



COURSE PROGRESS POLICY

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(See changes made to this version from 3.7 version in the policy and procedure register)

VALIDATED BY: Crystal Huang, Senior Administrative Coordinator, 1 Jan 2023.

SCOPE: Global College Australasia

AIM: To ensure that all students of Global College Australasia adhere and abide to:

- A. Maintaining a minimum of 80% attendance for VET Courses at all time
- B. Maintaining a minimum of 80% attendance for ELICOS Courses at all time
- C. Maintaining a satisfactory course progression at all time
- D. Maintaining an acceptable level of code of conduct
- E. Honouring their tuition and/or course fees on time as per their letter of offer and/or payment plan

PURPOSE: To ensure compliance of GCA as well as all its students where applicable with:

- A. Education Services for Overseas Students, *ESOS Act 2000*
- B. Australian Skills Quality Authority, ASQA, *Standards for RTO 2015* and *National code of Practice for RTO 2018*
- C. Australian Qualifications Framework, AQF
- D. Commonwealth Register of Institutions and Courses for Overseas Students, CRICOS
- E. *ELICOS standards 2018*
- F. Department of Home Affairs, DOHA (*Migration Act 1958 (Cth)* and *Migration Regulations 1994 (Cth)*) National code
- G. *Work Health and Safety Act 2020* (Western Australia WHS Act)

EFFECTIVE DATE: 1 Jan 2023

AUDIENCE: All Students of GCA

POLICY STATEMENT

Global College Australia is one of the leading Culinary, Business and Language RTOs in Australia and engages actively on providing quality training to all its students by monitoring their academic progress on a regular basis and by reviewing and implementing continuous improvement to ensure compliance with the aforementioned governing bodies.

The course progress policy of GCA is broken down into 4 categories/sub-policies:

- A. Academic Course Progress Policy:
 - A1. Uniform & toolkit Policy
 - A2. Unit of competency Policy
 - A3. Reassessment fees Policy
- B. Attendance & Classroom Policy
- C. Misconduct Policy
- D. Course/Tuition Fee Policy

**ACRONYMS**

ABBREVIATION	DESCRIPTION
NYC	Not Yet Competent
C or CO	Competent
NS	Not Satisfactory
HSC or HPC	Hospitality Coordinator
WBC	Work Health & Safety and Business Coordinator
PEO	Principal Executive Officer
AOM or ACM	Academic and Operations Manager or Academic Manager
CAMC	Compliance and Senior Administrative Coordinator
SSC	Student Support Coordinator
SSO	Student Support Officer
AMO	Administrative Officer
MD	Managing Director
CEO	Chief Executive Officer
ACO	Accounts Officer
MAM	Marketing & Admissions Manager
MAO	Marketing & Admissions Officer
OHSC	Overseas Student Health Cover
ASQA	Australian Skills Quality Authority
AQF	Australian Qualifications Framework
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DOHA	Department of Home Affairs
OHS	Occupational Health & Safety
WHS	Work Health & Safety
ESOS	Education Services for Overseas Students
VET	Vocational Education and Training
UOC	Unit of Competency
COE	Confirmation of Enrolment
SRP	Study Reassessment Plan
NOITC	Notice of Intention to Cancel COE
GCA	Global College Australasia
CRR	Class Roll Report
CER	Client Enrolment Report
CT	Credit Transfer



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A. ACADEMIC COURSE PROGRESS POLICY

All students of GCA are required to maintain a satisfactory course progress at all times in their respective course/s for the entire duration of their Confirmation of Enrolment (COE).

Global College Australasia defines a satisfactory course progress as per below:

- 1.1 All students are required to be deemed Competent in all their units of competency (UOC) for VET courses, completed to date since commencement of their enrolment in their course.
- 1.2 All students are required to demonstrate reasonable/satisfactory progress in all English Proficiency skills for ELICOS courses, throughout their enrolment in their course.

However, GCA acknowledges that any student of GCA may undergo through a compassionate and compelling circumstance such as, but not limited to, a medical condition, family bereavement and/or where the student is not able to travel to the college due to a federal/state regulation which may affect their studies.

MONITORING OF ACADEMIC COURSE PROGRESS POLICY

GCA is required to manage student's course progress and workload to ensure they complete within as practicable the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

There are 4 terms in a GCA's calendar year. Each term has 10 study weeks. GCA conducts 2 course progress reviews each term as per below:

- 1.3 1st course progress conducted on week 6 of each term
- 1.4 2nd course progress conducted on week 10 of each term

In addition, GCA will monitor each student's enrolment to ensure that:

- 1.5 The courses have an online component of no more than 30%.
- 1.6 Student visa conditions of a minimum of 20 hours face-to-face study (supervised) are adhered to as well as a minimum of 10 hours of self-study weekly (unsupervised)

It is acknowledged that ELICOS students have a rolling intake however the course progress during each term will adhere to the same schedule.

The course progress of each student of GCA is monitored for each unit of competency as per a student's respective course timetable. A student who has been deemed as Not Yet Competent (NYC) in a unit of competency (UOC) for a VET course or who in an ELICOS course is identified as not achieving the required progress will be notified via email:

- 1.7 of the NYC outcome of the UOC for VET courses or Unsatisfactory progress for ELICOS courses within 20 working days of resulting.
- 1.8 of A formal warning
- 1.9 to book an appointment for a meeting with management to discuss their poor course progress.

Where applicable, for students who have prior formal warning/s and/or who are at risk of not completing their course successfully within their COE expiry and/or course timetable, management may appoint a mandatory academic meeting to address the issue.



VIOLATION OF ACADEMIC COURSE PROGRESS POLICY

Any student who is deemed as Not Yet Competent (NYC) in a unit of competency for a VET course and/or not making the GCA desired/required progress due to poor attendance and/or been identified not achieving required course progress in an ELICOS course, is emailed of the outcome of the unit of competency/topic/subject/progress within 20 working days of the resulting.

The email notification acts as a formal warning to the student.

It is the duty of care of the student to check their email for possible notification/s from GCA on a daily basis.

VET COURSES

The student is required to contact student support and book an appointment with management as soon as possible to address the issue and to re-schedule a reassessment/catch-up session for the unit of competency in which the student was deemed as Not Yet Competent or the topic/subject in which the student has been deemed as not satisfactory.

ELICOS COURSES

The student is required to attend an intervention counselling meeting with management as soon as possible to address the issue and to arrange a study schedule to enable the student identified as being in danger of not achieving the required level of proficiency during the enrolment duration.

The SRP is designed to allow the student to be provided additional assistance to achieve the required proficiency to meet enrolment requirements of their pathway course.

A student who breaches/violates the academic course progress policy, may be subjected to at least one of the below actions on a case by case basis by management after taking into full account any compassionate and compelling circumstance:

2.0 A study reassessment plan (SRP) may be issued to the student to help the latter catch up in their studies. Reassessment fees and conditions apply as per the reassessment fee policy. The SRP is designed to allow the student to catch-up in one or more units of competency in a VET course and/or to attain a satisfactory proficiency progress in an ELICOS course where the student:

2.0A Has been deemed as Not Yet Competent and/or

2.0B Has been deemed as Not Satisfactory in one or more tasks and/or

2.0C Has not achieved a satisfactory proficiency progress.

Where an SRP is issued, the student may need to attend classes 4 to 5 days a week until successful completion of the SRP. The intensity of the training will be assessed by the management with the input of all relevant parties where required and/or where applicable.

2.1 A re-enrolment of their course may be enforced if a student's course is near completion or completed and the student has not or will not successfully complete the required entry requirements for their pathway course.

Where the student has more than one enrolled course, the student may not be allowed to roll off into their 2nd or more course until successful completion of the 1st course. The student COE for the initial roll off course/s will generally be cancelled and a new letter of offer will be issued.

However, this decision is solely at the discretion of GCA management, which may see fit to allow the student to conduct concurrent courses depending on the intensity of training.

Tuition/course and resources fees incurred during re-enrolment will be similar to a fresh enrolment and credit transfers will be taken into consideration.

However, management may decide to re-enrol a student as early as week 6 of Term 1 of their course if the student's poor progress has reached a critical point.



2.2 A Notice of Intention to Cancel COE may be raised to the student. A student of GCA becomes eligible for a notice of intention to cancel COE (NOITC) when the student:

2.2A has an overdue outstanding balance for course/tuition fees and did not make any genuine intention to contact the college to clear the arrears and/or did not make any attempt to contact the college to resolve the issue within the time frame provided in the notification sent to the student *and/or*

2.2B has breached the misconduct policy, such as substance abuse -alcohol, drugs, violence, assault, theft, racism, discrimination, and bullying *and/or*

2.2C has poor course progress and/or attendance rate and has not made any genuine attempt to improve the situation and/or attend the mandatory intervention meeting to establish course of action for the student *and/or*

2.2D has been given at least 5 formal warnings since commencement of 1st enrolment with GCA. However, this is subjective to management who may decide otherwise on case-by-case scenario.

For clauses **2.2A** to **2.2D**, a student will have 20 working days to appeal the NOITC as per the complaints and appeal policy.

Furthermore, GCA reserves the right to immediately cancel the COE (without a issuance of a NOITC) of any student who did not attend their course at all for 4 consecutive weeks of scheduled classes (0% attendance rate in the 1st 4 weeks since commencement of course) and who has outstanding balances owed to GCA. GCA refers to such a situation as and will report to PRISMS such a student as non-commencement of course.

If a student has been cancelled for non-payment of course fees, the following conditions, without exception, will apply:

2.2E the student will be liable for the outstanding debt and any costs incurred in the recovery of all money owed to GCA.

2.2F the Student information will be provided to an authorised debt collection agent to enable the recovery locally and/or internationally of all money.

2.2G release from Global college Australasia will not be approved without payment in full being received by GCA, unless otherwise stated by management.

2.2H release of any statement of attainment, certificate, client enrolment report or any academic information to the student or to any 3rd party will not be approved without payment in full by GCA, or unless otherwise stated by the management.

2.3 A deferral and/or temporary suspension of their course to a future date where a compassionate and compelling circumstance is proven, and which will prohibit the student from undertaking their course at a particular time and/or for an approved duration.

COMPASSIONATE AND/OR COMPELLING CIRCUMSTANCES

Compassionate and compelling circumstances which must be supported by documentary evidence and include but are not limited to:

2.4 Serious illness or injury such as the student has an accident, falls seriously ill or contracts a serious medical condition.

2.5 Family bereavement.

2.6 Involvement of custody proceedings for their child, the student, or accompanying.

2.7 The student is pregnant.

2.8 Major political upheaval or natural disaster requiring emergency travel or immediate action

2.9 A traumatic experience, such as involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime.

GCA does not consider wedding ceremonies and/or religious parties as a compassionate and compelling circumstances.



APPROVED LEAVE REQUEST

Students who wish to apply for leave from their current course must complete and submit the approved leave request form available from student services.

Students are required to also provide specific supporting evidence documents such as medical notes which specify the length the student is unfit for study and where applicable, proof of linkage between family members or a copy of return tickets.

Management will generally grant an approved leave request to a student if compassionate and compelling circumstances can be proven.

Where an approved leave request is granted, the student is advised to book a meeting with management upon their return for a study reassessment plan in order to catch-up with their studies where relevant. Fees and conditions apply as per the reassessment/fees policy.

When applying for an approved leave request, the below evidences are required:

3.0 Personal medical condition (physical and/or mental condition)

Evidence which may be required:

3.0A Medical note from General Practitioner/Doctor which states you are unfit for college. Medical note must also specify the start and end dates you are expected to be unfit for college.

3.0B If medical note is from overseas, you are required to provide a copy of your flight ticket (not booking) which shows the departure and return dates if you intend to travel.

3.1 My direct family member (brother, mother, sister, son, daughter, father, grandfather and/or grandmother) is gravely ill.

Evidence which may be required:

3.1A Medical note from General Practitioner/Doctor which states your family member is gravely sick and your presence at their will be beneficial to their recovery. Medical note must also specify the start and end dates your family member was sick and/or the expected dates your family member will be sick for where applicable.

3.1B If medical note is from overseas, you are required to provide a copy of your flight ticket (not booking) which shows the departure and return dates if you intend to travel.

3.1C Proof of linkage between you and the family member

3.2 My direct family member (brother, mother, sister, son, daughter, father, grandfather and/or grandmother) has passed away.

Evidence which may be required:

3.2A Death certificate for the deceased family member

3.2B If medical note is from overseas, you are required to provide a copy of your flight ticket (not booking) which shows the departure and return dates if you intend to travel.

3.2C Proof of linkage between you and the family member

3.3 I have been summoned to attend court by the Australian Government for a certain duration.

Evidence which may be required:

3.3A Court Statement which indicates the date/s you are required to attend court.

3.3B Police statement which indicates the date/s you are required to attend court.



COE EXTENSION

As part of GCA student support services and quality training assurance, an extension to a COE and/or a catch-up COE is generally issued to a student who has not completed their course successfully within their COE expiry date and who requires an additional or COE extension to complete their course successfully.

COE extension applies to all GCA students who are bound by study visa conditions for all courses on scope.

Management will review each COE extension on a case by case basis, by taking into consideration the volume of learning, sessions plan and/or study duration required to ensure a GCA student attain a satisfactory completion of their course enrolled into.

Fees and conditions apply as per the reassessment fee policy.

A1. UNIFORM & TOOLKIT POLICY

Any active student of GCA is required to wear their full GCA branded Chef uniform and bring their toolkit during their training sessions (class and kitchen sessions). The uniform and the toolkit are inclusive in the resource fee and are organized by GCA with our current esteemed and trusted supplier.

A prospective student who wishes to enrol in GCA for Certificate III in Patisserie and/or Commercial Cookery and/or partial courses where one or more units being delivered require a Full chef uniform to be worn MUST:

3.4 Acquire their Full GCA branded Chef uniform from GCA only.

3.5 Acquire their approved GCA toolkit from GCA only.

All resource fees for uniform and toolkit must be settled prior to commencement of the course.
Uniform and toolkit acquired for a student are **non-refundable**.

A GCA Full chef uniform consists of:

3.6 A GCA branded and management approved Chef Jacket

3.7 A Necktie

3.8 A chef hat

3.9 An apron

4.0 A pair of chef pants

4.1 A pair of approved safety shoes

4.1A All uniforms and toolkit must be maintained in a clean and tidy condition to minimise risk of food contamination and food poisoning. A student with long hair must wear a hair tie during their kitchen practical sessions to minimise any physical and chemical food contamination in the kitchen.

4.1B Uniform measurements are conducted usually during induction/orientation day. Students who have missed the induction/orientation day are required to speak to student support services for uniform procurement procedure.

4.1C GCA will deliver all respective student uniform and toolkit within 4 weeks of measurement unless otherwise.

4.1D Students who fail to bring their toolkit and/or wear the mandated uniform and/or attire in a unit and/or course which has such a requirement as per the students dressing code table, may be refused entry to class and where applicable, will be deemed as Not Yet Competent in the UOC.

Fees apply as per the reassessment fee policy.



STUDENTS DRESSING CODE TABLE

COURSE	MANDATORY DRESSING CODE
Certificate III in Commercial Cookery & Certificate III in Patisserie	<ol style="list-style-type: none"> Students must wear their full GCA issued and branded chef uniform as per clause 3.6 to clause 4.1, inclusive, and bring their GCA issued toolkit to their training sessions.
Certificate IV in Kitchen Management (Initially Commercial Cookery) & Certificate IV in Patisserie	<ol style="list-style-type: none"> Students are encouraged to wear casual and smart attires. Students must not wear whilst attending training session/s: <ol style="list-style-type: none"> Tank tops, <i>and/or</i> Flip flops, <i>and/or</i> Vulgar attire, <i>and/or</i> Inappropriate length short and/or dress and/or skirt.
Diploma of Hospitality Management	<ol style="list-style-type: none"> The student must wear whilst attending training sessions: <ol style="list-style-type: none"> A plain black pant or skirt. (No jeans, ripped jeans, logos (bar GCA logo) or shorts are permitted) A plain white shirt with buttons. Sleeves can be long or short. (No T-shirt, dress or logos (bar GCA logo) are permitted)
Advanced Diploma of Hospitality Management	<ol style="list-style-type: none"> The student must wear whilst attending training sessions: <ol style="list-style-type: none"> A plain black pant or skirt. (No jeans, ripped jeans, logos (bar GCA logo) or shorts are permitted) A plain white shirt with buttons. Sleeves can be long or short. (No T-shirt, dress or logos (bar GCA logo) are permitted) <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> A pant and a shirt of any colour.



Diploma of Leadership & Management	<ol style="list-style-type: none">1. Students are encouraged to wear casual and smart attires.2. Students must not wear whilst attending training session/s:<ol style="list-style-type: none">A. Tank tops, <i>and/or</i>B. Flip flops, <i>and/or</i>C. Vulgar attire, <i>and/or</i>D. Inappropriate length short and/or dress and/or skirt.
Advanced Diploma of Leadership & Management	<ol style="list-style-type: none">1. Students are encouraged to wear casual and smart attires.2. Students must not wear whilst attending training session/s:<ol style="list-style-type: none">A. Tank tops, <i>and/or</i>B. Flip flops, <i>and/or</i>C. Vulgar attire, <i>and/or</i>D. Inappropriate length short and/or dress and/or skirt.
Graduate Diploma of Management (Learning)	<ol style="list-style-type: none">1. Students are encouraged to wear casual and smart attires.2. Students must not wear whilst attending training session/s:<ol style="list-style-type: none">A. Tank tops, <i>and/or</i>B. Flip flops, <i>and/or</i>C. Vulgar attire, <i>and/or</i>D. Inappropriate length short and/or dress and/or skirt.
Certificate IV in Work Health and Safety & Diploma of Work health and safety	<ol style="list-style-type: none">1. Students are encouraged to wear casual and smart attires.2. Students must not wear whilst attending training session/s:<ol style="list-style-type: none">A. Tank tops, <i>and/or</i>B. Flip flops, <i>and/or</i>C. Vulgar attire, <i>and/or</i>D. Inappropriate length short and/or dress and/or skirt.
ELICOS General English	<ol style="list-style-type: none">1. Students are encouraged to wear casual and smart attires.2. Students must not wear whilst attending training session/s:<ol style="list-style-type: none">A. Tank tops, <i>and/or</i>B. Flip flops, <i>and/or</i>C. Vulgar attire, <i>and/or</i>D. Inappropriate length short and/or dress and/or skirt.



A2. UNIT OF COMPETENCY POLICY

Every unit of competency in a VET course has assessment requirements. Every assessment is broken down into several tasks. To attain competency in a unit of competency, a student must be deemed satisfactory in all tasks.

However, where applicable, other activities may be taken into assessment conditions by the trainer and the student will be notified duly.

If a student is deemed as Not Satisfactory in one or more tasks and/or one or more activities, at the closure of the unit of competency as per the timetable for a respective course intake, the student will be deemed as Not Yet Competent (NYC).

The most common reasons for being deemed as Not Satisfactory in a task of a UOC or Not Yet Competent in a UOC are:

- 4.2 Missing a task of a unit and/or the whole unit due to being absent.
- 4.3 Refusal of entry to session due to being late.
- 4.4 Lack of study and/or self-study prior assessment date.
- 4.5 Failure to bring their laptop and/or iPad to class for their training or teaching sessions.

The tasks and activities (where applicable), have been spread evenly across each unit to ensure that the volume of learning is addressed and to make the learning curve more interactive.

A Student who has been deemed as NYC in at least 1 unit must:

- 4.6 Contact student support (reception) and make an appointment with management for reassessment of the unit before the end of the term.
- 4.7 Bring their assessment in which they have been NYC for the meeting, if any, as well as any medical notes and/or a supporting document if any.



A3. REASSESSMENT FEE POLICY

All students who have booked a reassessment of a unit or more, must pay their reassessment fees at the latest, a week before the reassessment scheduled date/s. Management discretion applies in such a matter and may provide payment extension to reassessment fees incurred.

Students are advised to email a copy of their medical certificate if any, to admissions prior to the reassessment of a unit of competency meeting with management.

COE LEVEL IN WHICH THE STUDENT IS ENROLLED INTO	REASSESSMENT FEES PER UNIT
CERTIFICATE III IN COMMERCIAL COOKERY	\$150
CERTIFICATE III IN PATISSERIE	\$150
CERTIFICATE IV IN KITCHEN MANAGEMENT (<i>Initially Commercial Cookery</i>)	\$200
CERTIFICATE IV IN PATISSERIE	\$200
DIPLOMA OF HOSPITALITY MANAGEMENT	\$250
ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT	\$300
DIPLOMA OF LEADERSHIP & MANAGEMENT	\$250
ADVANCED DIPLOMA OF LEADERSHIP & MANAGEMENT	\$300
CERTIFICATE IV IN WORK HEALTH & SAFETY	\$200
DIPLOMA OF WORK HEALTH & SAFETY	\$250
GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)	\$500
ELICOS TOPIC	\$150
ADDITIONAL COE OR COE EXTENSION FOR CATCH UP OF COURSE	\$250

Management will consider any compassionate and compelling circumstances before applying any reassessment fees.

Where a COE extension or new COE is required and where there is a proven compassionate and compelling circumstance, the reassessment fees will be waived but the COE Fee will stand.

Reassessment fees are waived if there is any proven compassionate and compelling circumstance such as but not limited to:

- 4.8 The student had to attend the hospital/medical centre on the day of class due to a medical condition and provided the college with a copy of the medical certificate.
- 4.9 The student was on an approved leave request.

A Student who has been deemed as Not Yet Competent in the Unit of competency or Not Satisfactory in a proficiency progress for ELICOS during a reassessment for non-attendance or refusal of entry to training/teaching session or lack of study, will be required to book another reassessment where reassessment fees will apply again.



B. ATTENDANCE & CLASSROOM POLICY

Global College Australia (GCA) uses attendance forms in every training session. These attendance forms are referred to as Class Roll Report (CRR) used to determine last point of contact with students and assist with identification of students who do not achieve competency on assessments. Any student who are on a student visa whilst enrolled in GCA, **must maintain a minimum of:**

5.0 80% attendance in their ELICOS course and 80% attendance rate in their VET course.

Trainers will take the attendance of each student of their cohort daily and submit to the student support officer who updates the student management system, VETtrak, for each student's profile. All GCA students GCA must:

- 5.1** Arrive on time or prior to the start of their class as per their respective timetable. Students arriving **more than 15 minutes late WILL NOT be permitted to enter the classroom**. Students must NOT enter or disturb the training/teaching session and must WAIT until the next class break to speak to the trainer who will advise whether they are allowed to join the session or whether they have been dismissed for the day, *and*
- 5.2** Communicate in English only and switch off their mobile phones or switch on silent during their training/teaching session. Students will not be permitted to leave a training session to answer or make a call, *and*
- 5.3** Wear a proper attire as per the students dressing code table under the uniform & toolkit policy for their respective training sessions, *and*
- 5.4** Use the WIFI service provided by GCA ONLY for educational purpose.
- 5.5** Tidy up their respective classroom after each training/teaching session and leave the classroom in a desirable and clean state, *and*
- 5.6** NOT disrespect, bully, show violence and/or discriminate against anyone on GCA campuses, *and*
- 5.7** NOT be intoxicated and/or drunk whilst on GCA premise through either illicit drug and/or alcohol consumption – such breach will be considered a serious misconduct, *and*
- 5.8** Bring their own laptop/iPad/tablet to class for their course as per the student material requirements table.

If any of the above conditions are breached, a mandatory academic meeting with management may be required and the trainer/teacher may evict and/or refuse you entry to class for the day and where applicable in some cases may result in permanent refusal of entry to class until management has cleared the student post an academic meeting.



STUDENT MATERIAL REQUIREMENTS TABLE

COURSE	Student must bring the below material to their training sessions:	Students are not permitted to use and/or bring the below material during and/or to training sessions:
Certificate III in Commercial Cookery Certificate III in Patisserie	<ol style="list-style-type: none"> 1. GCA issued Toolkit, <i>and</i> 2. Own notepad and pen for taking notes during lecture and assessment purposes. 	<ol style="list-style-type: none"> 1. Mobile phones, <i>and/or</i> (Cert III CC and ELICOS excepted) 2. Any item/object which can cause harm/injury to self and/or others, <i>and/or</i> (GCA toolkit excepted) 3. Any item/object with profanity/vulgarity which may offend others, <i>and/or</i> 4. Any item/object which has been prohibited by the state and/or federal legislation such as illicit products, <i>and/or</i> 5. Any alcoholic beverages, <i>and/or</i> 6. Any marketing and/or advertisement from another RTO.
Certificate IV in Kitchen Management Certificate IV in Patisserie	<ol style="list-style-type: none"> 1. Own laptop/iPad/tablet, <i>and</i> 2. Own notepad and pen for taking notes during lecture and assessment purposes. 	
Diploma of Hospitality Management Advanced Diploma of Hospitality Management	<ol style="list-style-type: none"> 1. Own laptop/iPad/tablet, <i>and</i> 2. Own notepad and pen for taking notes during lecture and assessment purposes. 	
Certificate IV in Work Health and Safety Diploma of Work Health and safety	<ol style="list-style-type: none"> 1. Own laptop/iPad/tablet, <i>and</i> 2. Own notepad and pen for taking notes during lecture and assessment purposes. 	
Advanced Diploma in Leadership & Management Graduate Diploma of Management (Learning) Diploma in Leadership & Management	<ol style="list-style-type: none"> 1. Own laptop/iPad/tablet, <i>and</i> 2. Own notepad and pen for taking notes during lecture and assessment purposes. 	
ELICOS General English	<ol style="list-style-type: none"> 1. Own notepad and pen for taking notes during lecture and test purposes <i>and</i> 2. Own mobile phone/laptop/iPad/tablet for online tests. 	



MONITORING OF ATTENDANCE & CLASSROOM POLICY

The attendance of each student is reviewed by trainers and teachers for their respective cohort/intake on week 6 and week 10 of each term.

Trainers/teachers will notify student support of any student who are breaching their attendance requirement. Student support will notify via email all students who are in breach of the attendance and classroom policy.

VIOLATION OF ATTENDANCE & CLASSROOM POLICY

GCA is under obligation to report a student who fails to meet the required minimum attendance to the Department of Home Affairs (DOHA).

Management, where a student has breached the attendance & classroom policy, may report the student to DOHA for poor attendance and/or violation of their visa conditions.

However, GCA reserves the right to not report the overseas student for breaching the attendance requirements if the overseas student:

5.9 is still attending a minimum of 70% attendance rate and is maintaining satisfactory course progress

5.10 has a proven compassionate and compelling circumstance which genuinely prevented the student from attending class.

Any assessment deemed as Not Yet Competent and/or any partial assessment deemed as Not Satisfactory in a Vet course or any ELICOS progress deemed Not Satisfactory due to being refused entry to class for breach of attendance and classroom policy on the day will be liable as per the reassessment /fee policy.



C. MISCONDUCT POLICY

Global College Australia (GCA) ensures to at all times provide a safe suitable environment and quality training for all GCA students during their enrolment.

A student who has breached the misconduct requirements may be given a straight notice of intention to cancel their COE (NOITC) without any formal warning, depending on gravity and/or severity of the breach.

Where applicable, for the safety of our staff and students, should a student breaches this policy and has been found guilty of a deliberate act, post investigation, that led to bodily harm, injury and/or death of a GCA official and/or students, the student **will be** terminated and the COE cancelled immediately without notice and/or appeal right where applicable.

The student will be reported to all relevant authorities.

The below criteria form part of GCA misconduct but are under no circumstances limited to:

- 6.0 Submission of fraudulent document to GCA such as fake medical notes and/or transcripts.
- 6.1 Physical violence/assault leading to injury, death and/or permanent physical deficiency of a GCA staff and/or a student of GCA, *and/or*
- 6.2 Verbal abuse and/or disrespect of GCA staff and/or a GCA student, *and/or*
- 6.3 Deliberate actions which led to damages to GCA property. The student will be liable for repairs and/or replacement where required, *and/or*
- 6.4 Illegal activity being conducted off GCA premise which negatively affects GCA's reputation, *and/or*
- 6.5 Using/smoking illicit drugs or partaking of or being under the influence of alcohol on GCA campuses, *and/or*
- 6.6 Trading illegal items on GCA campuses, *and/or*
- 6.7 Not wearing the proper attire for their respective course, *and/or*
- 6.8 Bringing a firearm/lethal weapon on GCA campuses (excludes chef toolkit authorised for Cert III CC students and/or students conducting a unit of competency where the chef toolkit is required), *and/or*
- 6.9 Cheating in assessment tasks for a Vet course, *and/or*
- 6.10 Cheating in exams and/or tests for an ELICOS course, *and/or*
- 7.0 Collusion – whereby a student collaborates with others and submits work that has been created by more than one person, as being solely their own work (not the same as tasks set out as group assessments), *and/or*
- 7.1 Plagiarism (whereby a student copies more than 10% of anyone else's work and presenting it as their own original work), *and/or*
- 7.2 Submission of work by a student that is clearly not the student's own work, *and/or*
- 7.3 Submission of work that has been significantly edited by someone else, *and/or*
- 7.4 Submission of work previously submitted at Global College Australasia or elsewhere for another unit or competency or course, *and/or*



- 7.5 Academic fraud – having someone else sit a test or other assessment requirement in the student’s place, falsely representing themselves as the student, *and/or*
- 7.6 Intentional breaches of Commonwealth or State law, *and/or*
- 7.7 Disrespectful, threatening or abusive behaviour towards other students, staff or members of the public, *and/or*
- 7.8 Endangering the health and/or safety or self or others, *and/or*
- 7.9 Damage or destruction of property, *and/or*
- 7.10 Theft of property of Global College Australasia, *and/or*
- 8.0 Theft of property of staff, other students or any other person (such as during industry work placement), *and/or*
- 8.1 Possession of illegal, banned or dangerous items and/or substances, *and/or*
- 8.2 Refusing to identify themselves truthfully or misrepresenting their identity, *and/or*
- 8.3 Smoking indoors or within the premises or facilities, *and/or*
- 8.4 Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities, *and/or*
- 8.5 Unauthorised use of mobile telephones or other devices in class, *and/or*
- 8.6 Harassment, discrimination or vilification in any form against a student or students, staff member, agent or any other person, *and/or*
- 8.7 Photographing, recording or filming a person without their permission, *and/or*
- 8.8 Non- payment of fees, *and/or*
- 8.9 Use of GCA internet for unauthorised non-educational purposes such as, but not limited to, downloading illicit content and watching Netflix, *and/or*
- 8.10 Illegal parking under GCA premises / campuses, *and/or*
- 8.11 Any student of GCA found to be sharing and/or selling their assessment work to another GCA student and/or prospective students of GCA and/or another registered training provided, may:
 - A. Be served a notice of intention to cancel their COE for violation of misconduct policy, *and/or*
 - B. Be held liable for cost incurred by GCA to acquire external parties to develop assessment tools, *and/or*
 - C. Be reported to the Department of Home affairs for partaking into fraudulent act.
- 8.12 If you are advised by the trainer that you may work in a team during an assessment for a task and/or where the assessment conditions specify and allow group/teamwork, you are immune to the clause 8.10.

The GCA reserves the right to review each breach of the misconduct policy on a case by case scenario.



D. COURSE/TUITION FEE POLICY

All students must pay their course fees by the prescribed date. International students are advised of the due date in the Letter of Offer.

All course/tuition fee for a term must be settled prior commencement of the term.

Where an extension of course has been approved and affects payment dates, an invoice will be provided to the student at the time of the extension approval.

Fees are payable as agreed with Global College Australasia and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and tuition fees will not be transferred to another educational institution.

Global College Australasia may restrict or withhold services or materials from learners if fees are overdue/outstanding.

Students are required to pay the following fees:

- 9.0 Application/enrolment fee (non- refundable)
- 9.1 Course/tuition fee as per letter of offer
- 9.2 Resource fee as per letter of offer (non-refundable for uniform and toolkit acquired)
- 9.3 Placement fee as per letter of offer if any
- 9.4 Overseas Student Health Cover (OSHC) to their nominated medical cover provider
- 9.5 Accommodation if any
- 9.6 Airport Pickup if any
- 9.7 Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

Applicants must pay the following fees in order to secure their enrolment at Global College Australasia:

- 9.8 A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- 9.9 Application/enrolment Fee
- 10.0 OSHC fee (for overseas students)

All Fee payments must be made in Australian Dollars and can be paid by:

- 10.1 Cash,
- 10.2 Direct or SWIFT Deposit,
- 10.3 Credit Card,
- 10.4 Bank Cheque or Money Order



PAYMENT EXTENSION

Students who are unable to pay their tuition fees by the prescribed date, only due to extenuating circumstances and able to provide evidence of circumstance, may seek an extension of payment from management no later than one week before due date of next payment.

A meeting must be booked from student support with management.

Management may issue a suitable payment plan during the meeting to help the student to pay their course fees within an allocated timeframe.

Failure to adhere to the terms of the payment plan may result in GCAs withdrawal of the privilege and action being taken to recover the outstanding fees and costs commenced. Discretion remains solely with GCA Management.

LATE PAYMENT FEE

Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension, GCA reserves the right to charge a late payment fee as per below:

10.5 Up to 10% on any outstanding amount greater than \$500 AUD

10.6 Up to 20% on any outstanding amount less than \$500 AUD

SUSPENSION OF TRAINING

Global College Australasia reserves the right to suspend training/teaching of any VET and/or ELICOS student who is behind in their course fee payments indefinitely until payment in full is made.

A student is exempted from this condition if the student has an approved payment plan from management which is being honoured.

Any task of an assessment, unit of competency and/or proficiency test deemed as Not Satisfactory and/or Not Yet Competent as a direct result of suspension of training for non-payment of course/tuition fees and/or outstanding balances, will draw the reassessment fee policy.

A student who has been suspended for non-payment of course/tuition fees and/or an outstanding balance must contact management as soon as possible for a meeting to settle the matter.

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