



GLOBAL INSTITUTE

RTO No. 41102 | CRICOS Provider Code: 03538G

Global Institute

ABN: 35 601 110 178

RTO NO: 41102 CRICOS Provider No: 03538G

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International VET Student Handbook

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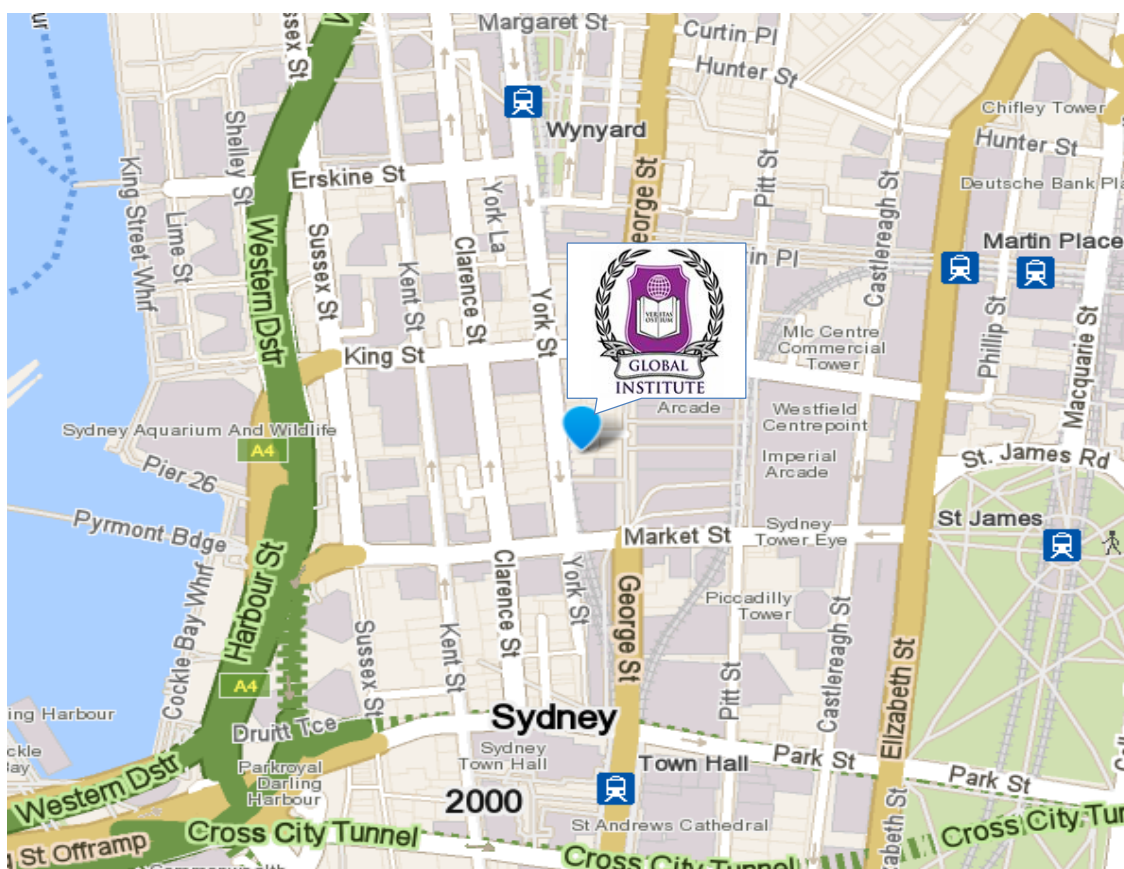
College Location

Global Institute in the heart of Sydney CBD located next to major shopping, entertainment attractions. Major attractions such as the Sydney Opera House and Darling Harbour are just a short walk away, parks, cafes, shopping centers, major libraries, sporting facilities and beaches surround us. Travelling to the College is easy from anywhere in Sydney. Train, bus and ferry stops are all close by.

The College location

Level 6, 56-58 York Street, Sydney 2000

Programs delivered: Vocational Courses. (Note: Vocational courses orientation day occurs as per Intake dates at this address).Map (from Google Maps):



All new students are required to attend an orientation session at the beginning of their course.

INTRODUCTION

Global Institute is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The registering authority monitors and subjects us to regular external audit to verify adherence to these standards. It is accredited by ASQA.

Our people, our purposes and our goals are all driven by a set of values which underpin everything we do.

Care

Preparation

Thrust

Thrive

Success

ESOS Framework

The College is committed to providing you with quality education and protecting your rights.

The Australian Government requires providers of education to overseas students to ensure that students 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.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course, including location, match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before, or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services
 - Who the contact officer is for overseas students
 - If you can apply for course credit
 - When your enrolment can be deferred, suspended or cancelled
 - What your provider's requirements are for satisfactory progress in the courses you study
 - If attendance will be monitored for those courses
 - What will happen if you change providers
 - How to use your provider's complaints and appeals process

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Inform your provider if you change your address/contact details
- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your provider
- Maintain satisfactory course progress

- Maintain satisfactory attendance

Contact details

For information about	Who to contact	How
Policies and procedures that affect you	Student Services Officer	Level 6, 56-58 York Street, Sydney. NSW 2000
		Ph.: (02) 8076 8000 Email: info@globalinstitute.edu.au Web: www.globalinstitute.edu.au
Your Visa matters	Department of Home Affairs	Website: www.homeaffairs.gov.au Phone 131 881 in Australia Contact the Department of Home Affairs office in your country

RTO obligations

Global Institute is responsible for:

- The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- Advising students about their rights via the Code of Practice published on the College web site
- Advising students about the complaints and appeals procedure published on the College web site
- Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- Advising students about any changes to services. This will be done by an announcement on the College web site.

Course Information

The College is a Registered Training Organisation. We provide training and assessment services in the area of Business. Our national qualifications include:

- Certificate IV in Leadership and Management BSB42015
- Diploma of Leadership and Management BSB51918
- Advanced Diploma of Leadership and Management BSB61015

- Certificate IV in Hospitality SIT50416
- Diploma of Hospitality Management SIT40416
- Certificate IV in Commercial Cookery SIT40516

For more information about our courses please visit our website www.globalinstitute.edu.au

English Language

Our courses are conducted in English by qualified and experienced trainers who have years of experience in the Business industry. If English is not your first language you need to provide certified evidence of your English language proficiency. The following options are recognised by The College as English entry requirements for vocational courses:

- International English Language Testing System (IELTS) score 5.5 overall band
- Successful completion of Certificate IV qualification in English
- TOEFL 530(paper PBT)/197 (computerised)
- Cambridge FCE – First Certificate in English
- TOEIC 625-700
- Upper Intermediate level assessed by a ASQA accredited ELICOS provider and/or approved English centre
- Proof that the medium of instruction at College has been in English with satisfactory grades in final examinations

Teaching Methods

Our teaching methods include face-to-face instruction, small group activities, pair activities and one-to-one individual support, attention and assistance. All instruction is in English.

Learner Support

The learning support strategies used by trainers at The College include:

- Ensuring individual support and advice to students.
- Providing additional written learning material and illustrations to reinforce the learning.

Our trainers/assessors are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them or the Student Services Officer about your adjustment to student life and study in Australia and any other problems that may be affecting your studies. They will advise or refer you appropriately.

College Staff will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes

- provide equal access to resources
- refer students with learning difficulties to appropriate agencies

Enrolment

Recruitment to The College is carried out in an ethical manner in accordance with access and equity principles. Access to the courses is open to all applicant's subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is on-going where places are available.

Once an international student has enrolled at The College they cannot defer commencement of their studies or suspend their studies except on the grounds of illness, supported by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student for example, bereavement.

Enrolment Procedure:

- Students can access information regarding the College on the web including advice on how to obtain information on the College, fees structure, refund policy, and enrolment procedures.
- Student completes international students' application form and collects other documents relevant to the application i.e. certified evidence of English language level etc.
- The Student Services and Administration Manager reviews student's enrolment documents and if entry requirements are met, issues a letter of offer and an enrolment agreement.
- Student accepts enrolment conditions by signing an enrolment agreement and sending a copy to the Student Services and Administration Manager.
- On receipt of tuition fee deposit and enrolment fee the student's information is entered in PRISMS¹ and an electronic confirmation of enrolment (eCoE) is created
- Student is given an identification number and a database record is established.
- Student organises health insurance.
- Student applies for visa at Australian Embassy in country of departure.

Orientation to the Course

On your orientation day at The College, Student Services and Administration Manager and the Academic Coordinator will welcome you, answer your questions and give you information about:

- Your stay in Australia
- Accommodation, finances and further study
- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills and knowledge will be assessed

¹ Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the [Education Services for Overseas Students \(ESOS\) Legislation](#)

- Recognition of prior learning/credit transfer
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Course timetable
- Course content
- Your obligations as a student at the College including attendance requirements.

Orientation:

All students must attend a compulsory orientation program on their orientation date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or made contact with the college by the scheduled commencement date the CoE will be cancelled for non-commencement via PRISMS within 14 days of the scheduled commencement date.

Student Support

The College recognises that students sometimes require learning support during their studies. This can either be additional language, literacy and numeracy (LNN) support or general assistance with study skills. The Student Services Officer can assist with advice about resources.

If you are experiencing any personal issues or distress, please talk to a member of staff. We can offer advice, referral to a qualified person depending on the nature of the problem.

The College designated member of staff to be the official point of contact for students is the Student Services & Administration Manager:

Ms. Margaretha Adinoto
info@globalinstitute.edu.au
 Ph: 02 8076 8000

Student ID cards

- Students can receive their student ID card within one week after enrolment.
- ID cards may be used as proof of identity.
- Students must carry their ID cards at all times while on College premises for security reasons.

Security

Please do not leave your own possessions or College materials unattended. Unit of study manuals, texts or notes that have been misplaced or damaged can be replaced by the student at his or her own cost. Carry your purse or wallet with you at all times.

Student Complaints and Appeals

The College welcomes your feedback and suggestions on our services. Students have access to the College's complaints and appeals process. This allows for a fair and equitable process to

be implemented for any complaint against The College in its assessment process, decisions relating to academic or attendance records, and any other concern students may have.

Students are able to submit a complaint against the College or any person employed by The College if they feel a person has acted inappropriately, or the systems and practices of the College are not meeting expectations, or the College is treating a person unfairly. All complaints are handled in confidence and are reviewed by The College management.

We respond in a constructive and timely manner to all substantiated complaints and appeals against decisions made by us.

The College ensures that:

- each complaint and appeal and its outcome is recorded in writing
- each appeal is heard by an independent person or panel
- each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision
- Student's enrolment is maintained during the complaints and appeals process.

Please note the students' status will still be active and she/he can still attend all classes during the complaints process.

While all internal complaints and appeals are in process, the College will maintain the enrolment of the student. However, if the appeal is against the College's decision to cancel the CoE because unsatisfactory academic progress, the College will maintain the student's enrolment until the external complaints process is complete and has supported the College's decision.

External Complaints or Appeals

If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. The College does not charge any student for the referral to external support services/agencies.

Things you should know about complaining to the Overseas Students

Ombudsman (OSO)

- In Australia, you have the right to complain.
- The Overseas Students Ombudsman's services are free.
- In some cases, the Ombudsman may decide not to investigate your complaint. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If OSO decides **not** to investigate, they will tell you why. The Overseas Students Ombudsman may refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If OSO **does** decide to investigate your complaint, they will contact the education provider and ask us what happened.

- The Overseas Students Ombudsman will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

Where, the outcome of the internal and external complaints and appeals process, supports the student, The College will implement the decision or corrective action as soon as possible and advise accordingly.

OSO contact details: In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111 or you can send them mail to: Overseas Students Ombudsman GPO Box 442, Canberra ACT 2601, AUSTRALIA

Complaints against other students

Students with a problem or complaint with another student should use the following procedure. Please note that students can bring a support person or be represented by a nominee at any stage of the process. The College will not tolerate inappropriate behavior of any kind. If you are being bullied or harassed by anyone while you are at the College you should use the following procedure:

Step 1:

- Identify and discuss the complaint or grievance with the other party
- Discuss the best outcome to the complaint or grievance
- Agree to act to resolve the complaint or grievance

Step 2: If the complaint or grievance is unresolved talk to the Student Services and Administration Manager who will try to remedy the problem.

Step 3: If you are dissatisfied with the outcome of the mediation you may appeal the decision in writing and request an external independent arbiter. This gives you the opportunity to formally present your case. This may be at a cost to you. You may be accompanied and assisted by a support person. The College will provide you with a written statement of the appeal outcome.

Class or Educational Complaints

If you have a problem or complaint with the trainer, the course content, the facilities or any component of the course you should use the following The College procedure:

Step 1: In the first instance, talk to the trainer/assessor.

Step 2: If you feel it is not appropriate for you to talk to the trainer then you should talk to the Academic Coordinator or put the complaint in writing and address the letter to the Academic Coordinator.

Step 3: The Academic Coordinator will respond to the written complaint within 10 working days.

Step 4: If you are dissatisfied with the Academic Coordinator's response you can appeal the decision by requesting to have the matter referred to an external independent arbiter. This gives you the opportunity to formally present your case. This may be at a cost to you. You may

be accompanied and assisted by a support person. The College will provide you with a written statement of the appeal outcome.

Accreditation Agencies

In Australia, accredited vocational and English education and training is regulated by the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Students can contact these government bodies on matters relating to the operations and standards of delivery at The College.

The contact details are given below:

Vocational Education & Training Students:

Governing Body:	Australian Skills Quality Authority (ASQA)
Address:	Level 10 255 Elizabeth Street, Sydney, NSW 2010
Postal Address:	GPO Box 9928, Melbourne, VIC, 3001
Phone Number:	1300 701 801
Website:	www.asqa.gov.au

Student Support Services

Banking

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings and cheque accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks. Traveler's cheques can be cashed at banks but you will need to show your passport for identification.

Opening a bank account

If you have been in Australia for less than six weeks, your passport will be enough identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a particular account, you should compare interest rates, bank fees, etc. Some banks do provide student accounts where only government fees are charged.

Most students open an account that has access to an automated teller machine (ATM) via a card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to purchase goods with your ATM card, known as EFTPOS facilities.

Banking hours

Banking hours vary, but these are the general banking hours of most banks.
Monday to Thursday: 9.00am - 4.00pm | Friday: 9.00am - 5.00pm
Saturday and Sunday: Closed (some banks may open Saturday mornings)

Places of Worship

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

If you need assistance in finding your place of worship, please speak to the Student Services Officer and they will be able to help you.

Emergency and Health Services

Below are phone numbers you should know:

- **The College Student Services Officers** (02) 9299 8766
- Police and Ambulance and Fire 000
- Australian Health Management 1800 888 942
- Department of Home Affairs 131 881
- Health Services Australia (Medical Examination) (02) 8396 0600
- Public Transport Information Line (Timetables, routes etc) 131 500
- Telephone Directory Service 12455
- International Directory Service 1225
- Lifeline Counselling Service (Telephone Counselling) 131 114
- Translating and Interpreting Service (24 hours) 131 450
- Domestic Violence Line (24 hours) 1800 656 463

Counselling and Mental Health Services available 24 hours:

Telephone Counselling Services

- Lifeline (24 Hour Counselling) 13 1114
- Salvo Crisis Line 9331 2000

International student's emergency line

- International Student OSHC World Care(24 hour) 1800 814 781

Specialist and Welfare Telephone Services:

24 Hour Hotlines

- Domestic Violence Service 1800 656 463
- Rape Crisis Centre 9819 6565
- Women's and Girls' Emergency Centre 9360 5388
- Poisons Information Service 13 112

Community Services

- ARAFMI (Assoc. of Relatives & Friends of the Mentally) 9805 1883
- Abortion Grief Counselling 1300 363 550
- Alcohol & Drug Info Service 9361 8000
- G-Line (Gambling Counselling) 1800 633 649
- Men's Line Australia 1300 789 978
- Mission Australia Helpline 1300 886 999
- Pregnancy Help Line 1300 139 313
- SIDS NSW (Sudden Infant Death Syndrome Support) 1800 651 186
- Al-Anon Family Group 9264 9255
- Alcoholics Anonymous (Central South & West) 9799 1199
(City & East) 9387 7788

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|---|---------------------------------------------------|--------------|
| | (North) | 9488 9820 |
| • | FPA (Family Planning) Health Line | 1300 658 886 |
| • | Gay & Lesbian Counselling Service | 9207 2800 |
| • | Donna Maria Pre & Post Natal Support Network | 1300 555 578 |
| • | Ted Noffs Foundation (Drug & Alcohol Counselling) | 1800 151 045 |
| • | SANE Helpline (Mental Illness Info & Referral) | 1800 187 263 |
| • | OCD Support Group | 1800 626 055 |
| • | Mental Health Info Service | 9816 5688 |

Legal

- | | | |
|---|---------------------------------------------|-----------|
| • | International Students Legal Advice Service | 9698 7645 |
| • | Legal Aid (Sydney Head Office) | |
| | Legal Aid New South Wales | 9219 5000 |
| • | Ombudsman's Office of NSW | 92861000 |
| • | Combined Community Legal Centres group(NSW) | 92127333 |

Housing

- | | | |
|---|-------------------------------------------------------|-----------|
| • | Tenants Union of NSW Hotline | 9251 6590 |
| • | Youth Emergency Accommodation Line
(Recorded info) | 9318 1531 |

Money & Credit

- | | | |
|---|----------------------------------|--------------|
| • | Credit Helpline | 1800 808 488 |
| • | Centrelink Youth & Students Line | 132 490 |
| • | Moneycare Counselling Service | 9633 5011 |
| • | Fair Trading Centres | 1800 802 055 |
| • | Welfare Rights Centre | 9211 5300 |

Medical Assistance

Following are contact details for medical centres, opticians and dentists that are located close to The College.

Medical & Dental Centre

44 Town Hall Arc, Sydney NSW 2000
Tel: (02) 9267 5399

Town Hall Medical Centre

Shop 41 Town Hall Square, (Town Hall Station), Sydney NSW 2000
Tel: (02) 9267 5399

Information on Sydney

Listed below are some useful websites with information about Sydney:

Discover Sydney - www.discoversydney.com.au Australian
Tourist Commission - www.sydney.com.au Sydney City
Search - <http://sydney.citysearch.com.au/> Official City of
Sydney Site - www.cityofsydney.nsw.gov.au
Lonely Planet - www.lonelyplanet.com/destinations/australasia/sydney
Sydney Post - www.sydneypost.com
Tourism New South Wales - www.tourism.nsw.gov.au

Sydney Morning Herald - www.smh.com.au
Sydney transport - www.sydneytransport.net.au
Bureau of Meteorology - <http://www.bom.gov.au/>

Legal Services

Listed below are lists of Legal Services available in the Sydney Metropolitan area. This section is relevant to all our students who may require legal advice or solutions.

Legal Aid New South Wales <http://www.legalaid.nsw.gov.au/asp/index.asp>
Combined Community Legal Centres group (NSW) inc. <http://www.nswclc.org.au/clcs.html>
Legal Choice NSW <http://www.legalchoice.com.au/>

Counselling

Counselling provided by Student Services and Administration Manager is available to those studying at the College, on matters ranging from private concerns to living issues.

Students can see the counsellor for a variety of reasons. Everyone finds themselves in difficult circumstances at some time in their lives. Sometimes students want to speak to someone who is professional, confidential and separate from family and friends.

Why you see the Counsellor

If you are having personal difficulties, or just want to talk about:

- Your special needs
- Your disability
- Relationships
- Family issues
- Ongoing problems with
 - anxiety, stress, shyness,
 - depression, low self esteem
- If you need moral support in attempting something challenging

The College will provide access to welfare related support services to assist students at no additional cost to the student. This includes The College counselling services. In some cases, The Student Services and Administration Manager may refer the student to an external provider. This referral will be at no additional cost, however the external provider might have their own service fees and students may have to pay the external provider.

See the Student Services Officers to learn more about the Counselling Services we are offering and to make an appointment.

Facilities and Equipment

Facilities and equipment is set-up, checked and maintained regularly to ensure effective, efficient and safe operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Free Wireless Internet

- Student Lounge and Lunch Area

Library

The College has a reference library which is equipped with the hard copies of all the prescribed texts and some additional reference books

Fees and Refund Policy and procedures

Please visit our website to see the current fees schedule.

Students are required to sign a written agreement on payment of fees which sets out the services to be provided, fees payable and information about refunds of course money.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

For Refund

Refund application form must be completed and submitted to Global Institute. Refunds will be refunded within 28 days of receipt of a refund application form and will include a statement explaining how the refund was calculated.

1. Tuition Fee & Material fee

Visa refused	Refund of tuition fee less A\$250 Admin. Processing fee (Refer Part C) 100% refund of material fee
Withdrawal notified in writing and received by GLOBAL INSTITUTE 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 GLOBAL INSTITUTE less than 28 days prior to course commencement and before the commencement date	50% refund of tuition fee 100% refund of material fee
Withdrawals notified in writing and received by GLOBAL INSTITUTE on the commencement date or after the course commences OR In case of deferment of course by the student	No refund of current semester tuition fee No refund of current semester material

2. In the unlikely event that GLOBAL INSTITUTE 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 GLOBAL INSTITUTE 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 GLOBAL INSTITUTE 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.

3. Fees not listed in the refund section (1) 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.

Additional Costs

Additional charges will be added for a number of services. Please refer to Fees and Charges attached document:

Academic Information

Competency Based Training

Competency based training is a structured approach to training and assessment that is directed toward achieving specific outcomes. It is about assisting individuals to acquire skills and knowledge so they are able to perform a task to a specified standard under certain conditions. In competency based training, the outcomes to be achieved are clearly stated so that students know exactly what they have to be able to do, trainers know what training or learning is to be provided and organisations know the skill levels required of their people. The emphasis in competency based training is on "performing" rather than just "knowing".

A competency is defined in terms of what a person is required to do (performance), under what conditions it is to be done (conditions) and how well it is to be done (standards).

In the Australian context a broad definition of competency has been adopted that includes four aspects of work performance.

Task Skills

Being able to perform individual tasks

Task Management Skills

Being able to manage a number of different tasks within the job

Contingency Management Skills

Being able to respond to irregularities and breakdowns in routine

Environment Skills

Being able to deal with the responsibilities and expectations of the work environment

A competency is much more than just a description of a work task or activity. It encompasses measures of the competency and addresses the knowledge, skills and attitudes required for a person to perform a job to a required standard.

Introducing Competency Based Assessment

This section provides an introduction to assessment, specifically assessment of competence.

What is competence?

In vocational education and training, people are considered to be competent when they are able to consistently apply their knowledge and skills to the standard of performance required in the workplace.

How do we know someone is competent?

We know whether someone is competent after completing an assessment that verifies that all aspects of the unit of competency are held and can be applied in an industry context. Just as a learner-driver must demonstrate they can drive a car by actually taking the examiner for a drive, so too must learners demonstrate competence by undergoing an assessment process. Assessment may involve a variety of assessment methods.

What standards are candidates assessed against?

In order to assess whether a candidate is competent, they are judged against competency standards (often called benchmarks) developed by the industry. A competency standard is comprised of individual units of competency that include the essential information needed to assess a candidate.

To gain a formal qualification (e.g. a Certificate III or an Advanced Diploma), individuals have to be competent in a specified group of units of competency. Information on the qualifications and relevant units of competency are outlined in accredited courses or Training Packages. Training Packages consist of competency standards, information on qualifications and assessment guidelines to assist trainers and assessors.

What is competency based assessment?

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards where they exist or on competency standards developed by relevant industry, enterprise, community or professional groups (or outcomes of accredited courses if there are no relevant nationally endorsed competency standards).

What sort of evidence is collected?

Evidence collected may be direct such as observation of workplace performance, indirect such as formal testing, or supplementary such as references from employers.

Evidence is used by an assessor to make a judgment about whether the candidate is competent.

It is the responsibility of the assessor to determine what and how much evidence is required to make the assessment judgment. Training Packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

Source: Guidelines for assessing competence in VET (2nd Ed) 2008 Department of Education and Training WA

Recognition of Prior Learning

If you believe you already have the skills and knowledge required to demonstrate competency you can request Recognition of Prior Learning (RPL). It does not matter whether you acquired your skills and knowledge through formal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read the course outline and talk to the Academic Coordinator if there is anything you need explained.
- Collect and complete the Request for Recognition of Prior Learning form from the office.
- Check your skills and knowledge for each unit of competency. Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the Academic Coordinator for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file. You must pay the cost for an RPL.

Where RPL is granted the College will notify The Department of Home Affairs and provide, where possible, meaningful learning activities for the student for the resulting change of the course duration ensuring a full- time 20 hour per week load.

National Recognition

The College recognises relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the testamur.

Course Credit Transfer

Australian Qualifications and Statements of Attainment that have been issued by any other Registered Training Organisation (RTO) will be recognised by the College and students will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment or certified copies, with national codes and titles that match the current course in which a student is enrolled.

Students may also apply for Credit Transfer for other units undertaken elsewhere and have these units count towards the qualification, where these units are applicable.

Academic Progression

The College monitors students' attendance and academic performance in each qualification. Support structures are in place to assist students to successfully achieve the course outcomes. Trainers monitor students' progress continuously. Students are provided with feedback on their progress and offered additional time and trainer support as required.

Course Progress Requirements

Students are expected to achieve the following requirements in order to meet the satisfactory course progress requirements:

- A mark of Competent in all assessment tasks (face to face and online) in the qualification in which the student is enrolled.
- Achieve 50% of academic per term (study period)
- satisfactory attendance at scheduled classes

The consequences of failure to meet two or more of the requirements for satisfactory course progress are as follows:

- Students who fail to achieve a mark of Competent in an assessment task (face to face or online) are provided with the opportunity for re-assessment. Students who fail to achieve an overall mark of Competent for all assessment tasks (face to face and online) for a unit of competency will be allowed to continue their enrolment but will be considered at risk of not making satisfactory progress for the term following the one in which they were deemed Not Yet Competent. Students considered to be 'at risk' will be notified and asked to make an appointment to see the Academic Coordinator who will establish an additional program of support. It is the student's responsibility to maintain attendance at the College during this time.
- There will be a fee for the re-assessment (please refer to fees and other charges attached to this book)

The program of support implemented by the College may include:

- Attending counselling regarding learning
- Receiving individual coaching

Records of the implementation of the additional program of support are kept in the student's file.

- Within 10 working days of the completion of a term the college will review the academic progress of all students and identify those students who have failed 50% or more units in the term and warning letter will be sent requiring them to attend a course counselling interview.
- At the course counselling interview the following intervention strategies will be put in place:
 - Student academic/Tutorial support.
- If a student fails more than 50% of units in two consecutive study periods then the College must notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The students must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the CoE will be cancelled through PRISMS.

Conduct of Assessment

Assessment is conducted in accordance with the National Assessment Principles. Assessment is competency based against the standards outlined in the units of competency, it includes:

- assessment to determine your training needs

- assessment during the training to judge how you are progressing
- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.

Assessment methods may involve you in:

- Demonstrating your skills
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group
- Participating in a role play
- Completing a project
- Completing a written test / online quiz

The outcomes of assessment are Competent (C) or Not Yet Competent (NYC) or Did Not Submit (DNS). If you are assessed as Not Yet Competent you can request a re-assessment.

You will be given feedback on the outcome of each assessment by your trainer/assessor. During the course your individual assessment results are maintained by your trainer/assessor.

Assessment Appeals

If you are dissatisfied with a Not Yet Competent decision you can appeal the decision. This involves speaking to the assessor within 10 days of receiving the assessment result and feedback and requesting a review of the evidence.

The Academic Coordinator may organise a re-assessment and depending on the circumstances this may be with an independent assessor.

If it is necessary for you to repeat a unit of competency because you have been deemed Not Yet Competent you may do so only once during the period of study for the course.

Online Attendance

Students are required to study 5 hours (weekly) for online which forms a part of the weekly duration of the course (20 hours). Attendance will not be monitored or recorded. However, the students **must** show satisfactory course progress that is Competent in at least 50% for a study period (one term).

Attendance Requirements

International students must attend on a fulltime basis. This means you must be in attendance at the College each day of the course for a total of 20 hours face to face per week. You must maintain a minimum of 80% attendance. Your attendance will be recorded at each session. If you cannot attend a class you are required to notify the College in advance on (02) 8076 8000. Students who are absent from class due to illness must provide a doctor's certificate. No consideration can be given to extended absences for any other reason and your CoE will be cancelled.

Students must continue to actively participate in the learning and assessment activities to achieve competency in the qualification in which they are enrolled.

All students must provide correct contact details (including address, mobile number and email) to the college. All students must update their contact details with the college within seven days of change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly for verifying the contact details.

Attendance Monitoring & Warning System

The College will attempt to inform students as soon as possible if it is noted that attendance is dropping. However, it is students' responsibility to ensure that attendance rate is satisfactory (above 80%).

It is very important to keep your contact details up-to-date, especially your email and your postal address.

If student is absent for 5 consecutive days or more the Student Services Officer will attempt to contact the student. This will be done either by email or phone. The intent of contacting the student is to:

- Find out why the student was absent
- Find out what support the College may be able to offer to the student.

Punctuality

Punctuality dramatically affects your understanding of the class material. All trainers/assessors are expected to provide an overview at the beginning of the lesson, so that you have some appreciation of the context of the material being presented. If you are late you will miss this crucial information.

Students who arrive late are also a distraction to all the other students in the class and this affects the communication of ideas. In addition, trainers/assessors often have to waste time going over material a second or third time, which detracts from the quality of the teaching they can offer to students who made the effort to be in class on time. Make sure you allow enough time to get to the College when planning your travel.

Medical Certificates

If a student is absent for medical reasons they should submit a valid medical certificate to the Student Services Officer. Please submit a copy of the certificate and keep the original in a safe place. Please note medical certificates do not alter your attendance record but are an important consideration should your attendance or academic performance come under review.

It is a crime in Australia to forge a medical certificate, and the Australian Medical Association may pursue criminal charges against any student who forges a certificate.

Student Surveys

As part of our continuous improvement procedures you will be asked to complete a Student Satisfaction Survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to check that your expectations are being met and to improve our services.

Issuance of Qualifications

On successful completion of all units of competency you will be issued with a qualification within 30 days of completion the course. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

Change of Class

A student cannot transfer from one class to another without a valid reason. If a student needs to change class, he/she must complete Change of Class form available at the Student Services desk. Students can only change class subject to availability and approval. A charge of \$200 will be applicable if a student asks for 2nd times changing class. All Class change requests are approved by the Student Services and Administration Manager. Student cannot change the class if the unit is still running during the period.

Transfer of Students to and from another RTO

The College will not enroll international students transferring from their principal course (i.e. the main course of study or the highest qualification indicated on the student's current visa) with another College before they have completed 6 months of their principal course with that College unless the student has a valid letter of release from that College agreeing to the transfer.

Circumstances in which a transfer will be granted

The College will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- Can no longer be provided with the training delivery and assessment services in the principal course delivered by the College.

Circumstances in which transfer a will not be granted

The College will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to DET
- has not attended the course as required and is seeking a transfer to avoid being reported to DET
- has not paid all course fees

Procedure for assessing applications for transfer into the College

The College receives an application from a student who is on-shore and who has indicated that he/she is currently studying at another institution.

The Admissions Officer uses PRISMS to decide if the student has completed 6 months of their principal course. The Admissions Officer also uses the copy of the student visa in their passport to ascertain what the principal course and when the student arrived in Australia.

Where the above is satisfied, the College application process proceeds as for all off-shore students.

Where the above is not satisfied, the student is asked to provide an appropriate letter of release in support of their application. The student may be provided with a “conditional” offer which clearly states that an offer of a place is contingent on them obtaining a letter of release.

Where the student provides a letter of release and they have no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.

Where a satisfactory letter of release is not provided, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.

Note: In the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required.

Procedure for assessing applications for transfer out of the College

Students make a written request to the College to transfer to another provider.

The student is asked to provide a valid offer of enrolment from the new RTO.

With these documents sighted, the College will assess the transfer request using the following questions:

- does the student have any outstanding fees payable?
- is the student fully aware of the study issues involved in the transfer?
- is the student trying to avoid being reported to The Department of Home Affairs for lack of course progress or poor attendance?

Where the answers to these questions are satisfactory, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact The Department of Home Affairs and obtain a new visa if the course they transfer to is not a VET course.

The College reports the student’s termination of studies through PRISMS.

The Student Services and Administration Manager will decide whether to refuse or grant the letter of release and then inform the student. If the Student Services and Administration Manager decide to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process outlined in the Student Handbook if he/she wants a review.

The Student Services and Administration Manager of the College will make the final decision regarding issuing or refusing a letter of release for any student.

Time frame:

Where the student has provided all the necessary documentation regarding letters of release the assessment will be made within 14 days.

All requests, considerations, decisions and copies of letters of release are placed on the student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the College refund policy as outlined in the written enrolment agreement.

Change of Enrolment

It is important for students to inform the College of any changes in their enrolment. If you wish to defer or withdraw from your course there is a formal procedure you must follow. Please contact Student Services/Student Administration for further information. For information on how this will affect your tuition fees please refer to the Refund Policy in this Handbook.

Deferral of Studies, Course Suspension, Cancellation of Enrolment

- Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College.
- The College may decide to accept an application for deferral of commencement or suspension of study on the following grounds:
 - ..1 On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
 - ..2 In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
- Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation may affect the status of their student visa, and College will notify the DET via PRISMS as required under section 9 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled
- If the College intends suspending or cancelling the student's enrolment where it is not at the student's request, the students must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to the DET via PRISMS as required under section 9 of the ESOS Act. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

- If students have taken unauthorised leave then they will be recorded as absent and their enrolment will be cancelled if their attendance falls below the College requirements.

Visa Information for International Students

Visa and immigration requirements

Overseas students should be aware that visa and immigration regulations are very complex and vary depending on the nationality of a student and his or her particular individual circumstances. Students are encouraged to visit the Department of Home Affairs website www.homeaffairs.gov.au for information.

Valid student visa throughout the studies

International students must have a valid student visa for the duration of their studies in Australia. Students will only be issued with a student visa for study in Australia if they seek to undertake a full-time course that is accredited and registered by the Australian Government.

Student complying with visa conditions

Students must satisfy visa requirements and comply with a number of visa conditions for attendance and academic performance, which come into effect after they have entered Australia. It is important to comply with these visa conditions.

Conditions of student visa include:

Full-time enrolment

International students on a student visa must enroll in full-time study. International students who hold visa types other than student visas, and have approval to enroll in a course, may be permitted to study on part-time basis.

Students must remain with one education provider

Students must remain with the education provider with whom they originally enrolled for at least the first 6 months of their principal course. A transfer will only be allowed in exceptional circumstances. Please refer to Transfer of Students from and to another RTO section in this handbook. Where a student undertakes a preparatory course prior to commencing their principal course they must complete the preparatory study and 6 months of the principal course before changing provider.

Overseas Student Health Cover (OSHC)

International students on student visas must maintain current Overseas Student Health Cover as a condition of their visa at all times. If you let your cover lapse, the Department of Home Affairs could cancel your student visa. OSHC must be renewed if it expires during the duration of the course either through the College or by the student.

Current residential address at all times

Students are required to inform their education provider, within seven days of their arrival in Australia, of their residential address. They are also required to advise their provider, within seven days, of any subsequent change of residential address.

Permission to work

During term students are allowed to work up to 40 hours per fortnight on a student visa and during the holiday period are allowed to work unlimited hours

Arrangements for dependents

Students who will be accompanied in Australia by their school age dependents must make schooling and immigration arrangements for those dependents.

College responsibility regarding visa violation

One aspect of the obligations on registered providers is to keep records of each accepted student (Point 21 of the ESOS 2000 Act) and to notify the appropriate agency when students breach their student visa condition. The ESOS (2000) Act, Point 20 states:

'A registered provider must send an accepted student of the provider a written notice if the student has breached a student visa condition relating to attendance or satisfactory academic performance.' Students will have 20 working days from the date of the notification to appeal.

When a student has been identified as violating visa conditions the College is obliged to cancel the CoE via PRISMS.

Department of Home Affairs Contact Information

Website: www.homeaffairs.gov.au | Telephone: 131 881

Sydney office

Ground Floor, 26 Lee Street, Sydney NSW 2000

Counter hours: Mon-Fri 09:00-16:00 (Wed 09:00-13:30)

Department of Education and Training

The official Australian Government website for advice on studying in Australia is www.studyinaustralia.gov.au

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) website is the official Australian Government website that lists all Australian education providers to offer courses to people studying in Australia on student visas and the courses offered is cricos.education.gov.au

Comprehensive information on the ESOS Act 2000 and the National Code 2018 is at: <http://aei.dest.gov.au/AEI/ESOS/Default.htm>

Legislative and Regulatory Requirements

The College is bound by and operates within the following legislative and regulatory requirements:

- Standards for Registered Training Organisations 2015
- Standards for NVR Registered Training Organisations 2011
- Work Health and Safety Act 2011
- Workers Compensation Act 1987
- Anti-Discrimination Act 1977
- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Privacy and Personal Information Protection Act 1998
- Copyright Act 1968

Copies of these are located in the main office and you can request access to them at any time or you can access them online at www.legislation.nsw.gov.au

The College notifies all students of legislation and any changes in the student handbook.

Standards for NVR Registered Training Organisations 2011

These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

Work Health and Safety Act 2011

The College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Emergency evacuation procedures will be explained to all students during the orientation.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the premises.

A First Aid Kit is located in the office.

You are responsible for:

- always conducting yourself in a safe and healthy manner.
- ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- refraining from smoking
- refraining from drinking and/or eating in the classrooms.

Anti-Discrimination Act

The College is committed to providing a fair and equitable College for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexual preference or age will not be tolerated.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- reporting any discriminatory behaviour or harassment to your trainer.

Equal Employment Opportunity

Staff turnover at the College is very infrequent. However, should the need arise to recruit additional staff the principles of EEO will be implemented.

The College is committed to its staff remaining up-to-date with current trends in the industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

Access and Equity

The College provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. If a student with a disability meets the essential entry requirements, the College will make reasonable adjustments necessary for that person to perform their course-work. This involves:

- thorough consideration of how an adjustment might be made
- discussions with the student
- consultation with government agencies or organizations that represent or provide services to people with a disability

Our trainers will implement the learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to the College is carried out in an ethical manner in accordance with Access and Equity principles.

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Privacy and Personal Information Protection Act 1988

The College complies with the Privacy and Personal Information Protection Act 1988 which provides guidance on the collection, storage, use and disclosure of personal information. The College will not disclose information about you to anyone outside the College without your written consent. Your student records are confidential and available to you only and on request.

Accurate and up-to-date student personal records including contact details, fee payments, attendance, assessment outcomes and qualifications issued are kept secured in a locked cabinet.

Students are able to request access to their records however if a student is unable to be present at the College they must apply in writing providing evidence of their identity.

Students should be aware that the College is obliged to provide information to the Australian Government and designated authorities. This information includes student personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Copyright Act 1968

Under the Copyright Act 1968, the College must seek and gain permission from the copyright owner for the use of published works, academic texts, journals, reports, research papers, newspaper articles, photographs, illustrations, graphs and promotional images to support the teaching/learning and assessment process.

ESOS Act 2000, ESOS Regulations 2001 and the National Code 2018

The provision of education and training for international students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education and Training and a National Code

All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on a student visa by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The College complies with the ESOS Act, ESOS Regulations and the provisions of the National Code and is listed on CRICOS.

Our Code of Practice outlines the ethical manner in which we operate.

Student Responsibilities

While you remain a student at the College it is your responsibility:

- To attend class regularly and punctually
- To advise the College of any absences
- To keep the College informed of your address and other contact details at all times whilst in Australia
- To conduct yourself in a safe and healthy manner.
- To behave in a manner, this prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the College's emergency procedures.

- To refrain from smoking anywhere in the College building
- To refrain from drinking and/or eating in the classrooms.
- To comply with the Assessment Information outlined in the Student Handbook
- To register complaints, disputes or grievances with your trainer.
- To ensure you do not engage in any discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- To report any discriminatory behaviour or harassment to your trainer,
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices this may disrupt classes' e.g. mobile phones

Students who choose not to comply with the Student Responsibilities will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third (final) instance. In this instance no course fees will be refunded.

Where a student's behaviour is considered to be extreme the Academic Coordinator has the right to dismiss the student without notice. Examples of extreme behaviour may be, but are not limited to, being under the influence of alcohol, being in possession of illicit drugs, using abusive language to trainer and/or fellow students.

Where an international student's extreme behaviour results in their dismissal from the College, the Department of Home Affairs will be notified immediately.

Critical Incidents

Global Institute is committed to maintaining a safe and supportive environment for staff and students. One policy underpins Global's approach to respond to critical incidents that may occur and impact on the people both studying and working at Global Institute. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

Critical incidents are any sudden or progressive development that requires immediate attention and decisive action to prevent and or minimize any negative impact on the health and welfare of one or more individuals.

For more details, please go to Global Policy Critical Incidents available on our website.