



**GLOBAL  
TRAINING  
INSTITUTE®**

**S K I L L S . K N O W L E D G E . H O P E .**

# **Global Training Institute Participant Handbook**

**Global Training Institute P/L**

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# Welcome to Global Training Institute



Congratulations on looking to undertake a new training course. We look forward to welcoming you to one of our Training programs. We are really looking forward to working with you on your exciting journey of growth.

The purpose of this handbook is to help you maximize the benefits from working with Global Training Institute and provide you with a handy reference that includes some of the key strategies and positioning ideas that we will be using whilst you are training with us.

## Introducing You to Global Training Institute...

Global Training Institute was formed in 2004 out of another successful business – **Centre for Business Success**, to enable our clients to gain formal recognition and qualifications for the training they were undertaking with us.

Global Training Institute is a Registered Training Organisation that can offer formal qualifications at Certificate and Diploma level. As an RTO we comply with the requirements of the Australian Quality Training Framework Standards, ensuring quality assurance and best-practice standards for you.

As a business Global Training Institute is dedicated to:

- Providing skills, knowledge, hope, motivation, success and solutions - to each person who wishes to improve their current situation and life and is prepared to undertake the journey of learning and growing.
- Reaching out and caring for our world, communities, individual team members and each person that comes in contact with us.
- Using world-class trainers and mentors and contemporary, advanced adult training techniques
- Offering courses and qualifications that are recognized and highly respected throughout Australia and the World.

## Our Commitment to You...

Global Training Institute is committed to contributing to the your success – helping you to achieve **your personal, business or career goals**.

As we say at Global, **“The only difference between you now and you in 5 years time is the knowledge, skills and hope you have and how much of it you put into action.”**

## Enrolments currently being accepted....

Enrolments are currently being accepted in the following nationally accredited courses:

- BSB10107 Certificate I in Business
- BSB20107 Certificate II in Business
- BSB40407 Certificate IV in Small Business Management
- BSB40807 Certificate IV in Frontline Management
- BSB40907 Certificate IV in Governance
- BSB41907 Certificate IV in Business (Governance)
- RTE40603 Certificate IV in Rural Business
- RTE50403 Diploma of Rural Business Management
- BSB50207 Diploma of Business
- BSB50707 Diploma of Business (Governance)

- BSB51107 Diploma of Management

Detailed information is available on all courses. The courses are self-paced, so that you may enrol at any time during the year.

You may be able to complete the entire chosen course via attending workshops, training in your workplace, or via external/distance. Global Training Institute will provide all of the learning material, and resource required. As a participant you will be allocated your own specialist individual supervising Trainer.

Depending on the method of training which most suits you, timeframe and proximity, access to Trainers and costing will vary.

All you need to start is willingness and the motivation to learn and make changes.

## Business and Management Courses

We also offer a range of very popular short business courses for Business Owners and Managers and Corporate Managers. These training workshops are full of practical ideas and strategies. They are designed for the participant to implement the strategies to make massive improvements to their businesses or organizations.

These “REAL RESULTS” workshops currently operate regularly throughout Queensland.

Sample topics include:

- Goal Setting
- Effective Employees
- Profits Building Strategies
- Super Sales
- Advertising & Marketing
- Mastery of Systems and Technology
- Team Building
- Time Management
- Mastery of Business Financials
- Customer Service
- Getting your Business Running without You
- Leadership – Leading You, Leading Others and Leading Organisations

Other topics can be developed for individual organizations and businesses.

## How Training Works

Our training program/courses are largely about us focusing on helping you to become the person you need to be, to achieve the things you need to achieve, in order to have the results you want to have...

- Training requires discipline, commitment, time and effort on your part (sorry but it does)
- The results you achieve from the program will be in most cases directly proportional to the effort and commitment you invest in creating them.
- Training helps you acquire the knowledge, skills and motivation you require
- We give you the skills and knowledge for your required course and also the tools to think for yourself, and knowledge and skills so you can find the answers for yourself. You'll then be able to transfer this knowledge to any other endeavour in the future.



## Training, Coaching, Mentoring

An integral part of learning with Global Training Institute is our training, mentoring and coaching system. As a participant you will be assigned a Trainer/Mentor whose job will be to provide encouragement and direction, skills and knowledge and to enable you to set and achieve your own personal training goals. Your Trainer is part of a wider team at Global Training Institute who may also be involved in your training.

Those on your Training Team will meet regularly to discuss your progress, and align their expectations for you. All Trainers have a wealth of experience in helping people, business owners, and managers reach their goals. You will enjoy working with them.

There are a variety of other specialists in our strategic alliance partner, **Centre for Business Success**. You may be introduced to them at various times when their expertise is most beneficial to you.

## Meet Some of the Training Team

### Shane Botting

Shane Botting is the principal trainer for Global Training Institute. Shane is an entrepreneur, multiple business-owner and is a professional Trainer and Business Coach.



Shane is a qualified Workplace Trainer and Assessor, and has completed many Engineering, Business Development, and Management courses. Shane combines his knowledge with over 14 years experience in the business field.

Shane has spent the past 41/2 years training and coaching other Business Owners and Managers how to operate their businesses more effectively including, increasing their profits, reducing the hours they work, improving staff performance, leadership skills etc. Shane implements these strategies and skills into his own businesses and was awarded the **Action International** Qld “Franchisee of the Year 2002”; “Team Player 2003 and 2004” and “Platinum Master Coach” **Action Internationals** Highest award in 2004. One of his businesses has also won “Medium Size Business of the Year” for Rockhampton.

Shane has also performed training programs for many Professional Associations. Shane is a member of the Australian Institute of Management, International Federation of Coaches, Vocational Education Training Industry Group and Coachville International Association of Coaching.

### Warwick Michalk

Warwick is a professional business trainer and coach and joined Global Training Institute following 25 years in his own business enterprises. He commenced and successfully built a Broking House to a \$15m a year organisation with 55 staff and 3 branches over an 11 year period.



He also has owned the master franchise (S.E. Qld) for a building product supplier for 8 years, which became the leader in the industry. Warwick is also a stakeholder in a major development in the Kimberley’s that will generate sales of \$50m in exports.

Warwick has completed his Certificate IV in Workplace Training and Assessment and has completed many Business Development and Management courses. His expertise in business includes marketing, sales, finance, administration, Information Technology, human resources, business structuring, governance and systemizing.

Warwick has been appointed as a Fellow of the Australian Institute of Management and is a founding member of the International Association of Coaches.

## John Jocys

John has over 27 years experience in Sales, Marketing, Training, Business and Human Resource Management. He is professionally qualified in Frontline Management, Retail Management, Marketing, Direct Marketing, Telecommunications, Business Sales, Workplace Safety, Transport Distribution & Warehousing, Workplace Assessment and Training.



John has gained his knowledge, skills & experience by working in a variety of industries such as Retail, Transport, Small Business, Corporate and Government. He is also experienced in marketing and selling products and services to Business and Consumer markets.

He has worked with Australian companies such as Australia Post, Citibank, Optus, Sydney Water, Retravision, Time Life Books, Who Magazine, Campbell's Cash & Carry, Dominoes, Burger King, Pets World, MasterPet, Uni of NSW, Fish Records, Tech Pacific, Newslink, Suttons Motors, Sheraton Homes, and Health Information Pharmacy.

He is a member of the Australian Institute of Management and Australian Business Limited. He is also a Director and Secretary of Campbelltown Chamber of Commerce and Secretary of the Business Referral Group.

## Russell Symons

Russell Symons is a qualified Workplace Trainer and Assessor, and has also completed a number of Engineering, ITC, and Business courses. Russell started his career in the Pulp and Paper industry, which included his presenting papers at International Conferences.



He has run his own Computer Contracting and Consultancy business before spending over 10 years in Manufacturing. He has skills and experience in Management, Information Technology, Computing, Systems, Finances, Marketing, Sales, and Administration, but his passion is Training.

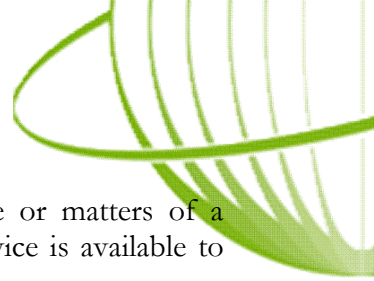
## Individual Study Programs

At the commencement of your course, you will be assigned a Trainer who will develop an individual training program with you, that is most appropriate to the goals that you wish to achieve. They will work out with you which units to study, timeframes, methods of delivery, how assessments will occur, how and when you can be supported and trained etc.

During the course, you may need to complete work projects, undertake relevant research; read selected materials, and spend time reflecting on insights gained. All materials, projects are selected to bring about positive improvements to your business/organization/employment.

## Office

The Global Training Institute support office will be open during the hours of 10am – 5pm. The contact phone number is 1800 998 500 or (07) 5445 2468, and fax number is (07) 5445 2673.



## Appointments with Staff

All trainers are available for appointments to discuss questions about the course or matters of a personal nature. Appointments can be made through the office. Alternatively advice is available to participants through their regular contact with their trainer/mentor.

## Notification of Absence

If you are unable to attend any training activity due to illness etc, you should notify the office prior to the starting time. If your absence affects a workshop, group activity or presentation you should confer with your Trainer, to arrange an alternative time to complete the presentation or assessment activity.

## Insurance of Personal Property

Insurance of personal property at any training activity is the individual participant's responsibility. Participants are advised NOT to leave valuables, including computers, at any venue, or in your car, whilst unattended.

## General Quality Assurance

One aspect of Government accreditation requires that we advise you of certain policies, and our Code of Practice. If you need clarification on any of these documents please call us on 1800 998 500.

## CODE of PRACTICE

Global Training Institute Pty Ltd is committed to world-class standards in the provision of training and education. The following Code of Practice describes the minimum standards of our service delivery and customer support.

As a registered Training organisation, Global Training Institute has agreed to operate within the Principles and Standards of the Australian Quality Training Framework.

### 1. Sanction

1.1 The policies set out in this Code of Practice underpin the operations of Global Training Institute. These policies are developed to reflect both the needs of the participants, society and the running of the Institute. Global Training Institute recognises that registration as a Registered Training Organisation may be withdrawn if we do not honour the obligations of the Code of Practice or supporting regulatory requirements.

### 2. Continuous Improvement

2.1 Global Training Institute has a commitment to providing a quality service with a focus on a continuous improvement. Global Training Institute values feedback from participants, trainers, and industry representatives.

### 3. Management, Administrative and Financial Practices

3.1 Global Training Institute has policies and management strategies, which ensure sound financial and administrative practices.

3.2 Management guarantees the organisation's sound financial position and safeguards participant's fees until used for training and assessment.

3.3 We have a refund policy, which is fair and equitable. When Global Training Institute charge fees for participation in specific courses, the costs are clearly outlined in the promotional material or proposal. Please see the separate Refund Policy for procedures.

3.4 Participant records are managed securely and confidentially and are available for participant perusal on request. Global Training Institute maintains adequate insurance policies.



#### 4. Training and Assessment Standards

4.1 Global Training Institute embrace policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies and practices will safeguard the interests and welfare of participants.

4.2 Members of the training staff will have demonstrated proficiency in their speciality areas with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. They will also be encouraged to further their own professional development.

4.3 All trainers will maintain a learning environment that is conducive to the success of the participants. They will provide adequate facilities and use appropriate methods and materials. All resources used are consistent with current industry standards. Adult learning principals will be applied during training.

4.4 In addition, all personnel, including participants (students), will be required to model the appropriate standards of personal and professional behaviour, dress code, grooming, occupational health and safety ethics and interpersonal skills as set by industry standards and the Global Training Institute Culture.

4.5 Global Training Institute may in the future operate under a strategic alliance with other training organisations, and these may maintain an industry standard teaching clinic, which is governed by its own Code of Practice. Global Training Institute will also require these Strategic Training Alliance partners to abide by our Code of Practice and culture and for all training staff to be members of the appropriate professional associations and to abide by the Codes of Practice of those bodies.

4.6 Assessment standards will meet the National Assessment principles (including Recognition of Prior Learning and Credit Transfer)

4.7 Where possible, Global Training Institute designs diagnostic assessment instruments specific to participant needs.

4.8 Assessment for all courses is competency based. The objective is for the participant to show that they have achieved the unit's competencies. The actual competencies that the training addresses are the benchmarks for assessment. Participants may be assessed by one or more of the following methods:

- Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- Case study – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- Multiple choice – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- Written short answer – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- Project – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report or portfolio.
- Or any other method outlined in the course information book

4.9 Assessment Arrangements. All assessments are carried out by accredited assessors and participants are notified of the assessment details via an assessment report. Participants shall be notified of assessment details at the commencement of each unit and given appropriate feedback throughout the assessment process. Participants shall have the opportunity to negotiate assessment arrangements with the Assessor, providing the negotiated assessment/s do not compromise the required competency level. Once the assessment arrangements have been finalized, the participant and Assessor will both will sign an assessment agreement.

#### 5. Legislative Requirements and Compliance

5.1 Global Training Institute is committed to meeting is legal and compliance obligations. Meeting our compliance obligations means that our personnel must be aware of and implement our compliance obligations, and we must have an organisational culture that recognises our obligations to be a good corporate citizen.

5.2 This means that Global Training Institute implements systems to ensure adherence to laws related to our conduct and treatment of people whether work colleagues or participants. This includes all Legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity,

National Information Privacy, Training and Employment ACT 2000 and the recognition of Australian Qualification Framework qualifications and Statement of Attainments issued by other RTO's.

5.3 Apart from those listed above, there are also significant obligations that Global Training Institute must meet as an employer to ensure that we fulfil our legal and moral obligations

## **6. Access and Equity, and Recruitment**

6.1 Global Training Institute will meet the needs of individuals and the community through the integration of access and equity guidelines. Global Training Institute will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

6.2 Recruitment of participants is conducted at all times in an ethical, responsible and equitable manner adhering to Equal Opportunity Legislation and consistent with the requirements of the training product.

6.3 Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation.

6.4 Global Training Institute Pty Ltd prohibits discrimination towards any group or individuals in any form, inclusive of: Gender, Age, Race, colour, nationality, ethnicity, Marital status, sexual preference, disability, literacy, numeracy, geography or any other basis that is not directly related to the performance of the person involved.

Global Training Institute values the individual diversity and contribution of all our people so access and equity issues are considered during training package/product development, and in training delivery and assessment.

6.5 Meeting our compliance obligations means that our staff must be aware of and implement our obligations, as well as have an organisational culture that recognises and respects diversity and differences. This means that we implement systems to ensure adherence to these as they related to our conduct and treatment of people whether work colleagues or participants.

6.6 Appropriate qualified staff will assess the extent to which the applicant is likely to achieve the unit of competency or outcomes of the course, based on the applicant's qualifications and competencies, and provide guidance and alternative strategies for delivery and/or assessment.

It should be noted that individual Units of competence require differing levels of language, literacy, numeracy, mobility, vision, hearing and cognitive abilities.

Participants who have any concerns about their current skills in these areas and how they may affect their chances of achieving competency should talk to the Training Manager prior to enrolling.

## **7. Marketing and Advertising**

7.1 Global Training Institute will market their vocational education and training with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements.

7.2 In the provision of information no false or misleading comparisons will be drawn with any other Training provider or course.

7.3 Global Training Institute marketing strategies will not contravene legislation.

7.4 Participants will be recruited responsibly and ethically at all times and recruitment will be consistent with any training package/product requirements.

## **8. Client Service, Welfare and Guidance**

8.1 Participant records and documentation are recorded, kept confidential and securely archived. Participants can access their own files upon request to Global Training Institute administration. Files may be viewed for audit purposes.

8.2 Global Training Institute Pty Ltd has participant welfare and guidance services relevant to the training products. These include literacy and numeracy support, job search assistance and referral to counselling as appropriate.



## 9. Participant Information and Assistance

9.1 Global Training Institute will provide accurate, relevant and up-to-date information to all participants prior to commencement. This will include but not be limited to:

- A copy of this Code Of Practice – available on GTI website
- A copy of the Refund Policy (where applicable)
- A copy of the Complaints and Appeal Procedure (included in the Code of Practice)
- A copy of the Client Service Standards (included in the Code of Practice)
- A copy of the Access and Equity Policy (included in the Code of Practice)
- A quote detailing the total fees, costs and charges
- The award to be issued to the participant on completion or partial completion of the course
- Competencies to be achieved by participants
- Admission procedures and criteria
- Assessment procedures
- Participant support services
- Arrangements for recognition of Prior Learning and Competence

If you need any clarification on any of these, please call 1800 998 500.

9.2.1 Global training Institute recognizes that a portion of the community may have Language, Literacy and Numeracy (LLN) difficulties. We aim to provide people engaged in vocational training with additional language, literacy or numeracy training that they need in order to succeed in their vocational training.

If a participant is unsure if their literacy skills are adequate for the course, they may elect to be assessed. We have a literacy test available that will help identify if they may require further assistance. Those who require further assessment or detailed support will be out-sourced to a qualified expert. We will provide information on available LLN courses and referral to counseling services. Any costs incurred will be the responsibility of the participant. Enrolling participants are asked to indicate their requests on their enrolment form.

9.3 Global Training Institute recognises special needs that some participants may have because of their individual background and experience. They may progress at a different level, and may encounter different learning barriers than others. Global Training Institute will endeavour to provide and maintain a professional learning support environment, wherein the participant can progress at a pace consistent with their own expectations.

9.4 We will take every opportunity to ensure that this information is disseminated, understood and valued by all Global Training Institute team members and participants.

## 10. Complaints and Appeals

### 10.1 Participants Complaints

Global Training Institute has a fair and equitable process for dealing with participant's complaints and/or appeals. All participants and staff have a responsibility to contribute to the achievement of an environment that

- abides by the Global Training Institute culture
- promotes unity
- provides for a safe and productive learning environment

Therefore, in the case that you may be dissatisfied with aspects of the training environment and/or services offered, you are encouraged to raise the complaint with the person who is most likely to have the information to assist you with a resolution of your concern. Global Training Institute team members will be fair, courteous and helpful in all dealings with participants. Customer complaints are treated as opportunities to obtain feedback on our service performance and to identify ways we can improve in the future.

So, if you have any concerns please let us know immediately.

In the event that you are not satisfied that your complaint has been fully resolved, you may approach the Training Manager or the Administration for assistance.

If your concern is of a private nature – feel free to contact the Institute and ask to speak to the Client Services Manager personally. You will get an immediate acknowledgement advising what action will be taken and an approximate timeframe for resolution.

In the event that complaints cannot be resolved internally, we will advise the participant of the appropriate body where they can seek further assistance

The matter must be resolved within 2 weeks of the complaint being raised. Once a decision is made the results of the matter will be conveyed to you in writing giving full and open disclosure of the reasons.

10.2 Academic Appeal. On the event of a participant being dissatisfied with any aspect of assessment, the participant may challenge the assessment decision via an appeal process, within 7 days of the decision being made.

10.3 All written complaints and appeals will be treated "in confidence" and a decision relayed to the participant as soon as possible. Further details are available in the Complaints and Appeal Procedures.

## **11. Internal and External Review**

11.1 Global Training Institute conducts regular reviews of its training. All feedback from participants is welcome and will be included in internal reviews.

11.2 Global Training Institute has also agreed to participate in external monitoring and audit processes required by the state training authority. This covers random audits, audit following complaint and audit for the purposes of re-registration.

## **12. Tuition Fees, Record Keeping and Issuance of Certificates**

12.1 Global Training Institute reserves the right to determine fees/costs for training and assessment services. Fees will vary according to the course and service required. After completing a Training Needs Analysis with the participant, Global Training Institute will provide them with a written quote outlining the tuition fees and any other costs. This quote will need to be signed and accepted prior to the training commencing. All fees must be paid (or a payment plan agreed) prior to commencing training.

12.2 Global Training Institute Pty Ltd will keep adequate records of the achievement of participants and participant financial records that fully reflect all payments and charges and balances due.

12.3 Participants records.

The Institute will maintain a master set of records for each participant. All participant records are to be regarded as confidential and should only be accessed by the Administration, General Manager and Director. Relevant information may be extracted with permission by staff and trainers for the purposes of carrying out their responsibilities.

Participants will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

12.4 Issue of Certificates

Global Training Institute has client service standards to ensure timely issue of participant assessment results and Qualifications [Certificates, and Statement of Attainment]. Statement of Results and Certificates of Attainments will be issued and forwarded in accordance with the requirements of the training package/product and legislation. Certificates will be presented at the next formal Graduation Ceremony unless the participant notifies us that they would like it sent directly to them. Participants will be notified of upcoming graduation ceremonies.

## **13. Refund Policy**

13.1 Global Training Institute Pty Ltd safeguards fees paid by participants. There is a well publicised refund policy, which recognises the rights and obligations of both participants and Global Training Institute, which is fair and equitable.

13.2 To ensure that a refund is available, participant fees will be kept in a separate account and only accessed by Global Training Institute when services have been rendered.

13.3 Western Australian participants: The Global Training Institute's refund policy should be used in conjunction with the VET FEES AND CHARGES IN 2009 policy of Department of Education and Training Western Australia. This document may be obtained from <http://policies.det.wa.edu.au/>.



#### **14. Recognition of Prior Learning/Recognition of Current Competence Policy**

14.1 Global Training Institute will recognize the prior learning and work and/or life experience of all potential participants in both formal and informal training.

14.2 Participants may apply for exemptions in a course, a unit of currency, or one or more elements within a unit of competency. The applicant must be able to present sufficient evidence to demonstrate that the assessment criteria for each element of competence have been met. That is, individuals must demonstrate that they know the subject matter or can perform the tasks to the standard required. Global Training Institute reserves the right to verify claimed recognition of prior learning with the provider.

The Procedure to apply for RPL includes:

- Complete section for RPL on Enrolment Application form.
- Complete Recognition of Prior Learning Application form.
- Separate application forms are required for each RPL application.
- Work through the RPL process with the Assessor.
- Results of RPL application will be advised to the participant in writing.

#### **15. Recognition of Qualifications issued by other RTO's**

15.1 Global Training Institute will recognize qualifications issued by other Registered Training Organisations. Participants may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a National Training Package.
- Completed modules that are mapped totally to a competency from a National Training Package.

15.2 Application forms for recognition of qualifications or statement of attainment (Credit Transfer application forms) are available from the office and completed forms must be lodged with the Administrator prior to the commencement of a course.

15.3 Participants must provide with the application form, an Academic Transcript- certified copies of the certificate/statement of attainment/statement of results for which credit is sought. The decision will be based on validity and currency. Global Training Institute reserves the right to verify currency of qualifications issued by other Recognised Training Organisations.

Current as at 11/06/09

Director - Global Training Institute Pty Ltd

RTO No: 31192

Registered till 13 April 2010

# Global Training Institute Entitlements to Refund Policy

This refund policy will apply to both Corporate (Group Nominations) and private individuals intending to participate in a course.

Should Global Training Institute cancel a course intending participants are entitled to either:

- a full refund of deposits submitted for that course, or
- for such deposits to be credited to a future course.

Refunds are available to students on the following basis:

- at any time before the course begins: a full refund of fees is available on request, and upon return of course materials, less a \$100 administration fee to cover postage and administration
- after the commencement of a course, no refund is usually given.

If the participant has commenced a course but has cause to leave due to medical reasons (with a medical certificate) or extreme personal hardship, then fees will be individually calculated on a recovery basis, allowing Global Training Institute to retain or retrieve any expenses already incurred including tuition, material preparation, meals, administration, text books and trainer time, the balance of fees paid in advance will be refunded to the student.

Should Participants wish to finalise incomplete studies in a future course within twelve (12) months of the start date of the original course, the tuition fee payable for a future course will be adjusted for the part of the course already completed and paid for. At all times Global Training Institute Pty Ltd reserves the right to determine the tuition fee payable for a future course.

Application for refunds must be made to the Director of Global Training Institute Pty Ltd.

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refund for eligible participants.

## Consultancy and Coaching

Consultancy and Coaching fees are not refundable. If a client wishes to withdraw from a contracted project then we would expect to negotiate that situation on its merits.

If the client believes they have a disputed payment case, then we would expect to negotiate that with the client, and in the event of being unable to resolve it, engage an external mediator to achieve resolution.

## Language, Literacy and Numeracy Courses

### Institution

### Contact Number

Centrelink	131 021
TAFE Qld	07 3259 4111
ETAS (WA) Pty Ltd	08 9409 7799
WELL	02 6240 7333
Queensland Council for Adult Literacy	07 3878 9944
Reading Writing Hotline	1300 655 506

## Global Training Institute – Our Culture

### Ownership

- ✓ We accept that as individuals, we are truly responsible for our actions and outcomes, and own everything that takes place in our work and life.

### Integrity

- ✓ We will always speak the truth. What we promise is what we deliver.
- ✓ We will only ever make agreements we are willing and intend to keep.
- ✓ We will communicate any potential broken agreements at the first opportunity.
- ✓ We will clear up all broken agreements immediately.

### Excellence

- ✓ Good enough isn't.
- ✓ We will look for ways to do more with less and stay on a path of constant and never ending improvement and innovation.

### Communication

- ✓ We will always communicate positively of our team members, our clients/customers and Global Training Institute in both public and private.
- ✓ We will never use or listen to profanity, sarcasm or gossip.
- ✓ We will acknowledge what is being said as true for the speaker at that moment.
- ✓ We will take responsibility for responses to our communication.
- ✓ We will greet and farewell people using their name.
- ✓ We will always apologise for any upsets first ... and then look for a solution.
- ✓ We will only ever discuss concerns in private with the person involved.

### Success

- ✓ We will focus our attention on the successful outcome of whatever we are doing.
- ✓ We will have a willingness to win and allow others to win ... win/win.
- ✓ We will display pride, competence and personal confidence.

### Education

- ✓ We will always be willing to learn from our mistakes.
- ✓ We will always be striving to learn, grow and master, so we can help our fellow team members.

### Team Work

- ✓ We will be willing to do whatever it takes to stay together and achieve team goals.
- ✓ We will focus on respect and cooperation, and always come to a resolution, not a compromise.
- ✓ We'll be flexible in our work, able to change if what we're doing doesn't work.
- ✓ We will ask for help when we need it and be compassionate to others who ask us.

### Fun

- ✓ We view life as a journey to be enjoyed and appreciated and will help create an atmosphere of fun and happiness so all around enjoy it as well.

### Systems

- ✓ We will always look to the system for a solution. If a problem arises we will look for system corrections before we look for people corrections.
- ✓ We will look for a system solution in our innovation rather than a people solution.
- ✓ We will follow the system exactly until a new system is introduced.
- ✓ We will suggest system improvements at our first opportunity.

### Consistency

- ✓ We will be consistent in our actions so that our clients/customers can feel comfortable in dealing with us at all times.

### Commitment

- ✓ We will be committed to the Vision, Mission, Goals and Success of Global Training Institute, its team, and its clients/customers at all times.
- ✓ We will always recommend products and services of Global Training Institute prior to recommending other companies.

### Gratitude

- ✓ We are truly grateful. We say thank you and show appreciation often and in many ways, showing how much we appreciate everyone and everything we have in life.