



**Global Industry Training**



# Global Industry Training Student Handbook

Global Industry Training Pty Ltd

PO Box 7965, Cairns Qld 4870

Ph: 07 4079 2489

ABN: 56 136 444 954

RTO ID: 110049

Email: [training@git.edu.au](mailto:training@git.edu.au)

Website: <http://www.git.edu.au>

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## 1. About Global Industry Training (GIT)

Global Industry Training (GIT) is a Registered Training Organisation (RTO ID 110049) that has been delivering quality Australian nationally recognised qualifications and training since 2009.

Our courses are delivered 100% online and are supported by exceptional trainers and assessors who are industry current and qualified professionals that recognise your desire to achieve the best possible outcome from your learning journey.

We offer a student-centric approach which puts the student's interest first and allows the student different pathways to achieve their educational aspirations.

### 1.1 Advantages of studying with GIT

When you study with GIT, you have the advantage of not travelling to attend a face to face classroom. Our online courses allow you to study at times convenient to you through access to GIT's customised Learning Management System (sauceLMS).

We provide a range of support options to best meet your needs including:

- **GIT course induction** – You must watch this course induction as it will guide you around your online course and introduce the sauceLMS features.
- **Virtual company** – Full use of our very own virtual company that provides you with a simulated workplace based on current industry practises.
- **Contact us form** – Contact us at any time using the [contact us form](#) to request assistance.
- **Mentoring sessions** – Using the [booking request form](#), you can request an appointment with your trainer to discuss the learning material, assessment expectations, or assessment feedback.
- **Contact from GIT** through email and calls just to touch base with you.
- **Detailed assessment feedback.**
- **Additional research material** – Links within your course which takes you directly to additional research material.
- **Help & Support** – situated in the side panel of your sauceLMS dashboard, contains links to important documents and forms including the student FAQs.

We look forward to working with you in your educational journey.

Our education advisors are here to help make your course decision easier, so please do not hesitate to contact us: (07) 4079 2489 or via email on: [training@git.edu.au](mailto:training@git.edu.au)

### 1.2 Australian quality standards

Being a Registered Training Organisation (RTO) means our training programs are nationally recognised and comply with the 'VET Quality Framework', which includes Standards for Registered Training Organisations (RTO's) 2015. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

We offer Certificate IV to Diploma level courses, specifically designed to align course outcomes with the Australian Qualifications Framework (AQF).

### 1.3 Commitment needed from you

To ensure you are successful in your flexible learning program you will need the following:

- Motivation to learn.
- Good time management so you can structure your study time.
- Realistic goals and objectives.
- Computer technology and internet access.
- Language and literacy skills to complete your course.

As a student with GIT you are required to do the following:

- Ensure that all the information provided to GIT is accurate.
- Notify GIT of any personal contact detail changes (email, phone, address etc.) as soon as possible. Our contact with you is vital; keeping GIT up-to-date with your details is a must so we can provide our quality service to you.
- Advise GIT of any difficulties or problems you may experience with GIT staff, procedures or training via feedback through our online [contact us form](#).
- Achieve satisfactory progress with your studies through participation as required.
- Submit your own work, it is important that you do NOT submit or claim any work derived from another source or work done by another person that has not been referenced.
- Keep a copy of all assessments and any work submitted electronically for your own records.
- Manage your time to complete your course of study in the allocated time frame.
- Be aware that additional costs are incurred for extension of the study period if you have not completed within the course allocated time frame.
- Write assessment responses in your own words. Copying directly from the learning content only shows that you know where to find the information, it does not demonstrate your understanding of the topic.

### 1.4 Our training guarantee

GIT has responsibilities to you as the student, to offer a quality of service that will assist you as much as possible in attaining your qualification.

We endeavour to abide by all our policies and procedures to ensure effective management of student engagement, enhancing the learning process and outcomes through successful student contact, which will build rapport and aid in student retention.

With the provision of industry current, qualified trainers and assessors, GIT can provide a student-centric, supportive, and professional learning environment.

We are committed to helping you successfully complete your studies and look forward to helping you achieve your learning goals.

### 1.5 Feedback

GIT value your feedback. Feedback can be given throughout your enrolment through:

- [Contact us form](#) - found within your click on 'Feedback/compliments' to share your comments

## 1.6 Quality indicator feedback form

As part of our RTO obligations to meet the Data Provision Requirements 2012, GIT provide annual summary data to the Australian Skills Quality Authority (ASQA), to report on learner engagement and employer satisfaction.

The following questionnaires are issued at the end of enrolment.

- Learner Questionnaire

At the close of your enrolment you will receive a Learner Questionnaire. This information is valuable to us for continuous improvement.

- Employer Questionnaire

Employers that enrol staff into courses as part of professional development are supplied with an employer satisfaction questionnaire.

## 1.7 Unique Student Identifier (USI)

You need a USI upon enrolment with GIT as part of our legislative reporting requirements of a registered training organisation. We cannot issue a qualification or Statement of Attainment without a USI.

From 1st January 2015 new legislation by the Australian Government advised that each person undertaking nationally recognised training are required to have a Unique Student Identifier (USI), which must be collected and verified by the training organisation.

It is a mandatory requirement to provide your USI as part of your enrolment with GIT if you are:

An Australian ex pat or resident (you need a USI even if you do the course whilst living outside Australia).

International student living in Australia

International offshore students not living in Australia are not required to submit a USI.

If you do not already have one, click here to create your USI <https://www.usi.gov.au/students>

Your enrolment will not be processed if we do not receive and verify your USI.

## 1.8 National Centre for Vocational Education Research

Global Industry Training (RTO ID 110049) is required to submit data sourced from your enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on your enrolment form may be used by Global Industry Training or the following third parties for administrative, regulatory and/or research purposes:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by my employer
- Government departments and authorised agencies
- NCVER
- Organisations conducting student surveys
- Researchers

As a student of Global Industry Training, you may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. Please note you may opt out of the survey at the time of being contacted. NCVER will use, secure, disclose, and retain your data in

accordance with the VET Data Protocol and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## 2. Student support services

### 2.1 Learning support – Language, Literacy and Numeracy (LLN)

So that GIT may better assess the needs and level of support a student may require, all students enrolled into full qualifications must complete an LLN assessment, inside the GIT learning management system, prior to being given access to their course.

LLN assessments are designed and developed in accordance with the Australian Qualifications Framework (AQF) and the Australian Core Skills Framework (ACSF) to ensure each LLN assessment is at the appropriate level for the course.

As a student, you will have full access to our trainers via the [contact us form](#) link in your course. Trainers can assist with your understanding of the content, or tasks required to be completed, or helping you to adjust to the world of study. You may also book time with your trainer and assessor within the virtual classroom using the [booking request form](#).

### 2.2 Specialist support

The team at GIT are here to assist you as much as possible, through email and booked sessions with your trainer. We can assist you to better understand the learning content, or assessment tasks required to be completed. In the beginning you may feel you just need a little help adjusting to the world of study.

For additional assistance, outside of our area of expertise, we suggest that students contact external organisations offering specialised services aligned with their particular needs. This may be for specific support learning or for more personal issues which may impact on their learning.

To further assist you we have provided some organisations that may help you in LLN or other issues that may impact on your learning.

Thank you for the opportunity of supporting you, we look forward to working with you as you progress through your course.

### 2.3 Support organisations

Language, Literacy and Numeracy (LLN):

- Website: <https://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment>
- TAFE offer a number of intense language, literacy and numeracy support programs. Look for one near you.

Advisory and counselling services to assist students with:

- career and vocational options
- options for students experiencing financial difficulties

- family and relationship problems
- depression

Websites suggestions for advisory and counselling services:

- <https://www.myskills.gov.au/career-info/advising-on-careers/>
- <https://myfuture.edu.au/>
- <https://www.lifeline.org.au/get-help/topics>
- <http://www.headspace.org.au/>

## 2.4 Reasonable adjustment

A legislative and regulatory framework underpins and supports the delivery of vocational education and training across Australia.

Under this framework, providers of vocational education and training must take steps to ensure that where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

Sometimes reasonable adjustments are made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the particular needs of a learner with a disability. An adjustment is reasonable if it can accommodate the learner's particular needs, while also taking into account factors such as: the views of the learner; the potential effect of the adjustment on the learner and others; the costs and benefits of making the adjustment.

As an RTO we must also comply with the requirements of the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

To ensure fair access and equity, the assessor may make reasonable adjustment to the training and assessment activities for a particular student, to ensure the best learning outcome for that student.

Adjustments must:

- be discussed and agreed to by the learner with a disability
- benefit the learner with a disability
- maintain the competency standards
- be reasonable to expect in a workplace.

Adjustments are not required if they could:

- cause the RTO unjustifiable hardship
- harm other learners.

## 3. Assessment

Submitted assessments will be assessed and returned, with feedback, to the student within ten (10) business days.

All assessment tasks within a unit of competency must be successfully completed to be deemed as Competent. Students are provided with three (3) attempts at each assessment task to achieve a satisfactory outcome of that task, and are provided with written feedback and guidance following each attempt.



Please refer to the Policies/Procedures section of this handbook to review the appeals process.

Some assessments require a meeting with your assessor, these are completed through a virtual classroom (online).

Virtual classroom assessment takes place at a mutually agreed time between the student and the assessor through 'Skype for Business' software. The following will then occur:

- i. An email confirmation is to be sent immediately the appointment is made.
- ii. Students will receive a reminder email twenty-four (24) hours prior to the assessment appointment, and;
- iii. The assessor is to send the student a Skype for Business invite ten (10) minutes prior.

### 3.1 Recognition of Prior Learning (RPL)

GIT acknowledges the skills and knowledge gained through previous studies, work and life experience. To be deemed as eligible for RPL, students must undertake an interview with an assessor and submit the required evidence. Each RPL application is based on individual units of competence and is assessed according to the relevant training package rules.

GIT ensures that the total evidence provided by the student demonstrates she or he already has current skills and knowledge in all requirements of the unit.

The following may also be taken into account during your assessment:

- your performance in paid and unpaid work experience
- results from formal or informal training and education.

To have your prior learning recognised, you must be able to show that your skills are still current and meet today's industry standards. **You will need to produce recent evidence of your skills and knowledge.** You will also need to provide contact details of people who can confirm your abilities. These people might be supervisors or others who have seen your skills in action.

All evidence provided must be clearly labelled and demonstrate your involvement in the topic. You are also required to submit an evidence checklist which lists each piece of evidence submitted for RPL assessment.

### 3.2 How to apply for RPL

Book an appointment with one of our trainers and assessors using our [booking request form](#). Instructions can be found under 'Help and Support', in the side bar of your sauceLMS dashboard.

### 3.3 Credit transfer

In accordance with the Standards for RTO's 2015, GIT accepts and provides credit to students for successfully completed units of competency which are evidenced by:

AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by the Registrar.

With student authorisation, GIT will authenticate each Qualification, Statement of Attainment with a record of results by contacting the organisation that issued the document and confirming the content is valid. GIT cannot authenticate with the issuing organisation if it is no longer operating.

GIT will review the units in your course against your certification documentation, and if any previously completed units are equivalent, you will receive a credit transfer for those units.

GIT will credit a non-equivalent unit of competency only on its determination that the unit is relevant and maintains the integrity of the qualification outcomes as specified in the training package rules.

To apply for a Credit Transfer, instructions can be found under 'Help and Support', in the side bar of your sauceLMS dashboard.

If you would like to know more about Credit Transfer options, prior to enrolment, contact our education advisors for more information by submitting the contact us form on our website or calling (07) 4079 2489.

### 3.4 Timelines for issue of Qualifications and Statement of Attainments

Qualifications will be issued within 30 calendar days of the issue of results unless an appeal against assessment has been lodged.

A certificate will only be re-issued to student on receipt of a written request and payment of fees. Re-issue of certificates will attract a fee of \$40.

## 4. Technology

As our courses are all online, it is essential that you have access to a computer and internet for your studies with GIT. The following are our suggested minimum requirements to complete a GIT course.

You must have access to word processing software like Microsoft Word to open the assessment notepad and other documents. Some units will also require Microsoft Excel, Microsoft Publisher or similar software.

### 4.1 Technology requirements

<b>Software</b>	<ul style="list-style-type: none"> <li>• Up-to-date web browser e.g. <a href="#">Mozilla Firefox</a>, <a href="#">Internet Explorer</a>, <a href="#">Google Chrome</a>, or <a href="#">Safari</a> (for Apple computers)</li> <li>• The latest version of <a href="#">Adobe Flash Player</a></li> <li>• The latest version of <a href="#">Java</a></li> <li>• The latest version of <a href="#">Quicktime</a></li> <li>• Word processing software e.g. Microsoft Office, Microsoft Office Online</li> <li>• A valid email address which is individual to you</li> </ul> <p>*Please note, links above give you access to a free download of the required software.</p>
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<p><b>Hardware</b></p>	<ul style="list-style-type: none"> <li>• Operating System: Windows 7 or higher (recommended); MAC OS X 10.6 (Snow Leopard) or higher (recommended)</li> <li>• CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended</li> <li>• Processor: 2.0 GHz processor or higher (32-bit or 64-bit)</li> <li>• Monitor with at least 1024×768 screen resolution</li> <li>• Sound card</li> <li>• A headset or microphone and speakers</li> <li>• Broadband: Minimum ADSL1 with a speed of at least 1.5Mbps</li> <li>• Access to a webcam, photocopier, printer and scanner</li> </ul>
<p><b>Basic computer skills required:</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of common computing terms.</li> <li>• Knowledge of word processing including copying and pasting, spell-checking, saving files in different formats.</li> <li>• Managing files and folders: save, name, copy, move, rename, delete</li> <li>• Ability to download software if required.</li> <li>• Proficiency with sending/receiving email, including email with attached files.</li> <li>• Proficiency with web browser software.</li> <li>• Familiarity with navigating the Internet</li> <li>• Knowing how to conduct searches on the internet</li> <li>• Perform online research using various search engines</li> <li>• Discern credible sources</li> </ul>

## 4.2 Communication requirements

To participate in a 'Virtual Classroom' you may be required to have a headset or a speakers/microphone.

Your virtual classroom meeting will be conducted in the Skype for Business Web App. This program is safe and free to use. It will require you to download a plugin so it is important to follow the prompts.

## 5. Admissions and enrolments

GIT is committed to providing quality administration services in accordance with the Standards for Registered Training Organisations (RTOs) 2015, GIT:

- provides comprehensive and transparent information about services and enrolment process
- applies the principles of access and equity in supporting prospective students to gain entry into the course of their choice
- adheres to policies at all times throughout the enrolment process.

Applications for enrolment will be processed within two (2) business days which includes:

- email sent to applicant with tax invoice and enrolment form attached

- completed enrolment form and proof of ID document to be return emailed to GIT
- USI will be verified and the enrolment processed, if the USI cannot be verified the applicant is advised and has 7 days to submit a valid USI for verification
- once enrolment is processed the student is then provided with course log in details by email

If there is a delay in payment or return of completed enrolment form, the above timeline may extend.

Course enrolment is complete when GIT issues the student a username and password for online course access.

- GIT and the student or client will agree on a date for online course access, this date will be known as the agreed course commencement date.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date.
- A student will be deemed to have commenced their course at the time of login on or after the agreed commencement date.
- The course is non-transferable once the student has commenced.
- Payment of full fees must be received by GIT before course enrolment can proceed.

### **5.1 Non-residents of Australia**

Course enrolment may not be processed without certified current English proficiency documentation, if requested by GIT.

### **5.2 Orientation period**

All students have an orientation period of fourteen (14) days which commences from the date their username and password for online course access has been issued.

Students may enrol, log into their course, conduct the LLN test provided, and trial the course. GIT believe that this fourteen (14) day orientation period allows the student to determine if the level of qualification and mode of delivery is suitable for them. This process also allows our team to assess your needs and provide any necessary support.

If the student or GIT determine within the orientation period that the level of qualification or learning style is not suitable, then the student is withdrawn as per our Refund and Withdrawal Policy.

### **5.3 Individual Training Plan**

An Individual Training Plan (ITP) will be issued to each student, once the enrolment process has been completed. This plan will provide a summary of units and highlight any credit transfers applied.

You are encouraged to complete one unit of competency at a time, before moving on to the next. The order of units in your ITP is the recommended order of study and reflects the order of units listed in your course. If you wish to complete more than one unit at the same time, please discuss this with your trainer, so that you may be guided.

## 5.4 Helpful tips

If you would like to study with Global Industry Training (GIT) here are a few helpful tips to guide you through your studies.

### **When can I enrol?**

With GIT you can enrol anytime that suits you. Courses can be purchased online 24 hours a day or over the phone by calling our number during business hours.

### **How long is my enrolment?**

Your enrolment timeframe will depend on the course you enrol into. Keep in mind your enrolment is valid for a specific period of time, as stated on each program or course, or as agreed on any special offers. After this time your course will expire and your access will be closed.

The duration of GIT courses are in accordance with the Australian Qualifications Framework.

### **When does my enrolment commence?**

Enrolment commences once GIT issues you a username and password for online course access as per the agreed course commencement date. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you have the opportunity of applying for a course extension, or if you choose not to extend, you will be issued with a statement of attainment for any units you have completed to date.

Read the course information before you enrol to ensure you:

- have determined that the learning outcomes meet your needs
- can follow the order of study and assessment requirements as outlined in the program
- have met the entry requirements for the course
- have noted any additional resources required meet the literacy and numeracy requirement for the course you are enrolling in
- have the minimum requirements for computer/internet access.

## 6. Payment information

In order for GIT to meet the requirements of Fee Protection for students, GIT may only collect up to \$1,500 in fees in one instance, before, during or after enrolment. Please refer to our Terms and Conditions for details.

Applicants must pay full course fees prior to enrolment.

At Global Industry Training (GIT) we accept the following payment methods:

- Visa, MasterCard
- Cheque
- Electronic Funds Transfer (EFT)

## 7. Course extensions

### 7.1 Extensions for full qualification students

Global Industry Training (GIT) is not obliged to extend the period of a student enrolment if the student has not completed the course in the allocated time.

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

Students of GIT may arrange a course extension for an additional fee of \$280 for a three month extension and \$500 for a six month extension.

### 7.2 How to apply for an extension

In order to apply for a course extension, please use the [contact us form](#), fill out all the fields and select the category 'Course extension'. In the comments please let us know if you would like the three or six month extension. Once we receive your request you will be sent a link with payment method.

### 7.3 Course on hold

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students should contact the GIT via the [contact us form](#), to request their course be placed on hold. Students may put their course on hold in one (1) month blocks, for no more than (6) months in total over the course of their enrolment.

## 8. Withdraw from enrolment

### 8.1 Eligible cancellation during orientation period

Should a student wish to cancel within the orientation period of 14 days, they may do so in the first instance by completing the contact us form located in your course.

Cancellations, received during the orientation period will receive a refund of course fees paid, however a cancellation fee of \$150, will be withheld to cover trainer and/or administration costs.

If a student has successfully completed units within the orientation period and still wishes to withdraw, an individual unit price will be calculated for each unit completed. The amount will be added to the cancellation fee and withheld prior to a refund being issued. A Statement of Attainment will only be issued if the calculated fees are withheld. Refer to GIT Refund and Withdrawal policy for further information.

### 8.2 Withdrawal prior to course commencement

Students must finalise the entire GIT enrolment process within 30 days of making their full course payment. If all forms and required documents are not received by GIT within the 30 days, GIT may cancel the enrolment and withdraw the student. In this case a full refund of the fees will be made, minus a cancellation fee of \$150, which will be withheld to cover administration costs.

Once enrolled, if a student withdraws from a course before the commencement of the course, full refund of the fees will be made, minus a cancellation fee of \$150, which will be withheld to cover administration costs.

### **8.3 Cancellation of course by Global Industry Training**

Should GIT cancel a course for any reason, students enrolled at the time GIT announces the cancellation will be entitled to a full refund. This will not incur any administrative charges or penalties. Statement of Attainment will be issued for units successfully completed.

### **8.4 Withdrawal after orientation period**

A student may withdraw from enrolment at any time by giving notice in writing to GIT. He or she will be given recognition for any satisfactorily completed units to date. Withdrawal from a course after the orientation period will result in automatic forfeit of the course fee. A Statement of Attainment will only be issued for any satisfactorily completed units for which fees have been paid in full.

### **8.5 Withdrawal due to unavailable units**

Should GIT be unable to provide all units to meet the student's course completion, the following will apply:

- course fees paid will be refunded in full, and
- no Statement of Attainment will be issued on any unit, or
- course fees paid on any unavailable unit/s will be refunded, and
- a Statement of Attainment will be issued for satisfactorily completed units.

### **8.6 Withdrawal due to illness or hardship**

In the case of a student who withdraws from a course or program due to illness or extreme hardship, GIT may, at its discretion, allow a refund of the fees. Please refer to GIT's Terms and Conditions for details

### **8.7 Enrolment cancellation due to USI discrepancy**

In the case of a potential student not supplying their USI to be verified or the supplied USI cannot be verified, GIT will not complete the enrolment process. If the applicant has not responded to phone calls, voice messages and emails from GIT regarding the submission of their USI the enrolment will be cancelled. In this case a full refund of the fees will be made, minus a cancellation fee of \$150, which will be withheld to cover administration costs.

## **Policies/Procedures:**

## **9. Concerns and complaints**

Concerns or complaints are taken seriously by GIT, and a record is maintained as part of our continuous improvement strategy. To ensure a satisfactory outcome for all, GIT provide a two (2)

step process for students and potential students to follow so that GIT may have the opportunity of rectifying the matter immediately.

### 9.1 Step One: Raising a concern

If a student or potential student has a concern this should be raised, in the first instance, through one of the below avenues for action:

- Telephone: (07) 4079 2489
- Email: [support@git.edu.au](mailto:support@git.edu.au)

The details of the concern will be directed to the relevant departmental manager and a response will be generated within three (3) business days of receipt of the concern.

If you have found the results of Step One unsatisfactory, you can initiate a complaint by instigating Step Two.

### 9.2 Step Two: Initiating a complaint

For students wishing to initiate a complaint with GIT, please click on the [contact us form](#). Ensure you select the category Feedback/Complaints and provide details of the situation, where the original concern was directed, and date of occurrence. A manager will contact you to conduct a full review. The complaint will be responded to in writing within seven (7) business days.

### 9.3 External appeal

If the student is not satisfied with the outcome, and it has not been resolved within sixty (60) days, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. GIT are not responsible for any third party costs incurred by the student. For information regarding making a complaint to ASQA click the following link:

<https://www.asqa.gov.au/complaints>

## 10. Student/staff conduct

Concerns or complaints are taken seriously by GIT, and a record is maintained as part of our continuous improvement strategy. To ensure a satisfactory outcome for all, GIT provide a two (2) step process for students and potential students to follow so that GIT may have the opportunity of rectifying the matter immediately.

### 10.1 Student responsibilities

GIT students are required to maintain specific standards of conduct during their learning journey.

These standards include:

- Behave in a non-discriminatory manner to trainers and staff members
- Attend the virtual classroom and mentoring sessions free of intoxication from drugs or alcohol
- All assessments submitted is your own work
- Commit to the chosen course and making reasonable progress through their studies



## 10.2 Plagiarism

Plagiarism will be treated as student misconduct. When a trainer assessor suspects alleged plagiarism in student assessments, the Training Manager will be notified and then an investigation will begin. Plagiarism may result in the student being terminated from their course. Students using information and ideas by others must fully acknowledge the source with appropriate referencing. Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own. The misconduct of plagiarism may result in the student being terminated from their course. No refund applies.

Participants confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment. Assessment responses that are a direct copy and paste from the learning content of the course will be returned to the student to re submit in their own words to demonstrate understanding.

Any participant that has received a suspension or termination of their enrolment has the right of appeal through our appeals process.

## 10.3 Harassment

Harassment by a student, toward another student or toward a staff member, will be treated as student misconduct, management will be notified to initiate an investigation and action into misconduct. The misconduct of harassment may result in the student being terminated from their course. **Harassment may include: bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature.**

## 10.4 Staff responsibilities

All staff members of GIT are required to:

- conduct themselves in a professional manner in any circumstances connected with work
- ensure a safe and healthy environment for all participants undertaking activities GIT
- respect the confidential nature of information and intellectual property acquired by GIT and practice impeccable standards of confidentiality
- not discriminate in any manner and not behave in any manner considered to be offensive, violent or harassing
- contribute to a professional, supportive and respectful team environment

## 10.5 Student and staff rights

AT GIT, all students and staff members have the right to:

- to be free from discrimination based on age, gender, race, national origin, or religion
- record a concern, complaint or appeal
- be advised of any complaints which relate to them
- be responded to when submitting a request or question
- have their privacy protected

## 11. Grievance and appeal procedures

### 11.1 Appeals

GIT follows the principles of natural justice and procedural fairness. Therefore, students have a right to appeal any assessment decision including unsuccessful Recognition of Prior Learning (RPL) applications.

Students are provided with three (3) attempts at each assessment task with written feedback and guidance provided at each attempt.

If a student does not agree with the result they have been awarded, this should be discussed, in the first instance, with the trainer or assessor.

A student has a period of 21 business days, from results being provided, to instigate an appeal.

A student who appeals an assessment outcome has the opportunity to be re assessed by a second assessor within five (5) business days of appeal being submitted.

Students will be kept updated with the progress of the appeal.

### 11.2 External appeal

If the student is not satisfied with the outcome, and it has not been resolved within sixty (60) days, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. GIT are not responsible for any third party costs incurred by the student.

## 12. Records management

### 12.1 Our commitment to your privacy

We are highly sensitive to the confidentiality of information provided by you. As a result, we have adopted the Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act)

The APPS can be found in this fact sheet: [privacy-fact-sheet-17-australian-privacy-principles.pdf](#)

### 12.2 Student records

As a student, you may gain access to your study records upon request to GIT. Please contact [support@git.edu.au](mailto:support@git.edu.au) to request any information.

Student records are kept electronically in a secure location. These records include, but are not restricted to:

- Interview reports
- Enrolment form
- Fee arrangements
- Student identification
- Applications for RPL or Credit Transfer

Student records are entered and maintained on the GIT database by administration. All changes to personal details must be forwarded directly to student administration.

### 12.3 Who do we share your information with?

We will not sell, share, rent or otherwise provide personal information to others, including people in your workplace, spouses or parents (if you are over 18), without your written consent.

#### Cookies

GIT uses cookies for the operation of its Learning Management System (LMS). A cookie is a small file that is held on your computer for the purpose of recording information about the pages that you have visited. GIT does not use these cookies to gather personal information, the activity being related solely to the operation of the Learning Management System (LMS).

#### GIT will disclose personal information, when required to:

Cooperate with the investigations of purported unlawful activities and conform to the edicts of the law or comply with legal process served on GIT.

### 12.4 Ascertaining identity

GIT staff will not release any information without being reasonably satisfied with the identity of the person seeking disclosure of a student's personal information.

Request for the student information must be made in writing. This can be via email. Once the request is received then GIT staff will process the request in accordance with the GIT Privacy Policy.

## 13. Quality and continuous improvement

All policies, procedures and processes are reviewed on an annual basis.

GIT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations
- b) results of internal quality assurance processes
- c) feedback received from staff
- d) feedback received from students.

## 14. GIT policies

Click on the links to view relevant GIT policies

- [Access and Equity Policy](#)
- [Admissions and Enrolment Policy](#)
- [Appeal Policy](#)
- [Assessment Policy](#)
- [Authentication Policy](#)
- [Concerns and Complaints Policy](#)

- [Issuance Policy](#)
- [Language Literacy and Numeracy Policy](#)
- [Legislative Compliance Policy](#)
- [Privacy Policy](#)
- [Records Management Policy](#)
- [Refund and Withdrawal Policy](#)
- [Student Support and Retention Policy](#)

## 15. Legislation

GIT abide by all relevant legislative and regulatory requirements. Any changes to legislative and regulatory requirements that may affect the delivery of training and assessment will be reflected in updated policies and published in 'Announcements' inside your online course.

Legislation includes, but is not limited to:

### **National Vocational Education and Training Regulator Act 2011**

Objectives of the National Vocational Education and Training act 2011 are:

- To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- To support the continued development of high quality training by and within industry
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- To regulate the registration of training organisations within each State / Territory

### **Standards for Registered Training Organisations (RTO) 2015**

The purpose of these Standards is to:

- a) set out the requirements that an organisation must meet in order to be an RTO;
- b) ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- c) ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.

### **Student Identifiers Act 2014**

Generally, a registered training organisation must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a unique student identifier. This is known as a USI.

### **Disability Standards for Education 2005**

The Disability Standards for Education 2005 (the Standards) clarify the obligations of education and training providers and seek to ensure that students with disability can access and participate in education on the same basis as other students. The Standards were formulated under the Disability Discrimination Act 1992 and came into effect in August 2005.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.

### **The Privacy Act 1988**

The Privacy Act 1988 (Privacy Act) regulates how personal information is handled. The Privacy Act defines personal information as:

...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

### **Copyright Act 1968**

The copyright conferred by the Copyright Act is a bundle of exclusive rights in relation to the work or material in question. They include the rights:

- to copy or reproduce the work;
- to make an adaptation of it;
- to publish it;
- to perform it in public; and
- to broadcast it to the public

### **Human Rights and Equal Opportunity**

GIT are subject to Acts which prohibit discriminatory practices which include:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992 and
- Human Rights and Equal Opportunity Commission Act 1986

These different acts ensure that there is no discrimination based on:

- Sex
- Marital status
- Parental status
- Age
- Race/culture
- Disability
- Religious beliefs

### **Electronic Transactions Act 1999**

The object of this Act is to provide a regulatory framework that:

- a) recognises the importance of the information economy to the future economic and social prosperity of Australia; and
- b) facilitates the use of electronic transactions; and
- c) promotes business and community confidence in the use of electronic transactions; and
- d) enables business and the community to use electronic communications in their dealings with government.

## Fair Work Act 2009

This Act relates to workplace relations in Australia.

## 16. Contact information

Enrolled students must use the [contact us form](#).

All other enquiries can be directed to:

Mailing address: PO Box 7965  
Cairns QLD 4870  
Australia

Phone: (07) 4079 2489

Website: [www.git.edu.au](http://www.git.edu.au)

Email: [training@git.edu.au](mailto:training@git.edu.au)