

Support queries from students are responded to promptly, i.e. within 2 working days.

Trainers and Assessors escalate persistent academic or engagement issues to the Academic Manager for intervention planning.

Trainers and Assessors and assessors are briefed on adjustments, with appropriate sensitivity

Reasonable Adjustment plans are reviewed periodically or upon student request.

Course Transfer

All decisions made by the GLOBAL INSTITUTE OF EDUCATION with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

GLOBAL INSTITUTE OF EDUCATION will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider 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 registered provider 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.

Transferring to another registered provider

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 the 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.
- The 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 the GLOBAL INSTITUTE OF EDUCATION or an education or migration agent regarding the 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.

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 has 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 DET for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate, compassionate or compelling circumstances.

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.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the application.

Where a student's application is refused, the reasons for this will be communicated, plus the right to access the complaints and appeals process as outlined below.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with GLOBAL INSTITUTE OF EDUCATION's Fees and Refunds Policy and Procedures.

Transferring to another course offered by the GLOBAL INSTITUTE OF EDUCATION

Students may transfer to another course offered by the GLOBAL INSTITUTE OF EDUCATION 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
- 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 the 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 has yet to be provided or offered to the student.
- The student is trying to avoid being reported to DET for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the application.

Cost involved in transferring to another course, plus any refund of course fees paid for the student's current course, will be in accordance with GLOBAL INSTITUTE OF EDUCATION's Fees and Refunds Policy and Procedure.

Visa advice

All students who are either considering a course transfer or have had their transfer request approved will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: [Explore visa options for studying in Australia](#)

Credit Transfers

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The Global Institute of Education can grant a credit transfer to your course for units/modules that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit/module you have already completed is equivalent to the unit/module in your course.

To apply, you must complete the Credit Transfer Application Form and submit it with your enrolment application. While applications can be made at any time, students are strongly encouraged to apply during the enrolment process. Early application ensures:

- Accurate course planning and timetable allocation
- Confirmation of course duration before commencement
- Avoidance of potential visa adjustments after arrival in Australia

You must provide certified copies of your academic transcripts. In some cases, additional documentation (such as unit outlines or course syllabi) may be required to assess equivalency. Applications that do not include sufficient supporting documentation may be returned.

In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

You will be advised in writing of the outcome of your Credit Transfer Application. If successful, any adjustments to the duration of your course, course fees or anything else will be advised in this communication.

There is no charge to apply for Credit Transfers. Review our Credit Transfer policy

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience, can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances

The Global Institute of Education has established a streamlined process to minimise both the time and cost for applicants seeking Recognition of Prior Learning (RPL). We encourage you to discuss RPL with one of our trained team members at the Global Institute of Education to determine if it is suitable for you. Ideally, you should apply for RPL at the time of enrolment; however, you may also apply within two weeks after starting your course. To determine if Recognition of Prior Learning (RPL) is the right fit for you, we'll assess your experience in areas relevant to the course, along with your work history and any prior training you've undertaken. If we find RPL to be a viable option for you, we'll provide an RPL kit that will guide you step by step through each unit. This kit will help you identify your relevant skills and experiences and clarify whether you can supply the necessary evidence.

A trainer/assessor will be available to assist you throughout this process.

To proceed with your Recognition of Prior Learning (RPL), you'll need to submit an official application by completing the form included in the RPL kit provided to you. After filling it out, return both the kit and your application form, and your submission will be evaluated for its suitability. If your application is accepted, an assessor will reach out to you to guide you through the next steps of the RPL process.

In the instance your application for RPL is not successful, you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and, depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

Complaints and Appeals

Where the decision is made to refuse a course transfer or the Global Institute of Education does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Global Institute of Education's Complaints and Appeals process within 20 days. If the appeal is found in favour of a student wishing to transfer, a letter of release will be granted.

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20-working-day period or the student withdraws from the course.

Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Publication

This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course.

Deferral, suspension and cancellation

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, which has impacted the student's studies
- a traumatic experience that has impacted 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 should be supported by police or psychologists' reports, where the Global Institute of Education is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to a delay in receiving a student VISA

The circumstances listed are examples of what may be considered compassionate or compelling circumstances, and each case will be assessed on its individual merits.

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 the GLOBAL INSTITUTE OF EDUCATION 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 of time, to a maximum of 12 months. If the deferral is required for longer than 12 months, the student has to reapply once the initial suspension period has expired. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider-initiated suspension or cancellation

GLOBAL INSTITUTE OF EDUCATION may suspend or cancel a student's enrolment, including, but not limited to, based on:

- 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 or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student VISA requirements) and as specified in the GLOBAL INSTITUTE OF EDUCATION Course Progress Policy & Procedures.

If the Global Institute of Education suspends or cancels a student's enrolment, it will first inform the student in writing about this decision and the reasons behind it. The institute will also advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.

Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 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.

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 the GLOBAL INSTITUTE OF EDUCATION Course Transfer Policy and Procedure.

Complaints and appeals

Where a student accesses the Complaints and Appeals process, GLOBAL INSTITUTE OF EDUCATION will not notify DET via PRISMS until the internal appeals process is complete, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Change in visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, GLOBAL INSTITUTE OF EDUCATION will notify the Department of Education and

Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA website at [Explore visa options for studying in Australia](#) or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student's request for suspension or a suspension imposed by the GLOBAL INSTITUTE OF EDUCATION, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

GLOBAL INSTITUTE OF EDUCATION will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body, ASQA (Australian Skills Quality Authority), to verbally interview or survey you regarding the quality of the course we have provided you with or your experience studying with us. It is your choice to participate; responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

Access to Your Records

You may access or obtain a copy of the records that GLOBAL INSTITUTE OF EDUCATION holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form, outlining which records you wish to access. There is no charge to access your records; however, there is a cost of 20c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data, or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that the GLOBAL INSTITUTE OF EDUCATION holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. When a student requests an amendment to a record due to inaccuracy, but the record is determined to be accurate, the details of the amendment request will be documented in the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third-party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or if we are no longer operating as an RTO.

If this occurs, the GLOBAL INSTITUTE OF EDUCATION will devise a strategy to minimise the impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

Legislation and You

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: [Education Services for Overseas Students \(ESOS\) Framework - Department of Education, Australian Government](#)

If you are unable to access this information, contact us via email or phone, and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation, as discussed below.

Workplace Health and Safety

Under the Work Health and Safety Act 2011, GLOBAL INSTITUTE OF EDUCATION must provide a safe environment for both staff and students, as well as provide information to staff and students in relation to health and safety and welfare. GLOBAL INSTITUTE OF EDUCATION has policies and procedures in place to ensure your safety, and on commencement of your course, you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the GLOBAL INSTITUTE OF EDUCATION emergency evacuation procedures and, in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food, and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

GLOBAL INSTITUTE OF EDUCATION is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. GLOBAL INSTITUTE OF EDUCATION will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you, and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the GLOBAL INSTITUTE OF EDUCATION Complaints and Appeals procedure, as detailed in this Handbook.

Equal opportunity

The principles and practices adopted by GLOBAL INSTITUTE OF EDUCATION aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with GLOBAL INSTITUTE OF EDUCATION.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

GLOBAL INSTITUTE OF EDUCATION provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training, assessment and support services are provided to you in accordance with nationally mandated standards.

Your Privacy

Privacy Principles

In collecting personal information, GLOBAL INSTITUTE OF EDUCATION complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which GLOBAL INSTITUTE OF EDUCATION operates.

The Department of Education and Training (the Department) is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Personal information, including sensitive information, is collected from individuals so that the GLOBAL INSTITUTE OF EDUCATION can carry out its business functions. GLOBAL INSTITUTE OF EDUCATION only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by the GLOBAL INSTITUTE OF EDUCATION if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B), such as if:

The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.

It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.

It genuinely and reasonably believes that:

- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to GLOBAL INSTITUTE OF EDUCATION's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

GLOBAL INSTITUTE OF EDUCATION ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for the GLOBAL INSTITUTE OF EDUCATION to collect the information.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for incorrect personal information to be corrected.
- Can make a complaint about the GLOBAL INSTITUTE OF EDUCATION if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

GLOBAL INSTITUTE OF EDUCATION retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: [20 Mar 2018 - Privacy Notice and Student Declaration | Department of Education and Training - Trove](#)

Complaints and Appeals Policy

Nature of complaints and appeals

GLOBAL INSTITUTE OF EDUCATION responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of GLOBAL INSTITUTE OF EDUCATION.
- Any student or client of the GLOBAL INSTITUTE OF EDUCATION.

Complaints may be made in relation to any of GLOBAL INSTITUTE OF EDUCATION's services and activities, such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by the GLOBAL INSTITUTE OF EDUCATION to be reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes/results
- other general decisions made by the GLOBAL INSTITUTE OF EDUCATION

Principles of resolution

GLOBAL INSTITUTE OF EDUCATION is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, GLOBAL INSTITUTE OF EDUCATION ensures that complaints and appeals:

- Are responded to consistently and transparently.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring, as well as identify any areas for improvement.

GLOBAL INSTITUTE OF EDUCATION will inform all persons or parties involved in any allegations made, as well as provide them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws, and it does not circumscribe an individual's rights to pursue other legal remedies.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such time as the matter is resolved.

Records of complaints and appeals

GLOBAL INSTITUTE OF EDUCATION will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Formal complaints and appeals must be made in writing using the GLOBAL INSTITUTE OF EDUCATION Student Complaints and Student Appeals Form, as appropriate, or other written format and sent to the GLOBAL INSTITUTE OF EDUCATION's head office, attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable GLOBAL INSTITUTE OF EDUCATION to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you must support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Your complaint or appeal will be acknowledged in writing via email or post within 10 days.

Resolution of complaints and appeals

Some or all members of the management team of the GLOBAL INSTITUTE OF EDUCATION will be involved in resolving complaints and appeals as outlined in the procedures.

- Where a complaint or appeal involves another individual or organisation, they will be allowed to respond to any allegations made.
- Where a third-party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such time as the matter is resolved.

The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

The enrolment status of the student will be handled as follows:

For domestic students who choose to access this policy and procedure, GLOBAL INSTITUTE OF EDUCATION will maintain the student's enrolment while the complaints and appeals process is ongoing.

For international students, the GLOBAL INSTITUTE OF EDUCATION will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process, it will depend on the type of appeal as to whether GLOBAL INSTITUTE OF EDUCATION maintains the student's enrolment as follows:

- If the appeal is against GLOBAL INSTITUTE OF EDUCATION's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed, regardless of whether it supports or does not support GLOBAL INSTITUTE OF EDUCATION's decision to report.
- If the appeal is against GLOBAL INSTITUTE OF EDUCATION's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, GLOBAL INSTITUTE OF EDUCATION will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Independent Parties

GLOBAL INSTITUTE OF EDUCATION acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant, and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by the GLOBAL INSTITUTE OF EDUCATION.

For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO).

All other complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern.

GLOBAL INSTITUTE OF EDUCATION will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally.

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to the GLOBAL INSTITUTE OF EDUCATION's registering body, the Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about the GLOBAL INSTITUTE OF EDUCATION in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

ASQA may not be able to investigate a complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible, as listed on the relevant webpage below.

Please refer to the relevant webpage below before making a complaint to ASQA:

[How ASQA uses feedback | Australian Skills Quality Authority \(ASQA\)](#)

The Overseas Student Ombudsman (OSO)

International students may also complain to the OSO if their complaint is in relation to the GLOBAL INSTITUTE OF EDUCATION :

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with GLOBAL INSTITUTE OF EDUCATION.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint: [Complaints | Commonwealth Ombudsman](#)

AQF Certification documentation, Records Policy and Procedures

GLOBAL INSTITUTE OF EDUCATION is committed to issuing AQF qualifications and statements of attainment in accordance with the AQF Qualifications Issuance Policy, AQF Qualifications Register Policy, and NRT Logo Conditions of Use Policy. All certifications issued reflect genuine student achievement and are managed securely and transparently.

GLOBAL INSTITUTE OF EDUCATION ensures that:

AQF certification documentation is only issued to students who have been assessed as meeting all requirements of the training product or VET accredited course, either through completion of GLOBAL INSTITUTE OF EDUCATION courses or Recognition of Prior Learning (RPL). AQF documentation complies with the mandatory content and formatting requirements, including Global Institute of Education/code/logo, NRT logo, authorised signatures, qualification titles, industry descriptors, and applicable statements (e.g., "delivered in [language]").

Certification is issued within 30 calendar days of successful completion of the assessment, subject to payment of all agreed fees.

Records of AQF certifications are retained securely:

- Certification records – 30 years
- Assessment evidence – 2 years

Students (current and past) can access their certification documents upon request.

Procedures

Certification Documentation Templates

GLOBAL INSTITUTE OF EDUCATION uses approved templates for Certification documentation, qualification or statement of attainment.

Each certification document includes:

- the name, registration code and logo of the organisation.
- the code and title of the AQF qualification.
- the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy.
- the signature of an individual whom the organisation has authorised to sign the AQF qualification.
- the organisation's seal, corporate identifier or unique watermark.
- the following statement: "The qualification is recognised within the Australian Qualifications Framework", or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo policy.
- where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor.

- where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product– the title of the stream in brackets after the code and title of the AQF qualification.
- where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: “Achieved through Australian Apprenticeship arrangements”; and
- where any part of the AQF qualification has been delivered in another language – the statement: “these units of competency/modules have been delivered and assessed in [insert relevant language]” followed by a list of all units of competency or modules that have been delivered in the relevant language.

Issuance of AQF Certification Documentation

Trainers/Assessors confirm the student has successfully met all assessment and training requirements.

Student Support Officer verifies that the student has paid all agreed fees, and the student's USI is verified unless an exemption applies under the Student Identifiers Act 2014.

Student Administration uses the approved templates to prepare:

- Testamur and Record of Results (for full qualifications).
- Statements of Attainment (for partial completions).
- Ensuring all documents meet requirements under the AQF Issuance Policy.

The authorised signatory signs the documentation before release.

Certification must be issued within 30 calendar days from completion, subject to conditions above.

AQF certification documentation will only be issued directly to the students, not to another party, such as an employer or an agent.

Record Keeping

Records Ownership, Access, Retention and Security

All business and academic records created, processed, or received by GLOBAL INSTITUTE OF EDUCATION —or by individuals acting on its behalf—are the sole property of GLOBAL INSTITUTE OF EDUCATION and are subject to its control and governance. This includes student enrolment records, assessment evidence, surveys, internal and external reports, and correspondence.

To ensure a compliant, accountable, and secure record-keeping system, GLOBAL INSTITUTE OF EDUCATION adheres to the following procedural principles:

- All records must be reliable, authentic, accessible, and systematically maintained.
- Records must be retained for the period prescribed by legislation or business need.
- Staff must store and manage all records using authorised systems such as the Student Management System and the college's server-based electronic folder structure with version control safeguards.

GLOBAL INSTITUTE OF EDUCATION maintains an auditable Register of AQF qualifications and statements of attainment issued, including:

- Graduate's name.
- Full title of qualification or unit/module.
- Date of issue.

Certification records are retained for 30 years, which will include full AVETMISS data.

Assessment evidence is retained for 2 years post-completion.

If the GLOBAL INSTITUTE OF EDUCATION ceases to be an RTO, it will provide this information to ASQA in digital form within the stipulated period.

Access and Verification

Copies of certification documentation are made available to students upon request. GLOBAL INSTITUTE OF EDUCATION shall ensure that current and past students can access records of their achievements. All students who hold a verified USI and whose results have been reported into the USI system will be able to access their records through the USI system. If a student's achievements have not been recorded through the USI system, the student can request that the unit be updated on the USI system by contacting Student Services. If the student has misplaced/lost the issued testamurs, then he/she may

request to reissue the documents by contacting the student support services of the college. Such requests must be submitted along with supporting documents (e.g., police report, statutory declaration, etc.). Reissuance fee may apply as per the college's current Fee Schedule published on its website.

The GLOBAL INSTITUTE OF EDUCATION is responsible for authenticating all issued and replaced AQF certification documents.

If requested by the National VET Regulator, records of all issued certifications are provided within the specified timeframe.

Data and Reporting of Quality Indicators (QIs)

In accordance with the Data Provision Requirements 2012, all Registered Training Organisations (RTOs) registered with the Australian Skills Quality Authority (ASQA) are required to submit an annual summary report on their performance against the nationally prescribed Quality Indicators.

Global Institute of Education (GIE) collects data relating to the Learner Engagement and Employer Satisfaction Quality Indicators through the approved Learner Questionnaire and Employer Questionnaire instruments.

GIE utilises ASQA's Quality Indicator Annual Summary Report template to compile and report:

- Learner engagement survey response rates
- Employer satisfaction survey response rates
- Survey feedback and analysis
- Continuous improvement actions arising from survey outcomes

GIE submits the previous calendar year's Quality Indicator data report in full to ASQA via qidata@asqa.gov.au no later than 30 June each year.

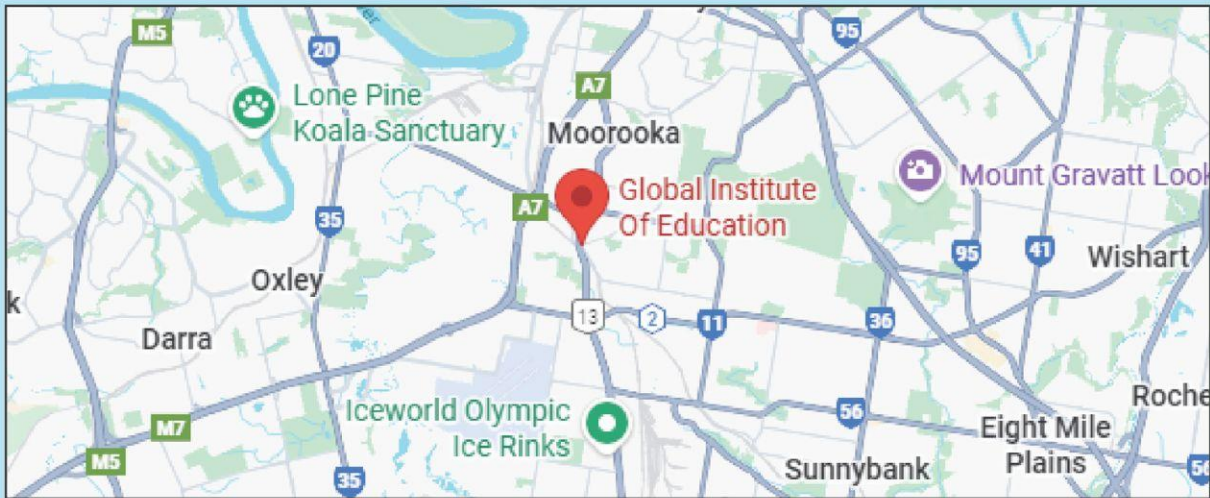
In addition, GIE complies with national reporting obligations by collecting and submitting Total VET Activity (TVA) data to the National Centre for Vocational Education Research (NCVER) at least annually. This includes complete and accurate reporting in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

Procedure for Issuance of Statement of Result

- All student academic records are verified and updated by the Student Support Services from the official results submitted by the Course Coordinator at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statements of Result are printed by the Student Support Officer.
- USI for all students must be verified on the college's Student Management System before any result or testamur is issued to the student.
- Statement of Results is checked, approved and signed by the CEO.
- For the current students, Statements of Results are distributed to students in class at the beginning of the following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using the Request for Issuance of Academic Results, Attainment and Awards Form.

Procedure for Issuance of Statement of Attainment

- Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, GLOBAL INSTITUTE OF EDUCATION will issue a Statement of Attainment upon the student's request.
- Students complete and submit a Request for Issuance of Academic Results, Attainment and Awards Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved and signed by the Academic Manager.
- Ensure the USI is provided and verified by the GLOBAL INSTITUTE OF EDUCATION prior to issuance of any results
- Statement of Attainment is issued and signed by the CEO.
- Copies are made for the student file.
- Statement of Attainment is issued to the student



Address : CTC, Ian Barclay Building, Room 1.4,
460-492 Beaudesert Rd, Salisbury
QLD 4107

Phone : 07 3879 4142

Website : www.gie.edu.au

Email : info@gie.edu.au

Scan the QR code to apply online

