



# Global Skills Development Pre-Enrolment Information

**This guide has been developed to help you make informed decisions about enrolling into nationally recognised training with Global Skills Development or one of our authorised third-party partners.**

Please read this information prior to enrolling, and please address any questions or concerns to Global Skills Development:

[info@globalskillsdevelopment.com](mailto:info@globalskillsdevelopment.com)

1300 442 947

# Contents

About Us .....	4
Our Mission.....	4
Our Values .....	4
Our Guarantee .....	4
What we don't guarantee.....	5
Thid-Party Service Providers .....	5
Our Courses .....	5
Learner Rights .....	6
Learner Responsibilities .....	6
Behaviour.....	7
Dress and Attire .....	7
Smoking, drugs and alcohol .....	7
Equipment and Property.....	8
Global Skills Development Responsibilities .....	8
Fees and payments .....	8
Fee Protection.....	8
Refunds and Credits.....	9
Cooling off period .....	9
Applying for a refund/credit.....	9
Refund/credit conditions.....	9
Language, Literacy and Numeracy Refund .....	9
Government Funding .....	10
Information about the USI .....	10
Recognition of Prior Learning and Credit Transfer .....	11
Learner Support Services .....	11
Issuance of Awards .....	11
Changes to your course .....	12
Changes to Our Business .....	12
Choosing a different course.....	12
Changes to dates and venues .....	12
Records Management.....	12
Appeals .....	13

Complaints .....	14
Licensing .....	14

## About Us

Managing Director and Principal Consultant, Scott Goddard, founded Global Skills Development in 2019 with one goal: Improve Safe Work Practise in the construction, rail and infrastructure sectors.

Since then, Global Skills Development has been trusted to not only be the provider of choice for high-risk works training but also the review, implementation and management of safe systems of work for the owners and managers of built environments, as well as the construction and infrastructure industry.

The Global Skills Development wholistic install, educate, manage, review approach ensures that our clients don't meet the industry best-practice; they set it.

## Our Mission

Global Skills Development is dedicated to protecting people through the delivery of high-quality training, and the safeguarding of life through the application of safe systems of work.

## Our Values

### **We are one team**

We recognise it takes all of us, to work together at 100% to achieve our mission. We know that the strongest teams foster diverse personalities, talents and skills, and we believe in using our experience to help others get home safely.

### **We deliver safety excellence**

Our reason for being is to deliver high performance, industry leading excellence in safety services. When we engage with our clients, their team becomes our team and we owe a responsibility to their safety and wellbeing.

### **We build relationships**

We serve our clients to the best of our abilities. Our clients are at the centre of everything we do, and we are invested in their safe service delivery.

### **Collaboration and empowerment**

Our success is dependent on our ability to collaborate with stakeholders and empower our people (client and team members alike) to innovate.

## Our Guarantee

At Global Skills Development we guarantee you will be provided with:

- Industry recognised training
- Practical training which provides you with the skills you need in the workplace
- Realistic simulations and scenarios

## What we don't guarantee

We do not guarantee that you will successfully complete training. It is your responsibility to participate in training and complete all the assessment tasks.

We do not guarantee that you will be employed at the end of your training course

These guarantees apply whether you enrol directly with Global Skills Development, or with one of our approved third-party service providers.

## Third-Party Service Providers

We use third-party service providers (our partners) to help us expand our ability to deliver training. Our partners are contracted by Global Skills Development. They have the right to market our courses, and some partners assist in the delivery and assessment of our courses. Our partners are all contractually required to uphold our values and follow our policies and procedures when doing these things.

If you enrol into a course which is being delivered by one of our partners, you can rest assured that we strictly control who we enter partnerships with. We review their performance regularly and have strict quality assurance mechanisms in place to protect our learners.

When you enrol into a course which is marketed by, or delivered by one of our partners, Global Skills Development is your registered training organisation (RTO). Global Skills Development issues certificates to learners who successfully complete their training programs and ensure that the course meets all the national accreditation requirements.

Throughout this information guide, you can assume that anything Global Skills Development does, our partners do the same. Wherever there are any differences between the practices of Global Skills Development and our partners these will be pointed out.

If there are any changes to our arrangements with our partners while you are enrolled in training Global Skills Development will keep you informed.

## Our Courses

We provide a range of training in the construction, rail and infrastructure sectors. Information about our courses can be found on our website: [www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com).

Each course page on our website includes information about:

- Course titles and codes
- Duration and delivery modes
- Entry requirements
- Assessment requirements
- Certificate renewal and licensing information

- What to bring
- Fees
- Recognition of Prior Learning
- Related courses

## Learner Rights

Whilst enrolled as a student at Global Skills Development, or one of its delivery partners, you have the right to:

- Obtain information about your course fees, including fees that must be paid, and the payment terms and conditions
- Obtain credit for fees paid if Global Skills Development or one of its partners cancels a training program
- Make a complaint about any aspect of your experience
- Appeal decisions about your assessments
- Obtain evidence of your training and assessment, a refund, and assistance in transferring to another training provider if Global Skills Development or one of its partners is unable to complete the delivery of the training you are enrolled in
- Obtain credit for fees paid if you cancel your enrolment within a 24-hour cooling off period
- Cancel your enrolment and obtain a refund if there is a major problem with the service provided which can't be resolved

You also have rights as a consumer under the state/territory law relevant to where you are enrolled.

## Learner Responsibilities

When you enrol into a training program offered by Global Skills Development, or one of our partners, you must agree to meet the following responsibilities:

- Participate in a pre-enrolment assessment of your language, literacy, and numeracy skills to identify any potential support requirements
- Adhere to Global Skills Development policies and procedures
- Treat others with respect, care, and courtesy
- No cheat, collude, or plagiarise any assessment
- Attend scheduled training sessions, arriving ready and on time
- Notify Global Skills Development if you will be late or absent
- Participate in all training to the best of your ability
- Follow the instructions of your trainer during training activities and assessment tasks
- Complete and submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment

- Provide materials and equipment if required to do so (these requirements vary between courses, learners should check the information relevant to the course they want to enrol into).

## Behaviour

All people involved in training at Global Skills Development, including trainers and students, are expected to behave in ways which reflect the professional status of the industry they are training for. They are always expected to respect the rights of others with regards to bullying and harassment, discrimination, and equal opportunity.

Examples of unacceptable behaviour include (but are not limited to):

- Using offensive or derogatory language
- Using mobile phones for purposes unrelated to training
- Making recordings of training or other students
- Lateness
- Disrespectful behaviour towards trainers or other students
- Misuse of technology
- Littering
- Causing damage to property
- Engaging in behaviour which may offend, embarrass, threaten, or harm others
- Jumping, standing, or putting shoes on furniture

## Dress and Attire

You must wear comfortable clothing which permits free movement to your training. Some courses also require the supply and use of Personal Protective Equipment (PPE), students should check the PPE requirements of the course they are enrolling into.

Inappropriate clothing includes thongs, ripped or torn clothing, unnecessary exposed flesh, and offensive prints or words.

## Smoking, drugs and alcohol

Smoking is prohibited during training and is not permitted on any training premises.

Drugs and alcohol are strictly prohibited. Learners and trainers are expected to comply with the Work Health and Safety laws in their state or territory and must be alcohol and drug free during training and assessment. If there is evidence of drug or alcohol consumption it will be referred to law enforcement.

## Equipment and Property

We will provide the tools and resources for you to gain the skills necessary to work in your chosen industry and, just like when you are at work, you are required to treat our tools and resources with care and respect.

You must observe all instructions regarding the correct and appropriate manner to use our tools and resources. Unless instructed and authorised to do so you shall not touch or operate company property as it may lead to injury to yourself or others if used incorrectly. You will be held financially liable for all negligent, reckless or wilful damage to our property. These restrictions on the use of company property apply to the property of Global Skills Development and to the property of our delivery partners.

## Global Skills Development Responsibilities

Global Skills Development and our partners have the following responsibilities:

- Deliver high quality training which is relevant to current industry practices
- Maintain RTO accreditation and Industry licensing requirements
- Provide safe training environments, free of harassment, bullying, discrimination, and other hazards to safety and wellbeing
- Providing the training services which we have been contracted to provide
- Have highly trained and suitably qualified staff
- Support learners towards their best chance of completing their training
- Provide effective assessment, which is fair, valid, flexible, and reliable

## Fees and payments

Current fees for all Global Skills Development's courses can be found on our website:

[www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com)

All fees are payable at the time of enrolment via our electronic payment system unless a written agreement to invoice a third-party or employer is in place prior to the enrolment.

No certificates will be issued unless payment has been received in full, regardless of who is responsible for payment.

## Fee Protection

Global Skills development protects fees paid in advance by ensuring that all course fees are below the legally mandated threshold of \$1,500.00. If we are unable to provide services for which you have paid, you will be placed into an equivalent course such that the new location is suitable to you and receive the full services for which you have prepaid at no additional cost. If this is not possible you

will be paid a refund of any prepaid fees for services yet to be delivered. This policy applies whether you enrol in a course directly with Global Skills Development or one of our delivery partners.

## Refunds and Credits

### Cooling off period

A 24-hour cooling-off period applies to all payments. If enrolment is cancelled less than 24 hours after payment is made, you are eligible for credit equal to the course fee paid. Administration fees are non-refundable, and the cooling-off period does not apply to the administration fee portion of payment made.

### Applying for a refund/credit

Credits are not automatically issued when cancellation of enrolment is initiated by the student or employer. To receive credit students or third parties responsible for payment must request credit in writing via Global Skills Development's request for credit form. The link for this form can be found on our website [www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com)

All requests for credit must be received no later than 30 days after the enrolment is cancelled. Requests for credit received more than 30 days after the enrolment is cancelled will not be approved.

### Refund/credit conditions

If a student or employer cancels their enrolment more than 2 weeks prior to the scheduled commencement of training, we will issue credit equal to 50% of the course fee to the student's account.

Credits can be used to enrol into future courses or can be refunded into a nominated bank account.

If a student or employer cancels their enrolment less than 2 weeks prior to the scheduled commencement of training, they will not be eligible to receive credit for fees already paid unless they can demonstrate special circumstances. Special circumstances which will be considered are limited to:

- Illness – a medical certificate will be required as evidence prior to a refund being approved. This applies to all illnesses, including COVID-19.
- Extreme personal hardship – evidence must be provided to demonstrate extreme personal hardship prior to a refund being approved

Credits will only be issued for non-government-funded courses.

Credits must be approved by appropriate GSD staff. Delegates may use discretionary powers to determine if credits will or will not be granted.

### Language, Literacy and Numeracy Refund

A refund will be provided to any learner who has paid fees and then does not perform well enough on the language, literacy, and numeracy test to complete the course with a reasonable level of

support. This policy applies whether you enrol in a course directly with Global Skills Development or one of our delivery partners.

## Government Funding

Government subsidised training means that, if you are eligible and there is a subsidised place available, the government will pay a part of the student fee on your behalf, with you paying the balance.

Fully subsidised training applies to students in NSW who meet the access and eligibility criteria to enrol into these qualifications. Only those who meet the Smart and Skilled requirements for enrolment will incur no student fees, however there may be additional costs related to enrolment.

Generally, students are eligible for Smart and Skilled funding if they are:

- 15 years or older
- No longer at school
- Living or working in NSW
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

Your eligibility is not affected if you have completed a vocational education and training (VET) course, including a school-based apprenticeship or traineeship, as part of your high school education.

There are also some exceptions to the eligibility conditions described above, such as for Aboriginal people.

For more information on how the NSW Government is funding Smart and Skilled qualifications and eligibility criteria, visit the [Smart and Skilled Fees and Subsidies page](#).

## Information about the USI

All students who enrol into accredited training with Global Skills Development or one of its partners are required to provide a Unique Student Identifier (USI) at the time of enrolment. No enrolments will be accepted without a valid USI.

Your USI (Unique Student Identifier) is your individual education number for life. It is required for the issuance of training certificates and creates an online record of your Australian training achievements.

To create a USI, and to learn more about USIs, visit the USI website:

<https://www.usi.gov.au/students>

## Recognition of Prior Learning and Credit Transfer

If you have industry experience or prior training which is current and relevant to the training course, you are interested in you may be eligible to apply for recognition of prior learning (RPL) or credit transfer (CT).

To apply for RPL or CT students should email [info@globalskillsdevelopment.com](mailto:info@globalskillsdevelopment.com).

All applications for RPL or CT are referred to one of Global Skills Development's training experts who will work with individuals to determine the best way to achieve their training goals.

## Learner Support Services

If you have any learning difficulties, we encourage you to identify them in confidence to your trainer or to the delivery partner who is conducting your course. We will work with you to determine how best to support you.

We help learners with specific needs by making reasonable adjustments to training and assessment tasks.

We also assist learners to identify potential language literacy and numeracy barriers by administering a short assessment of existing skills at the time of enrolment. Where potential challenges exist our trainers work in confidence with individual learners to develop strategies for support which do not jeopardise training and assessment outcomes.

We do not provide, but are able to assist with selection of, support services to overcome non-vocational barriers to training, including:

- Counselling and mental health support
- Interpreting services
- Support for Aboriginal and Torres Strait Islander students
- Assistance with reading and writing

You can expect, and will receive, the same level and quality of support from Global Skills Development and from our delivery partners.

## Issuance of Awards

We shall ensure that all AQF certification documentation, including qualifications and statements of attainment, are issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product. This applies when the training program in which the learner is enrolled is complete and requires that the learner has paid all agreed fees.

Statements of attainment are issued for successfully completed units of competency when a full qualification has not been completed.

All awards are issued by Global Skills Development as the RTO. No awards are ever issued by our delivery partners.

## Changes to your course

### Changes to Our Business

If we make any changes to our business which may impact on our learners, we will notify any enrolled learners as soon as reasonably practicable. We will also advise how these changes affect their training. Learners will be notified through email about changes to:

- Ownership or control of the Global Skills Development RTO
- The name or trading name of the Global Skills Development RTO
- The Chief Executive Officer or other accountable officer of the RTO
- The location of Global Skills Development head office or any permanent training venue where the learner is enrolled
- The contact details of the RTO
- Any changes to the agreed services which are to be provided
- Any changes to a delivery partner which could impact on the learner

### Choosing a different course

If you wish to transfer your enrolment to another course, you need to complete an application to change enrolment form. The link for this form can be found on our website [www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com).

Any enrolment fee paid by a learner is not refundable when the learner voluntarily changes course.

All requests for changes to courses must be made with at least 48 hours' notice.

### Changes to dates and venues

We reserve the right at our discretion to transfer a course to another date and venue. This action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us. This policy applies whether you enrol in a course directly with Global Skills Development or one of our delivery partners.

## Records Management

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities. All records are maintained by Global Skills Development and not by our delivery partners.

Records we will collect for each learner include:

- Participant personal details
- Course details

- Course units of competency or modules
- Progress records
- Attendance records
- Completed assessments, which are retained for six months as required by law

Participant records of attainment will be maintained for a minimum of 30 years, as required by law.

## Appeals

All Global Skills Development students have the right to appeal an unfavourable assessment decision.

Students should first discuss their concerns with their assessor and only apply for appeal if they are unable to resolve the matter. Students may be required to demonstrate that they have consulted with the original decision maker and sought review of the decision before making a formal appeal.

The grounds for a student to apply for an appeal are generally limited to:

- A breach of procedural fairness having occurred in the resolution of a formal decision; or
- The appropriateness of any conditions contained within the decision; or
- New evidence of extenuating circumstances which has not been previously considered.

Students seeking an appeal will not be discriminated or reprimanded in any way and all appeals will be handled without bias and in confidentiality. Decisions regarding appeals will be made by an independent decision maker.

Students have the right to contact or lodge a complaint with external organisations at any time. The following complaints handling services provide free and impartial external appeals processes which complainants may choose to access:

- The relevant State Ombudsman has jurisdiction to investigate administrative actions undertaken by RTOs. Generally, the Ombudsman only investigates claims once all internal complaints avenues have been exhausted.
- The Australian Human Rights Commission can investigate complaints of discrimination or breach of human rights. Students may contact the Commission at any time.

Until appeal outcomes are determined, a student who applies for appeal will be permitted to:

- Complete any other outstanding assessment tasks
- Remain enrolled in their units
- Withdraw from current and future enrolled units
- Withdraw from their course

Records of all appeals will be kept in student files in GSD's student management system.

Students may apply for formal appeals by emailing [info@globalskillsdevelopment.com](mailto:info@globalskillsdevelopment.com) and requesting access to the online appeals form.

## Complaints

All Global Skills Development students and community members have the right to make a complaint, regarding anything they feel is unreasonable or unfair.

Complaint issues should first be raised by completing a Global Skills Development complaint form which is then forwarded to a GSD manager who will acknowledge and manage the complaint. This form is available via the Global Skills Development website: [www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com)

GSD will acknowledge all complaints within 48 hours of receipt, and complainants will be advised of the proposed timeframe for resolution within 1 week. Where appropriate, complaints will be resolved at the lowest level of management, however Global Skills Development recognises that some complaints are most appropriately dealt with at a more senior level.

Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter in writing.

If a student chooses to raise a complaint, the student's enrolment or academic progress will not be jeopardised.

The complainant and respondent are entitled to fair, respectful and timely resolution of complaints in accordance with the principles of natural justice and procedural fairness. All parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made.

Complaints will be managed in accordance with the Global Skills Development Privacy Policy. This means that all personal information collected by Global Skills Development is used only for the purpose it is collected and will only be shared on a need-to-know basis.

Anonymous complaints will be addressed, however there may be limited outcomes for matters raised this way.

The complainant can withdraw a complaint at any time during the process. However, depending on the nature of the complaint, Global Skills Development may be required to continue with its enquiries.

## Licensing

Some of our training courses are approved for industry licensing in either the ACT or NSW. Students should check the licensing information specific to the course they are interested in via the Global Skills Development website: [www.globalskillsdevelopment.com](http://www.globalskillsdevelopment.com)

