



Global Industry Training



Global Industry Training Pty Ltd

Trading as: Younity Education

Global Industry Training

Student Handbook

Global Industry Training Pty Ltd

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1. About Global Industry Training Pty Ltd

Global Industry Training Pty Ltd, trading as Younity Education and Global Industry Training (GIT) is a Registered Training Organisation (RTO ID 110049) that has been delivering quality Australian nationally recognised qualifications and training since 2009.

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

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

Advantages of studying with GIT

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

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

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

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

Our education advisors are here to help make your course decision easier, so please do not hesitate to contact us: via email on: training@git.edu.au

Australian quality standards

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

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

Commitment needed from you

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

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

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

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

Our training ethos

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

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

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

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

Feedback

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

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

GIT Trainers/Assessors will provide you with feedback on your course progress. You will be provided with opportunities to submit a course feedback survey at the end of your course. At any time during

your course, you wish to provide your Trainer/Assessor or the Administration team with feedback please do so. Feedback is very important to continuous improvement.

Quality indicator feedback form

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

The following questionnaires will be issued at the end of your course

- Learner Questionnaire

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

- Employer Questionnaire

This information is valuable to us for continuous improvement.

Unique Student Identifier (USI)

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

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

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

International student living in Australia

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

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

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

National Centre for Vocational Education Research

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

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

As a student of Global Industry Training, you may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. Please note you may opt out of the survey at the time of being contacted. NCVER will use, secure, disclose, and retain your data in accordance with the VET Data Protocol and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

2. Student support services

Learning support – Language, Literacy and Numeracy (LLN)

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

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

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

Specialist support

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

For additional assistance, outside of our area of expertise, students can contact external organisations offering specialised services aligned with their particular needs. This may be for specific support learning or for more personal issues which may impact on their learning. Any additional costs associated with this additional assistance will be borne by the student. GIT does not provide assistance with costs associated with any additional assistance that the student has sought.

Support organisations

To further assist you we have provided some organisations that may help you in LLN or other issues that may impact on your learning, please see details below:

Language, Literacy and Numeracy (LLN):

- Website: <https://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment>

Websites suggestions for advisory and counselling services:

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

Information about mental illness, treatments and where to go for support.

SANE Australia Helpline: 1800 187 263

Information on symptoms, treatment and prevention of depression and bipolar disorder.

Black Dog Institute: <http://www.blackdoginstitute.org.au>

A provider of relationship support services for individuals, families and communities.

Relationships Australia: 1300 364 277

Reasonable adjustment

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

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

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

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

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

Adjustments must:

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

Adjustments are not required if they could:

- cause the RTO unjustifiable hardship
- harm other learners.

Reasonable adjustments may include but not limited to:

- large font on screens

3. Assessment

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

All assessment tasks within a unit of competency must be successfully completed to be deemed as Competent.

Students are provided with three (3) attempts at each assessment task to achieve a satisfactory outcome of that task, and are provided with written feedback and guidance following each attempt.

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

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

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

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

Recognition of Prior Learning (RPL)

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

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

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

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

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

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

How to apply for RPL

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

Credit transfer

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

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

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

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

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

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

If you would like to know more about Credit Transfer options, prior to enrolment, contact our Administration team.

Timelines for issue of Qualifications and Statement of Attainments

Qualifications will be issued within 30 calendar days of the issue of results unless an appeal against assessment has been lodged, and providing all agreed fees the student owes to the RTO have been paid.

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

GIT will maintain registers of all statements of attainments issued; retain records of statements of attainment issued for a period of 30 years and provide reports of its records of statements of attainment issued to its VET Regulator (ASQA) on a regular basis, or as determined by the VET Regulator.

4. Technology

As our courses are all online, it is essential that you have access to a computer and internet for your studies with GIT.

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



Technology requirements

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

Communication requirements

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

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

5. Admissions and enrolments

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

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

Applications for enrolment will be processed within two (2) business days.

Please refer to GIT Admissions and Enrolment Policy.

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

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

Helpful tips

Here are a few helpful tips to guide you:

When can I enrol?

With GIT you can enrol anytime that suits you.

How long is my enrolment?

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

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

When does my course commence?

As courses are online they can commence online 24 hours a day.

Your course commences once GIT issues you a username and password for online course access as per the agreed course commencement date.

Read the course information before you enrol to ensure you:

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

- have the minimum requirements for computer/internet access.

6. Payment information

GIT will only collect a prepayment of fees up to \$1,500 in one instance, before, during or after enrolment.

Applicants must pay full course fees prior to an AQF certification being issued.

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

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

7. Course extensions

Extensions for full qualification students

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

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

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

How to apply for an extension

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

Course on hold

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students will need to contact GIT via the [contact us form](#), to request their course be placed on hold. Students may put their course on hold in one (1) month blocks, for no more than (3) months in total over the course of their enrolment.

8. Refunds

Withdrawal prior to course commencement

Students must who have enrolled in their course, but have not commenced the training and assessment and require to withdraw their enrolment may do so in writing prior to the course commencement. A full refund of the prepaid fees will be made, minus an administration fee of \$150.

Withdrawal after commencement of course

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

Enrolment cancellation due to USI discrepancy

In the case of a prospective student not supplying their USI to be verified or the supplied USI cannot be verified, GIT will not complete the enrolment process and the student will not be provided with a Log In to commence their course.

GIT will make every effort to contact the prospective student. If the prospective student has not responded to phone calls, voice messages and emails from GIT regarding the submission of their USI the enrolment will be cancelled. In this case if a prepayment has been made of fees the full refund of the fees will be made, minus a cancellation fee of \$150, which will be withheld to cover administration costs.

Cancellation of course by Global Industry Training

Should GIT cancel a course for any reason, and if GIT fail to provide the agreed services students enrolled at the time will be provided with the opportunity to be transferred to another RTO of GIT's choice and to continue their studies, or student's will be entitled to a full refund. This will not incur any administrative charges or penalties. Statement of Attainments will be issued for units successfully completed.

Policies/Procedures:

9. Concerns and complaints

Concerns or complaints are taken seriously by GIT, and a record is maintained as part of our continuous improvement strategy.

All complaints will be dealt with in a professional and courteous manner. The nature of the complaint will be investigated, documented and any action items identified will be followed up in a timely manner.

GIT will manage and respond to allegations involving the conduct of:

- The RTO, its trainers, assessors, or other staff;
- A third-party providing services on behalf of GIT, its trainers, assessors, or other staff; or
- A learner of GIT

The principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. This means that any/all persons who have allegations made against them will be informed of the allegations and will have an opportunity to respond accordingly, and that confidentiality of all complaints will be maintained at all times.

Raising a concern/complaint

For students or staff wishing to initiate a complaint with GIT, please click on the [contact us form](#). Ensure you select the category Feedback/Complaints and provide details of the situation, where the original concern was directed, and date of occurrence.

A GIT Manager will contact you to conduct a full review. The complaint will be responded to in writing within seven (7) business days.

Where the GIT Manager considers more than 60 calendar days will be required to process and finalise the complaint, GIT will inform the complainant on the progress of the matter. The CEO will be responsible for making a final decision. The CEO's final decision will be conveyed to the complainant in writing. Decisions of the complaint handling process that find in favour of the complainant will be implemented immediately.

External appeal

If the complainant is not satisfied with the outcome the complainant may refer the matter to the Australian Skills Quality Authority (ASQA) or an independent third party for review. GIT are not responsible for any third party costs incurred by the student. For information regarding making a complaint to ASQA click the following link: <https://www.asqa.gov.au/complaints>

10. Student/staff conduct

Student responsibilities

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

These standards include:

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

Plagiarism

Plagiarism is not accepted. Plagiarism is the practice of taking someone else's work or ideas and passing them off as your own. Plagiarism will be treated as student misconduct. When a trainer assessor suspects alleged plagiarism in student assessments, the Training Manager will be notified and then an investigation will begin. Students using information and ideas by others must fully acknowledge the source with appropriate referencing. Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own. The misconduct of plagiarism may result in the student being terminated from their course. No refund would apply.

Harassment

Harassment by a student, toward another student or toward a staff member, will be treated as student misconduct, management will be notified to initiate an investigation and action into misconduct. The misconduct of harassment may result in the student being terminated from their

course. **Harassment may include: bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature.**

Staff responsibilities

All staff members of GIT are required to:

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

Student and staff rights

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

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

11. Grievance and appeal procedures

Appeals

GIT follows the principles of natural justice and procedural fairness. Therefore, students have a right to appeal any assessment decision.

In the first instance, any assessment decision that a student would like to appeal must be discussed verbally, or in writing with the student's assessor.

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

A student who appeals an assessment outcome can request to be re assessed by a second assessor as soon as practicable.

If the matter is unable to be resolved between the student and the assessor, the academic appeal will need to be detailed in writing by the student to the Training Manager.

The Training Manager has a period of 20 business days, to fully investigate the appeal and provide a written decision to the student in writing.

Where the Training Manager considers more than 60 calendar days will be required to process and finalise the appeal, GIT will inform the appellant on the progress of the matter.

The CEO will be responsible for making a final decision. The CEO's final decision will be conveyed to the complainant in writing. Decisions of the appeal process that find in favour of the complainant will be implemented immediately.

External appeal

If the student is not satisfied with the outcome, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. GIT will not be responsible for any third party costs incurred by the student.

12. Records management

Our commitment to your privacy

We are highly sensitive to the confidentiality of information provided by you. As a result, we have adopted the Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act) [Privacy Act 1988 \(legislation.gov.au\)](https://www.legislation.gov.au/idx/instruments/1988-0001)

Student records

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

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

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

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

Who do we share your information with?

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

Cookies

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

GIT will disclose personal information, when required to:

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

Ascertaining identity

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

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

13. Quality and continuous improvement

All policies, procedures and processes are reviewed by the Compliance Manager.

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

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

GIT complies with the Standards for Registered Training Organisations (RTOs) 2015 at all times, within its scope of registration by systematically monitoring GIT's operations, training and assessment strategies and practices and ensuring ongoing evaluation, feedback and continuous improvement.

GIT provides a declaration on compliance with the Standards for Registered Training Organisations (RTOs) 2015 to ASQA (the Vet Regulator) annually.

GIT cooperates with the VET Regulator by:

- complying with the Standards
- providing accurate and truthful responses to information requests relevant to GIT's registration
- monitoring its operations
- providing quality/performance indicator data
- providing information about substantial changes to its operations within 90 calendar days of the changes
- maintaining and managing the retention, archiving, retrieval and transfer of records within GIT
- providing information regarding any third-party providers delivering services on GIT's behalf

14. Legislation

GIT complies with all Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

GIT abide by all relevant legislative and regulatory requirements.

All staff and clients will be informed of any changes to legislative and regulatory requirements that affect the services delivered.

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

Legislation includes, but is not limited to:

National Vocational Education and Training Regulator Act 2011

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

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

Standards for Registered Training Organisations (RTO) 2015

The purpose of these Standards is to:

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

Student Identifiers Act 2014

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

Disability Standards for Education 2005

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

Work Health and Safety Act 2011

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

The Privacy Act 1988

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

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

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

Copyright Act 1968

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

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

Human Rights and Equal Opportunity

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

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

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

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

Electronic Transactions Act 1999

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

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

Fair Work Act 2009

This Act relates to workplace relations in Australia.

15. Contact information

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

Website: www.git.edu.au

Email: training@git.edu.au