



Frequently Asked Questions

Following strict instructions from the Department of Health in WA, we are placing the college in strict lockdown. The health and safety of our staff, students and community is our utmost priority and we are closely adhering to the government's advice.

As of the 1st of Feb 2021, 12.00 am, the college **will remain closed until the 5th of Feb 2021 11.59pm.**

College will re-open on the 6th of Feb at 8.00am. GCA is closely monitoring the evolving situation and we will be updating students and staff with more information as soon as possible.

While our college premises may be closed, GCA's student services are still available online.

1.1 Contact details

For general enquiries, please contact admissions@globalcollege.edu.au

For technical issues with Moodle platform and Microsoft teams, please contact itsupport@globalcollege.edu.au

For COVID-19 updates for GCA students, staff and our campus visitors. Read our FAQ's (Frequently asked question) as below:

1.2 How are the classes being conducted?

Classes are being conducted in an online platform of learning. Your login details for Moodle platform have been issued to you upon enrolment. You will be required to install Microsoft teams on your computer/iPad/laptop for lecture purposes. Microsoft teams can be accessed from this link: <https://www.microsoft.com/en-au/microsoft-teams/group-chat-software>.

1.3 How will we study our practical units (Kitchen classes for SIT30816 – Certificate III in CC)?

There will not be any kitchen and/nor onsite assessments conducted during the lockdown. However, you will still be required to attend your classes through Microsoft teams. Attendance will be taken on a daily basis regularly.

1.4 How to login to Moodle platform and Microsoft teams?

To assist you on the use of it, please see the four videos below:

- A. Introduction (This video explains what will be used in Online Learning) – <https://screencast-o-matic.com/watch/cYf11EafoR>
- B. Microsoft Team Setup/Login (This video explains how to login/setup Microsoft Team and how to be part of your virtual classroom) - <https://screencast-o-matic.com/watch/cYf1XwahqA>
- C. Microsoft Team App Installation- (This additional video shows how to install the App for Microsoft Team on your Computer) - <https://screencast-o-matic.com/watch/cYf1lcahuP>
- D. First Moodle Login (This video explains how to login into Moodle for the First Time and a brief tour of the platform) - <https://screencast-o-matic.com/watch/cYf1jjafxx>

1.5 How can I get my username and password?

For technical issues with Moodle platform and Microsoft teams, please contact itsupport@globalcollege.edu.au

1.6 How can I reset my password (forgot password)?

For technical issues with Moodle platform and Microsoft teams, please contact itsupport@globalcollege.edu.au

1.7 Who do I contact for any queries?



A WhatsApp group has been created between student and their trainer as a quick communication medium. Our trainer will be the focal point of all your queries from 8am to 4pm regarding your studies on your scheduled class days.

For general enquiries, please contact admissions@globalcollege.edu.au

For technical issues with Moodle platform and Microsoft teams, please contact itsupport@globalcollege.edu.au

For technical issues with Microsoft teams and WhatsApp, contact your respective trainer:

- A. Chef Adit Razdan, adit@globalcollege.edu.au
- B. Chef Sanjay Rungasamy, sanjay@globalcollege.edu.au
- C. Chef Ana Pereira, ana@globalcollege.edu.au
- D. Chef Prady Sharma, prady@globalcollege.edu.au
- E. Mohamad Karaki, mohamad@globalcollege.edu.au
- F. Tony Barca, tony@globalcollege.edu.au
- G. Richard James, richard@globalcollege.edu.au
- H. Di fowler, di@globalcollege.edu.au
- I. James Rayne, james@globalcollege.edu.au

1.8 I am a continuing (active) international student but currently outside Australia due to border restrictions, can I continue my studies online?

Continuing international students outside of Australia are temporarily suspended from current intake and can arrange for your offer to be deferred to a future teaching period. deferred to next possible intake. Please contact our Compliance and Administration Coordinator for the needful process through email (admissions@globalcollege.edu.au)

1.9 I need healthcare information and support. Who can I contact?

In addition to GCA student services, you can always contact your Overseas Student health cover provider.
In case of any emergency, please call 000.

In case you are showing COVID symptoms, call (13 26843). (Interstate callers: 1800 595 206. International callers: +61 8 9118 3100.)

2.0 How can I pay my tuition fees?

You can pay by Bank Transfer to:

ACCOUNT NAME	GCA
BANK NAME	Commonwealth Bank of Australia
ADDRESS	35 Napoleon Street, COTTESLOE, Western Australia 6011
SWIFT CODE	CTBAAU2S60
BSB	066104
ACCOUNT NUMBER	10320961

No credit/debit card and cash payment accepted due to college premises remaining closed during lockdown.

2.1 I need to request a letter of support/documents from GCA, how and when can I receive it?

Please email your requests to admissions@globalcollege.edu.au. We will forward you with the Letter/Document Request Form. Once the form has been submitted along with the required payment (if any), the requested letter/document will be issued within 5 working days. Latest by Saturday (06 FEB 2021) as for current scenario.

2.2 I need to apply for extension/payment plan. Who do I contact?

For payment related queries, please contact accounts@globalcollege.edu.au

2.3 When will the college reopen for face-to-face classes?



GCA is closely monitoring the evolving situation and we will be regularly updating students and staff with more information as soon as possible. Please do not attend campus until further update from our end.

3.0 What if I do not get competency in my course units and do not finish my course on time?

If you do not get competency in your course units and do not finish your course on time, then you will need to book an appointment to apply for reassessment – and this may require you to attend extra classes during reassessment week – or apply to extend your Confirmation of Enrolment (CoE), visa and health insurance if required.

Depending on your circumstances, you may need to apply for a new student visa through the Department of Home Affairs. The Department of Home Affairs is implementing a range of visa changes to support International students, as announced on 20 July. This includes the ability for eligible students to apply for a no-fee student visa.

4.0 I am a new potential student and want to apply for enrol for the nearest intake. How do I apply or whom do I contact?

Find out more about our courses or Apply Now by using our Online Application Form. <https://www.globalcollege.edu.au/apply-now/> If you wish to speak and consult regarding our courses, you can always ask and apply through our authorized agent or speak to GCA Marketing and Admissions Manager directly through email admissions@globalcollege.edu.au or call +610448465445