



# GLOBAL INSTITUTE

RTO No. 41102 | CRICOS Provider Code: 03538G

ABN 35601110178  
Level 6, 56-58 York Street, Sydney  
NSW 2000, Australia  
Ph. 02 8076 8000  
Web. [www.globalinstitute.edu.au](http://www.globalinstitute.edu.au)  
Email. [info@globalinstitute.edu.au](mailto:info@globalinstitute.edu.au)

## Written Agreement (International Student)

ALL SECTIONS OF THIS DOCUMENT CONSTITUTE THE WRITTEN AGREEMENT BETWEEN THE STUDENT AND GLOBAL INSTITUTE

SELECT COURSE	QUALIFICATION	COURSE DURATION	TUITION FEE
<input type="checkbox"/>	BSB42015 Certificate IV in Leadership and Management (096663M)	39 Weeks	A\$12,000
<input type="checkbox"/>	BSB51918 Diploma of Leadership and Management (098871J)	52 Weeks	A\$12,000
<input type="checkbox"/>	BSB61015 Advanced Diploma of Leadership and Management (096662A)	39 Weeks	A\$12,000
<input type="checkbox"/>	SIT40416 Certificate IV in Hospitality (097675K)	52 Weeks	A\$12,000
<input type="checkbox"/>	SIT50416 Diploma of Hospitality Management (097676J)	78 Weeks	A\$18,000
<input type="checkbox"/>	SIT40516 Certificate IV in Commercial Cookery (097939B)	83 Weeks	A\$28,000

\*Please refer to GI website for the entry requirements specific to these qualifications <http://www.globalinstitute.edu.au/our-courses/>

Our courses will be delivered at Level 6, 56-58 York Street Sydney NSW 2000. Delivery Mode: Mixed (75% face-to-face and 25% online)  
Please also be noted that you (the student) are responsible for keeping a copy of the written agreement as supplied by GI, and receipts of any payments of tuition fees or non-tuition fees.

Commencement Date in **2020**:

13 January  17 February  13 Apr  18 May  13 July  17 August  12 October  16 November

Commencement Date in **2021**:

11 January  15 February  12 Apr  17 May  12 July  16 August  11 October  15 November

### Personal details

Family Name ..... Given Name .....

Nationality .....  Male  Female Date of Birth ...../...../.....

Passport Number ..... USI (Unique Student Identifier) .....

### Home Country Contact Details

Address .....

Telephone ..... Mobile.....

Email .....

### Australian Contact Details

Address .....





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### PART C – FEES

Tuition Fee (from first page of application)	A\$
CoE Re-issuance Charges (Excepting Visa rejection)	A\$ 100 /per CoE
Application Fee (not refundable)	A\$ 200
Admin fee for visa rejection and withdrawn case	A\$ 250
Material fee (per term except cookery course)	A\$ 50
Cookery material fee and tool kit	A\$1000
Assessment resit fee	A\$ 50
Late payment fee (per week)	A\$ 100
Homestay Assistant fee - optional (not refundable)	A\$ 220
Airport pickup – optional (not refundable)	A\$ 210
OSHC	A\$
<b>Total Fees</b>	<b>A\$ .....</b>

Please make your payment by Bank Draft to Australian International Training College Pty Ltd T/A Global Institute. No obligation is created on Global Institute until funds are cleared and an official receipt is issued.

\*Materials Fee is including Study Materials

### Acceptance Procedure:

1. As soon as decision is made on your eligibility you will be informed of the outcome
2. If your application is successful you will receive a copy of this countersigned Student Written Agreement and a Letter of Offer stating the course, for which you have been accepted, courses fee to be paid, commencement date and Overseas Student Health Cover information.
3. When you have paid your fees a Confirmation of Enrolment will be sent to you, and Global Institute will have Department of Home Affairs advised within 14 days



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### PART D - REFUNDS

- 1 The request for refund must be made in writing to the Chief/Principal Executive Officer by using the Refund Application Form. The Applicant confirms that all the information provided in this application is complete and correct.
- 2 The Applicant agrees to be bound by GI rules and regulations in force from time to time and otherwise to follow acceptable codes of behaviour, attendance and academic performance and show a concern for other students.
- 3 All fees and charges must be paid in full prior to course commencement unless a "payment plan" is arranged with GI. Student tuition fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.
- 4 A non-refundable Enrolment/Application fee and CoE issuing fee (exclusive of tuition fees and material fees) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of the course.
- 5 Students, who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$100.00 per week or may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date. Please note that students will be required to maintain academic course progress in consultation with the Academic Coordinator. Should fees remain overdue for more than one day after the due date GI will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.
- 6 No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- 7 Where a refund is approved, GI College will make payment of refunds within 28 days of receipt of the Refund Application Form.
- 8 In the case of default by GI College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

• Visa rejected (Offshore or onshore student before commencement of the Course)	Refund of tuition fee less A\$250 Admin. Processing Fee (Refer Part C) 100% refund of material fee
• Visa rejected (Onshore student after commencement of the course)	Charged according to the study period and No refund of Material fee. Less A\$250 Admin.
• Withdrawal notified in writing and received by GI 28 days or more prior to Course commencement	70% refund of tuition fee 100% refund of material fee
• Withdrawal notified in writing and received by GI less than 28 days prior to course commencement and before the commencement date	50% refund of tuition fee 100% refund of material fee
• Withdrawal notified in writing and received by GI on the commencement date or after the course commences OR in case of deferment of course by the student	No refund of tuition fee No refund of material fee

- 9 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

- 10 In the unlikely event that GI is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by GI at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If GI is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will be responsible for providing refunds or providing assistance to locate an alternative.
- 11 Fees not listed in the refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.
- 12 Students wishing to defer the commencement of studies or suspend their studies must complete deferral or suspension form and submit to GI. GI may decide to suspend or cancel a student's enrolment on its own initiate as a response to misbehavior by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to Department of Home Affairs and may affect the status of a student visa.
- 13 Students must notify GI of changes of address, telephone number, email address and fax number within 7 days they occur. Failure to do this may mean student do not receive important information which may affect their course, their enrolment or the visa.



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### PART E – Terms and Conditions

#### Course commencement

If a student fails to commence the course within 14 days of the nominated course start date, the Institute will notify Department of Home Affairs via PRISM. Any student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, the student must inform the Institute immediately.

#### Academic Progress

Students must maintain satisfactory academic progress at all times. All the courses are scheduled 20 hours per week (15 hours of face-to-face classroom based and 5 hours of online based delivery). Students are expected to attend classes regularly to maintain satisfactory course progress each term.

#### Attendance Monitoring

All students must attend their schedule classes to maintain satisfactory academic progress. They must have a minimum of 80% attendance at all times throughout their enrolment periods. If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week. Please note that, the regulator (ASQA) may, at any time, require a training provider (SIBN) to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.

#### Overseas Student Health Cover (OSHC)

All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover.

#### Issuing of Certificates and Delivery

GI is solely responsible for the delivery of all courses and for the issuance of their certifications.

#### Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

#### Student Code of Conduct

All people associated with GI have the same rights. Harassment, bullying and victimisation will not be tolerated at GI. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. If the complaint is sufficiently serious, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities.

#### Change of Address and Contact Details

Upon arriving in Australia you are required to advise us of your residential and email address, telephone number and of any subsequent changes to these contact details. It is your responsibility to ensure that you always update your contact details at the Institute to ensure you receive important information about your course, fees receipts and any other important information at least every 6 months.

#### Privacy Notice

Under the *Data Provision Requirements 2012*, GI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by GI for statistical, administrative, regulatory and research purposes. GI may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))



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### Disclosure of Personal Information

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

### PART F -Student declaration

I understand the terms of this Contract and the refund conditions and confirm that I have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at GI.

Information is collected on this form and during your enrolment in order to meet GI obligations under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Applicant Signature .....

Date ..... / ..... /.....

### PART G – PROVIDER ACCEPTANCE

Accepted by Australian International Training College Pty Ltd T/A Global Institute

Signed.....

Date ..... / ..... /.....

Name of the authorised Global Institute employee accepting the application .....