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Global Leadership Institute

SET YOUR GAZE HIGHER

STUDENT HANDBOOK



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OUR CAMPUS

Global Leaders Institute (GLI) is equipped with state-of-the-art facilities and has been custom designed with the needs of our students in mind. It includes 10 classrooms fitted out with multi-media equipment. There are ample computers and photocopiers/scanners available to students in computer labs and study spaces.

The campus has air-conditioning and Wi-Fi throughout, as well as disability facilities, kitchens, and breakout areas for students. GLI features a fully digital library and learning management system, so that all students can access the same content and resources regardless of study mode or location. The campus is easy walking distance to bus and train stations, and only 12 minutes to drive to Brisbane's city centre.

1009 Ipswich Road,
Moorooka, Queensland, 4105, Australia
+61 7 2103 4000
info@gli.edu.au



GLI VISION, MISSION AND VALUES

Vision	The vision of GLI is to be the best global higher education provider in counterterrorism and police leadership building partnerships with our students, stakeholders and broader communities through quality, innovation, and engagement.
Mission	The mission of GLI is to advance excellence in counterterrorism and police leadership through global education delivery, commitment to learner outcomes, career advancement for the current and future police workforce, lifelong learning, and global delivery of police leadership learning solutions.
Values	We are committed and determined to achieve our goals; We are committed to collegiality and collaboration; We are dedicated to quality and assurance; We are focused on professionalism and ethical practice in all aspects of our business; We embrace community, people, and the environment.

GLI GRADUATE ATTRIBUTES

GLI aims to produce graduates who:

Authentic Leadership	Engender organisational commitment, informed decision-making, creative problem solving, future-focused change management, and shared vision.
Personal and Social Responsibility	Demonstrate trust, trustworthiness, and ethical conduct for the benefit of diverse communities.
Values	Develop and apply technical knowledge and skills in chosen fields fit for purpose.
Critical and Strategic Thinking	Explore and create solutions to real-world challenges in innovative ways.
Effective Communication	Convey ideas and information to a range of audiences in a collaborative manner.

COURSES WE OFFER

GLI offers four different courses across different academic levels:

Master of Police Leadership: https://www.gli.edu.au/study/master-of-police-leadership	The profession of policing is changing rapidly and increasing in complexity. The Master of Police Leadership is designed to equip graduates with the advanced knowledge in areas such as accountability, evidence-based decision making, organisational transformation, technology and data, and specialised policing domains. Students will gain valuable skills required for embedding a culture of continuous innovation to create value for all stakeholders and provide leadership in diverse policing contexts. This course will consist of an integrated set of core and specialised units and micro-credentials delivered through practicums, simulations, and workshops that focus on the principles and practice of advanced policing and police leadership.
Graduate Diploma of Police Leadership: https://www.gli.edu.au/study/graduate-diploma-of-police-leadership	The Graduate Diploma of Police Leadership is designed to produce graduates who embody integrity, professional knowledge, and social skills, making a positive contribution to society. The course incorporates policing organisations, police leadership and cybercrime organisations that require research skills and critical thinking. Through these areas, the course develops transformative organisational and police leadership capabilities which will enable police managers, police leaders and field specialist to thrive in the current global environment and actively and strategically pursue criminals.

Graduate Certificate in Police Leadership: https://www.gli.edu.au/study/graduate-certificate-in-police-leadership	Graduates from the Graduate Certificate in Police Leadership will embody integrity, professional knowledge, and social skills, making a positive contribution to society in the field of police leadership. This course introduces students to a range of technical and theoretical concepts. Graduates will be equipped with skills to apply a body of knowledge related to police leadership in a range of contexts.
Graduate Certificate in Police Leadership (Cybersecurity): https://www.gli.edu.au/study/graduate-certificate-in-police-leadership-(cybersecurity)	This course draws on the expertise of Global Leadership Institute faculty in cybersecurity leadership and introduces students to a broad range of cybersecurity technical and theoretical concepts. Graduates will be equipped with writing and research skills to prepare them for further study and will be able to demonstrate an ability to apply a body of knowledge related to cyber security leadership in a range of contexts. Graduates will also have developed skills in critical thinking, problem-solving, teamwork, and communication at a postgraduate level.

STUDENT SUPPORT

GLI is committed to ensuring students achieve the course learning outcomes. Several informal and formal learning support services are available to students enrolled with GLI. All students will be made aware of these at Orientation and via the web. They include group and individual study skills workshops with a study skills tutor, academic English workshops and online resources. For more information, see the Student Learning Support Policy: https://www.gli.edu.au/policies/student-learning-support-policy

GLI's Student Support team ensure you have all the assistance you need for your study experience. This includes:

Student Support	• Personal academic guidance; • Assessment variation to accommodate disabilities, medical conditions and/or learning needs; • Tutoring and workshops for face-to-face and online students; • Access to online library resources.
Non-Academic Support	• Professional counselling referrals; • Careers guidance; • Extracurricular and community services; • Student Representative Council; • Social events both on and away from campus.

Our Student Support Officers are available to provide academic advice for unit selection, how to access learning support services, queries regarding enrolment, grades, and graduation, IT assistance, and career advice.
You can access on-request support services through GLI's learning management system, or via email: studentsupport@gli.edu.au or phone: +61 (07) 3391-7599.

For international students, your primary point of contact is the GLI Campus Manager, Ms Simone Fulcher: simone.fulcher@gli.edu.au

STUDENT REPRESENTATIVE GROUP

The Student Representative Group (SRG) includes academic staff, student support staff, and student representatives who can provide formal and informal feedback and represent their voice to the President, Academic Dean, and Academic Board. The SRG plays an important role in the management of the Institute by providing input in various aspects of course delivery, teaching, and other support. Student representatives are elected by the students.

For more information, please email studentsupport@gli.edu.au or phone +61 (07) 2103-4000.

DIVERSITY AND EQUITY

Staff and students are expected to always behave appropriately. Bullying or harassment against any student or staff member will not be tolerated. As noted in the Diversity and Equity Policy (https://www.gli.edu.au/policies/diversity-and-equity-policy), GLI is committed to providing a learning environment that is free from discrimination based on income, age, disability, social and ethnic background, location, or gender. GLI endeavours to increase opportunities for people of all backgrounds to participate in courses that consider the specific needs of participants. Please inform us of any disability, medical condition or learning need that may impact on your studies to arrange a study plan that best suits your needs.

Disability Services
GLI is committed to facilitating study for students from diverse backgrounds and needs in compliance with the Disability Discrimination Act 1992 (https://www.legislation.gov.au/C2004A04426/latest/versions). As noted in the Diversity and Equity Policy, GLI is committed to providing an environment for students that is supportive of all students.

Physical Access on Campus
GLI's campus has wheelchair access and designated parking for students with disabilities.

Student Learning Support
As noted in the Student Learning Support Policy: https://www.gli.edu.au/policies/student-learning-support-policy, GLI has various mechanisms to identify students who required additional learning support.

Student Assessment
GLI includes variation of assessments to cater for various learning needs, including flexible arrangements for students with a disability. Students are encouraged to inform the Registrar of any disability, medical condition, or learning need that may impact on their studies prior to census date.

Reasonable Adjustments
Depending on student needs GLI offers:

- counselling: Students may meet with the GLI Student Support Officer or GLI may refer a student to specialised counselling services.
- adjustments to assessments, such as extensions or alternate forms of assessment.

In determining reasonable adjustments, GLI will consider the student's needs and the needs of other students. Any adjustments made must still meet the learning outcomes of the units and course. If a student has a diagnosed disability (vision, hearing, physical, psychological, neurological, medical, or learning), whether short term or ongoing, and can provide appropriate documentation from a professional health practitioner the student may be eligible for disability support.

Speak with your Unit Coordinator as soon as possible if you have a disability, impairment, injury, or condition that needs to be taken into consideration during an exam. These disabilities or conditions may be permanent or temporary, and might include mobility, sensory, learning, physical, mental health, medical, or other conditions.

Adjustments might include:

- additional exam working time;
- rest breaks;
- use of a computer or a writer (scribe);
- ergonomic furniture;
- accommodation of personal equipment;
- food and drink;
- a separate room;
- specially prepared exam papers, etc.

Exam adjustments are separate from your disability requirements as part of your admission to the course.

You are required to submit to Registry medical or specialist documentation that outlines the nature of your disability or condition, and how it affects your ability to undertake the exam.

Application Process

If a student is seeking special consideration regarding an incident such as illness, accident, or family tragedy, they may submit a request for extensions or late withdrawal. The Application Form requires the student to supply the personal details, disclose the disability, include any relevant information such as special considerations received for secondary schooling and completion certificate if relevant. The Study Adjustments Request Form must be completed by a relevant professional health practitioner such as a psychologist, physiotherapist, occupational therapist, or general practitioner. The form is for one specific disability, in the case of multiple disabilities, the student will need to submit multiple forms.

Students are encouraged to contact a Student Support Officer to assist with the application process: studentsupport@gli.edu.au. Only the Student Support Officer has access to the information provided, except where there is a health and safety risk to the student or others, where GLI is required by law or needs to seek legal advice. Where reasonable adjustments need to be made, the Student Support Officer will inform the relevant GLI staff of the adjustments that need to be implemented, not the disability. If a situation arises where there is need to disclose the disability, the Student Support officer will request written consent from the student first.

CAREER SUPPORT

At GLI, we're committed to making a difference to the lives of people and broader communities. The Institute provides a range of career solutions for students, graduates, businesses, and staff. If you're a currently enrolled GLI student or a recent graduate (up to 4 months of degree completion), our team offers a range of services to help you plan your career and find work. For more details, contact: mygli@gli.edu.au or admin@gli.edu.au

If you're an employer, we can assist with recruiting our students, advertising a position, or becoming a mentor. We also provide businesses with staffing solutions, as well as employment opportunities for GLI students and graduates. For GLI staff, we help embed employability and career advancement into professional development workshops. For more details, contact: info@gli.edu.au

EVENTS

Social activities organised throughout the semester are a great way to network with colleagues and get to know academic and administration staff. These include lunches, cultural programs, excursions, workshops with industry, and more.

Students are also invited to attend GLI's research seminars which capstone research students share their latest research "in-house" for feedback from and discussion among colleagues. Masterclasses and Micro-credentials may be considered for credit and professional development. Online students can participate in intensive classes, conferences, and national events where they can form new networks and build relational learning experiences. Student Supports Officers help students connect with fellow students who have similar interests to balance out studies with recreation, hobbies, and sports. The Student Representative Committee also hosts events as part of student life at GLI.

HEALTH, WELLBEING, AND SAFETY

Global Leadership Institute promotes and fosters a safe environment on campus and online for staff, students, and visitors. Health, wellbeing, and safety are primary responsibilities for both Academic Board and Executive Management Team. For more information, please see:

- Health, Safety, and Wellbeing Policy (https://www.gli.edu.au/policies/health%2C-safety-and-wellbeing-policy-)
- Security and Safety Policy (https://www.gli.edu.au/policies/security-and-safety-policy)

A commitment to partnering with the Australian and state governments in the 'Stop it at the Start' (https://www.respect.gov.au/) initiative, GLI seeks to clearly identify disrespectful attitudes and behaviours and proactively talk and teach about positive relationships. Health, wellbeing, and safety are a primary responsibility of both Academic Board and Executive Management Team.

For external advice, you can contact the Queensland Human Rights Commission (https://www.qhrc.qld.gov.au/) or another relevant agency.

In the case of an emergency please dial 000 for the police, fire, or ambulance. If the situation is not an emergency, please call your local police station or you can make a report in-person at your nearest station. You may wish to make a formal report or draw upon the informal or anonymous reporting options offered by the different state police forces. You can take a support person with you when making `a report to the police.

ONLINE SAFETY

Online safety training is a compulsory component of GLI's staff induction and student orientation programs. Sessions include how to report concerns to the relevant social media service or platform. the issue. Try not to respond or retaliate. People who post hurtful comments and messages online often do so to get a reaction.

The Australian government's eSafety (https://www.esafety.gov.au/report) has legal powers to help protect people who live in Australia from the most serious online abuse and harmful content. Make sure to collect evidence such as screenshots, web page addresses, and account profiles or usernames. Image-based abuse should be reported to eSafety immediately. Then block anyone abusing you. If they reappear online under a different name, block them again.

Breaches of online security include, but are not limited to:

Cyber abuse: online communication to or about someone which is menacing, harassing or offensive and also intended to cause serious harm to their physical or mental health. It can take place in online classrooms, chat and messaging services, social media, text messages, emails, message boards and online forums.

Cyberstalking: the use of technology to stalk or repeatedly harass another person. It is often accompanied by offline stalking. It may include false accusations, abusive comments, attempts to smear your reputation, threats of physical or sexual violence, or repeated unwanted sexual requests. Cyberstalking may also include monitoring, identity theft and the gathering of information that may be used to threaten, embarrass, or harass.

Trolling: making anti-social comments on online posts which satirise others with the aim of causing offence or provoking a reaction or posting an image or comment with the aim of frustrating/upsetting others.

Fake accounts and impersonation: setting up fake social media accounts pretending to be someone they are not to bully, harass or otherwise abuse people. They are also used to monitor and scam people into handing over money, gifts or intimate images or videos. Often these scams are run by organised crime syndicates.

Online hate: targeted and persistent behaviour aimed at ridiculing, insulting, damaging or humiliating a person — this might target someone's physical appearance, religion, gender, race, disability, sexual orientation and/or political beliefs.

Doxing and swatting: sharing or publicising online someone's personal details. This may result in offensive comments and unwanted calls or visits from strangers. Swatting occurs when an abuser makes a hoax call to emergency services to get police or emergency service responders to another person's address. This can be triggered by a false report of a bomb threat, hostage situation or someone at the address experiencing a mental health emergency, such as being suicidal.

Other online abuse: sending obscene messages repeatedly to a person or their family, friends, or work colleagued. It can be threatening violence or inciting others to do the same—such as threats of death and sexual assault which may lead to physical contact and/or assault. Also, encouraging someone to self-harm and/or commit suicide**.** Posting or sharing other offensive and inappropriate content—this can include posting inflammatory comments.

Image-based abuse: someone shares, or threatens to share, an intimate photo or video online of you without your consent. The images can be real photos or videos, or ones that have been changed or altered, for example, Photoshopped. It is also image-based abuse if someone threatens to share an intimate image of you without your permission. Image-based abuse is sometimes also called 'revenge porn'.

Sexual extortion: someone threatens to share intimate images of another person online unless they give a money, additional intimate images, or sexual favours. Perpetrators often target people through dating apps, social media, webcams, or pornography sites. While sextortion can be used by individuals, organised crime is often behind it when the perpetrator demands money. Commonly the perpetrator is not based in Australia.

RESPECT.NOW.ALWAYS

As detailed in the Sexual Misconduct Prevention and Response Policy (https://www.gli.edu.au/policies/sexual-misconduct-prevention-and-response-policy-), GLI has no tolerance for sexual misconduct and expectations are explained clearly during staff induction and student orientation. There are safe spaces for GLI students to raise concerns, seek help and support, and report incidents of sexual misconduct. All individuals involved are treated fairly, impartially, and with compassion and empathy, while adhering to the principles of procedural fairness in proceedings or decisions. Immediate action is taken after receiving a sexual misconduct report to prevent its recurrence and address its effects.

In response to the Respect.Now.Always (https://universitiesaustralia.edu.au/project/respect-now-always/) initiative begun by Universities Australia and the *Change the Course Reports* published by the Australian Human Rights Commission, GLI ensures that our community is safe, inclusive, and well informed about matters of welfare.

GLI is committed to providing a safe on-campus and online student learning environment which includes:

- professional development for all GLI staff on prevention of and responses to sexual misconduct;
- central location for all information regarding sexual misconduct prevention and response in the Staff Portal and Student Portal;
- clearly identify disrespectful attitudes and behaviours and proactively talk and teach about appropriate relationships.

The procedure for the notification and resolution of a grievance related to sexual misconduct is outlined in the Sexual Misconduct Prevention and Response Policy (https://www.gli.edu.au/policies/sexual-misconduct-prevention-and-response-policy-). If you experience sexual misconduct, GLI recommends that you:

- seek support from a trusted source such as a family member, campus manager, Student Support Officer, or an external provider;
- limit the number of people you inform so that investigations are impartial, and your privacy is protected;
- complete the Sexual Misconduct Report Form independently or with the help of the Campus Manager or Student Support Officer;
- If you are not satisfied with the way your complaint is dealt with, you can seek further advice from an outside agency such as the Human Rights Commission (https://humanrights.gov.au/complaints) or other relevant government agency;
- Students and staff members may choose to report the incident to the police. **In the case of an emergency please dial 000 for the police, fire, or ambulance.** If the situation is not an emergency, please call your local police station. There are anonymous reporting options also. You can take a support person with you when making a report to the police.

If you have any queries or concerns, please contact: safety@gli.edu.au

External Support Services

- Statewide Sexual Assault Helpline: 1800 010 120
- Queensland Police Service (https://www.police.qld.gov.au/units/victims-of-crime/support-for-victims-of-crime/adult-sexual-assault)
- Domestic & Family Violence Counselling Service - **1800 222 387 -** 8am-8pm AEST Monday – Friday
- Sexual Assault Counselling Australia - **1800 211 028** - 8am – 11pm AEST
- 1800 RESPECT - **1800 737 732** - Available 24/7 Australia-wide

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GENERAL INFORMATION

GLI is open from 8.30am until 5.00pm. Staff are available to assist you between these hours or by appointment.

Student ID Cards	You will be issued with a Student ID card during Orientation. This card has your unique student number on it. You will also be asked to purchase a new ID card if you lose your card at a cost of $20. Please make sure that you always keep your ID card with you on campus and do not lend it to any other student.
Mobile Phones	You are welcome to bring you mobile phone to GLI, but we ask that you keep your phone switched off when in class, the library or meeting with staff.
Dress Code	You are required to present yourself in a professional manner while at GLI. Please remember that we host students from around the world. You may not agree with the clothing choices made by all students, but we ask that you respect that choice.
Holidays	There are several public holidays scheduled throughout the year in Australia. The Student Support team will communicate these days to you. You also have holidays during each semester as well as after the exams at the end of each semester. During these holidays, you are allowed to work full-time. Your employer may ask you for a letter confirming that you are on holidays; you can ask for this letter from your Program Director. Don't forget that holidays between semesters are also a good opportunity to see more of Brisbane and Australia.

CAMPUS FACILITIES

Library and Learning Resources	As noted in the Library Information Resource Policy (https://www.gli.edu.au/policies/library-information-resource-policy), GLI is committed to provision of appropriate learning resources, up-to-date and accurate information, and to provide services required by staff and students. The GLI Librarian is available to assist you on weekdays between 8.30am until 5.00pm. GLI Library has an extensive online collection of e-books and databases. To learn more about these resources and how to access them, please attend a library access workshop during Orientation. For more information, contact: librarian@gli.edu.au
Computer Lab	The GLI Computer Lab is available for both classes and personal study. Additional computers are available in the library, all with internet, photocopying, and scanning facilities. Tampering or interfering with the equipment will be considered an act of vandalism and may have serious consequences. Copying or installing software on the GLI computer system is prohibited. Copying software is a violation of copyright regulations and could be subject to serious penalties. If you encounter problems in the computer labs (including login, internet, scanning, equipment), please see Reception. For more information, see the Student ICT Support Policy (https://www.gli.edu.au/policies/student-ict-support-policy).

ACADEMIC MATTERS

Withdrawal or Change in Unit Enrolments	Students are encouraged to speak with the Student Support Officer prior to applying to withdraw or change unit enrolments, as a change may have financial and academic consequences. International students must ensure that changes to study load meet their student visa requirements.
Leave of Absence	While not recommended, in some situations students may need to take a leave of absence during a semester. Students should contact the Program Director if they wish to be absent longer than five (5) consecutive days or if they expect to miss the start of a required semester. If a student needs to be absent for an extended period and is unable to maintain academic progress, they should complete the Leave, Deferment, Suspension, or Cancellation Form (https://www.gli.edu.au/_files/ugd/7e1320_5be1d1557c3b4186811a468323aab3f2.pdf), including supporting documentation. The grounds on which international student visa holders may be granted leave of absence without cancellation of their visa are set out in the Educational Services to Overseas Students (ESOS) Act 2000 and the National Code 2018.
Deferment, Suspension, or Cancellation	As noted in the Leave, Deferment, Suspension, and Cancellation Policy (https://www.gli.edu.au/policies/leave%2C-deferment%2C-suspension%2C-or-cancellation-policy), students are allowed a maximum of two consecutive semesters as an approved deferral or suspension of studies. Extensions beyond this time will only be granted in exceptional, compelling, or compassionate circumstances as defined by GLI's as defined by GLI's Refund Policy (https://www.gli.edu.au/policies/refund-policy). Students should note that approved deferrals, suspensions, and cancellations may incur a fee as

outlined in the GLI Fees and Charges Schedule. New students may defer their enrolment only once, subject to GLI approval. GLI will usually allow new students to defer the start of their course to the following semester.

International Students
International students may only defer, suspend, or cancel course enrolment if there are exceptional, compelling, or compassionate grounds as defined by GLI's as defined by GLI's Refund Policy (https://www.gli.edu.au/policies/refund-policy). The Institute uses professional judgment to assess each student's case on its individual merits when determining whether such circumstances exist.

International students who wish to defer, suspend, or cancel their studies with GLI should seek advice from the Australian Government Department of Home Affairs (https://www.homeaffairs.gov.au/) on the potential impact on their student visa.

You must submit the Leave, Deferment, Suspension, or Cancellation Form (https://www.gli.edu.au/_files/ugd/7e1320_5be1d1557c3b4186811a468323aab3f2.pdf). Students should note that tuition fees and administrative charges may change if, and when, a new offer of enrolment is provided. Also, students must ensure that all outstanding fees have been paid to GLI at the time of making a request to change their course enrolment. The student will be notified of the outcome within 10 working days from the date of receipt of application. All documentation is kept in the student file for at least two years after the student ceases to be enrolled at GLI.

Deferment, suspension, or cancellation of enrolment in package courses may affect an international student's visa. Students wanting to cancel their enrolment prior to completing six months of the principal course must provide a Letter of Offer from another provider.

If the submitted Leave, Deferment, Suspension, or Cancellation Form is approved, GLI will notify the Australian Government Department of Home Affairs via PRISMS of the change in enrolment status. Students who have taken leave for reasons not permitted under the legislation will be deemed to have discontinued their studies and will have to apply for a new visa to re-enter the country as a student.

It is the responsibility of the student to ensure they re-enrol after a period of leave. Failure to re-enrol may result in termination of enrolment on the grounds that the student has abandoned their studies. Students are informed of these requirements when their application is approved.

Appeal
When GLI initiates the suspension or cancellation of enrolment, the student is notified of this intention and is informed that they have 10 working days to access GLI's Student Grievance and Appeals Policy (https://www.gli.edu.au/policies/student-grievance-and-appeals-policy) unless exceptional, compelling, or compassionate circumstances relating to the welfare of the student apply. This may include: the student is missing; has medical concerns which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence. GLI will continue to provide learning opportunities to students during the appeal process.

Unsatisfactory Attendance or Academic Progress
If the international student is appealing GLI's intention to notify the Australian Government Department of Home Affairs via PRISMS for unsatisfactory attendance, non-payment of fees or lack of academic progress, GLI will maintain the student's enrolment

	throughout the appeals process, including the external appeal, should the student choose to access an external arbitrator. GLI will only cancel a student's enrolment, if the student has not appealed or the appeals process is completed, and the decision is in GLI's favour. **Other Reasons** If the international student is appealing GLI's intention to cancel or suspend their enrolment for other reasons, including breaching the Code of Conduct Policy (https://www.gli.edu.au/policies/code-of-conduct-policy), the Institute will maintain the student's enrolment throughout the internal appeals process. GLI is not required to wait for the outcome of an external appeal before notifying the Australian Government Department of Home Affairs through PRISMS of the change to the student's enrolment. The student then has 28 days within which to choose one of the following three options: 1. leave Australia; 2. show the Department of Home Affairs a new CoE; 3. provide the Department of Home Affairs with evidence that he or she has accessed an external arbitrator. *Exception: GLI may cancel the student's enrolment without the outcome of the appeal, if GLI fears for the safety and wellbeing of the student and/or people the student may encounter. The student may appeal this action if needed.* **AUSTRALIAN GOVERNMENT EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT 2000** To ensure our compliance with the Australian Government ESOS Act 2000 (as outlined in The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2018, it is beholden upon our institute, as a registered provider of education to overseas students, to ensure you have the following information about our course: 1. A general description of the content* 2. The qualification or accreditation gained on completion* 3. The duration of the course* 4. The teaching methods used, including any work integrated learning requirements* 5. The assessment methods used* 6. Details of any arrangements with other providers for recognition of the course or completed components of the course* 7. A general description of the institute facilities, equipment and learning resources* 8. An itemised list of all fees payable* 9. Information about the minimum level of English language proficiency, education qualifications etc. required for acceptance into our course* **Please refer to the relevant Course Guide on the GLI website (https://www.gli.edu.au/).* **Information and Record Management** As noted in GLI's Information and Record Management Policy (https://www.gli.edu.au/policies/information-and-record-management-policy), in accordance with the Privacy Act 1988, GLI retains records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under section 21 of the ESOS Act and 3.04 of the Education Services for Overseas Students Regulations 2001.
Study Support	GLI provides Study Skills workshops on-campus and online to introduce you to postgraduate study and research, with topics such as:

	• Turnitin; • academic integrity; • utilising artificial intelligence; • oral presentations; • writing and note taking; • critical and creative thinking; • research methodologies. GLI also provides you with information regarding the various facilities and resources that are available to provide learning support, including English language support, a pre-pathway program and academic support during your course. For more information, see: • Student Learning Support Policy (https://www.gli.edu.au/policies/student-learning-support-policy) • Student ICT Support Policy (https://www.gli.edu.au/policies/student-ict-support-policy) • English Language Proficiency Policy (https://www.gli.edu.au/policies/english-language-proficiency-policy)
Academic Progress	Satisfactory academic progress is measured by achieving passing grades in at least 50% of units in a teaching period for which you are enrolled. At the end of each semester, Registry produces an academic progress report and if you are determined as needing 'early intervention' you will be notified. For further details, see the Progression and Exclusion Policy (https://www.gli.edu.au/policies/progression-and-exclusion-policy).
Careers	GLI's Student Support Officer offer on-campus and online assistance to students, such as: • resumes and job applications; • interview preparation and coaching; • career workshops; • industry networking.

AUSTRALIAN EMERGENCY AND EXTERNAL SERVICES

In a safety, security, or medical emergency, call 000. This number will connect you to:

- Queensland Police
- Queensland Fire & Emergency Services
- Queensland Ambulance Service

When the call is answered, you need to tell the operator your emergency, so they can direct the right help to you. If you need the police but it is not an emergency, call 131 444. Other key emergency and external services:

- Crime Stoppers – 1800 333 000 in Queensland; 1800 800 400 outside Queensland
- National Security Hotline – 1800 123 400
- Lifeline 24-hour counselling and referral services – 13 11 14
- Domestic & Family Violence Counselling Service - 1800 222 387 - 8am-8pm AEST Monday – Friday
- Sexual Assault Counselling Australia - 1800 211 028 - 8am – 11pm AEST
- Sexual Abuse and Assault: Getting Help: (https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/sexual-abuse-assault/sexual-abuse-assault-getting-help#:~:text=phone%201800%2055%201800%20(24,%2C%208am%20to%20midnight%20AEST)
- 1800 RESPECT - 1800 737 732 - Available 24/7 Australia-wide

ACADEMIC INFORMATION

GENERAL ACADEMIC OVERVIEW

Course and Unit Requirements	During Orientation, you will meet your Program Director to discuss unit enrolments and the semester timetable which is available on the GLI website. All units offered in a course are allocated a certain number of credit points. A standard full-time study load is four (4) units per semester. The requirements to complete the course, including core units, specialisations, and electives are listed in the relevant Course Handbook, under "Courses" in this Student Handbook, and on the website under Study (https://www.gli.edu.au/study). Each unit outline includes information about pre-requisites, learning outcomes, content, assessment, required reading, and more. It is your responsibility to understand your course and unit requirements. These will allow you to become familiar with your study options and how you might progress through your course.
Course Planning	It is important to consult with your Program Director if you have any questions regarding course planning, progression, and unit enrolment choices. If you enrolled in a double degree, you must ensure that you are meeting the academic requirements for both courses.
Orientation	Help and advice about choosing units and progressing through your course is offered during Orientation. It is your responsibility to attend all compulsory orientation sessions for your course. It is also compulsory for international students to attend the specific international student sessions. Orientation is run by academics and knowledgeable administrative staff who can clearly explain course requirements and answer any questions.
Academic Advice	Understanding your study options can be a complex process and is sometimes best done face-to-face. If you have any questions about how to progress through your course, or about what units you need to complete to satisfy course requirements, please make an appointment to meet with the Student Support Officer or Program Director. They can assist you in course or unit selection and can look at your individual study history to make personalised recommendations. If you are studying a double degree, contact the relevant Program Director for each course with any questions.
Graduation	Graduations are held once a year, usually in December. Details about graduation arrangements for students in Brisbane will be advised approximately one semester prior to graduation. For further details, see the Award Eligibility and Graduation Policy (https://www.gli.edu.au/policies/award-eligibility-and-graduation-policy).

EXAMS AND ASSESSMENTS

Alternative exam arrangements	You can apply for alternative exam arrangements if circumstances prevent you from taking your exam at the allocated time and place, or if you need adjustments made to

	be able to sit your exam. You can apply for alternative exam arrangements for the following: • timetable clash • disability, injury, or condition • specific religious observance • deferred or supplementary exams You must contact the relevant Unit Coordinator to apply for alternative exam arrangements. For further information, please contact the Student Support Officer: studentsupport@gli.edu.au
Specific religious observance	You can apply for alternative examination arrangements if a specific religious observance clashes with a scheduled exam time. A specific religious observance is defined as: • the act of observing or complying with a religious law, custom, command, or rule; • undertaking a regular act of worship; or • the longstanding custom of celebrating a religious holiday. You are required to submit to Registry a letter on official letterhead from your place of worship that states you are unable to sit an exam because of a specific religious observance.
Deferred or supplementary exam	A deferred or supplementary exam must be arranged directly with and approved in writing by the relevant Unit Coordinator.

ACADEMIC INTEGRITY

Academic Integrity and Conduct	GLI takes academic integrity very seriously. If you are found cheating in any form of assessment, you will be subject to procedures outlined in GLI's Academic Integrity Policy (https://www.gli.edu.au/policies/academic-integrity-policy). All students must complete the Academic Integrity Quiz during Orientation and list their results of the quiz on the title page of every assessment. Students also sign the Assessment Academic Integrity Declaration that registers their awareness of this policy. Further information regarding academic integrity and misconduct is included in the Student Portal on Moodle. All assessment items except quizzes and exams are submitted via a Turnitin™ portal on the relevant Moodle™ webpage unless the Unit Coordinator has approved otherwise. The use of Artificial Intelligence (AI) tools must be ethical, transparent, purposeful, and uphold the principles of academic integrity and reference the use accordingly. Using AI tools to complete assessment or research that is not the original work is academic misconduct, unless the lecturer or supervisor has permitted this in writing. GLI considers three levels of severity in the breach of academic integrity: *Minor Breach* Does not jeopardise the integrity of assessment. As a guideline, it affects up to approximately 15% of the assessment item in the professional judgment of the Unit Coordinator. A minor breach is considered incidental plagiarism and is likely to reflect poor academic conduct rather than academic misconduct. It may result from misunderstanding of or limited attention to academic conventions, from carelessness or neglect, rather than intention to deceive. *Moderate Breach*

This may jeopardise the integrity of assessment and is academic misconduct. As a guideline, it affects between approximately 15% to 25% of the assessment item in the professional judgment of the Unit Coordinator or is a repeated minor breach after a student's first semester of enrolment.

Major Breach
This jeopardises the integrity of assessment or research item and is academic misconduct. As a guideline, it affects more than 25% of the assessment or research item in the professional judgment of the Unit Coordinator or research supervisor is a repeated moderate breach.

Where plagiarism is incidental, a student may lose marks as indicated in a marking guide or rubric. There should be enough feedback for a student to understand the reasons for the loss of marks. The student might be referred to the Student Support for assistance in understanding what is appropriate citation and referencing.

Where a student breaches the policy in their first semester of enrolment, an educative approach will be taken. The student will be required to attend a meeting with the Unit Coordinator or Student Support Officer to refresh their knowledge and understanding of the policy and what constitutes appropriate academic practice. Following the meeting, the student will be offered an opportunity to resubmit the assessment item (or sit a supplementary test or exam), by a date determined by the Unit Coordinator. The maximum mark will be 50% of the marks available for that assessment item. Failure to attend the meeting, resubmit, or resit assessment, without good reason supported by appropriate documentation, will result in a mark of zero for that assessment item. The breach will be noted on the student's file.

Where the maximum penalty for a breach is failure in one or more units, the penalty should be complemented by education as outlined above. In determining the penalty, consideration should be given to 'cascading' effects on course progression and completion.

GRIEVANCES AND APPEALS

Applying to lodge a grievance or appeal

Students or prospective students wishing to appeal a GLI decision should refer to the Student Grievance and Appeals Policy (https://www.gli.edu.au/policies/student-grievance-and-appeals-policy). The person intending to lodge a grievance or to appeal a GLI decision must apply in writing within 10 working days of the original event/decision taking place. A student will receive acknowledgement of receipt of their written grievance/appeal application within 5 working days of lodgment of the grievance/appeal.

A grievance/appeal submitted after the deadline will not normally be accepted unless the student can demonstrate exceptional or extenuating circumstances that prevented them from submitting by the deadline.

Any student or prospective student who provides false or misleading information will have their grievance/appeal application deemed invalid and may be dealt with in accord with the Code of Conduct Policy (https://www.gli.edu.au/policies/code-of-conduct-policy). Similarly, anyone who make vexatious or malicious complaints may be dealt with under the Code of Conduct Policy.

For overseas students studying in Australia where the grievance relates to them being excluded from a course due to not completing their course in the required time frame, not

	achieving satisfactory attendance, or not making satisfactory course progress, the student will be notified in writing that they will be reported to the Australian Government Department of Home Affairs (https://immi.homeaffairs.gov.au/), and this may result in their student visa being cancelled. The student will be informed, in writing, that they have 20 working days to access the appeals process. **GRIEVANCE/APPEALS PROCESS** In lodging a grievance or applying for a review and/or appeal of a decision, the student or prospective student is expected to follow the process below.
1. Informal resolution	• A student or prospective student who has a grievance should, where possible, discuss this with the GLI staff member responsible for the academic or non-academic decision or action. The GLI staff member will deal with the issue promptly and, where possible provide the person with a full explanation in writing of reasons for the decision or action with a view to avoiding an escalation of the grievance. • If there is a conflict of interest, the staff member should refer the grievance to their supervisor. • Most grievances should be resolved informally.

2. Lodgement of Grievance/Appeal Form	• If a grievance cannot be resolved informally, the grievant may submit a Grievance Form with the relevant Authorised Officer (usually the supervisor of the staff member involved in the grievance).
	• The grievant must provide the following:
	  ○ nature of the grievance;
	  ○ what actions they have taken to resolve the matter to date;
	  ○ evidence to support their claim;
	  ○ outcomes they are seeking.
	• The grievant is issued with an acknowledgement of receipt of the grievance and advised of the timeframe for review of the grievance matter within five working days.
	
	Any grievance which is anonymous and may allege or involve abuse of a minor or is a protected disclosure of alleged corruption or wrongful conduct in the context of the Corporations Act 2001 (Cth) is reported immediately to the President (or other suitable Authorised Officer, where relevant).

3. Investigation and decision	• The grievant is notified in writing of the outcome within 20 working days of lodgement of the original grievance and of their right to appeal the decision.
	• The grievant is provided with a written statement, which includes a full explanation for the decision.
	• The decision taken may include to:
	  ○ deem the grievance to be invalid.
	  ○ dismiss the matter on the grounds that the grievant has not presented sufficient evidence to justify the matter as a grievance.
	  ○ uphold the grievance and provide a decision based on the evidence, including any agreed actions.
	• A report will be recorded by the Authorised Officer in the GLI Register of Grievances/Appeals.
	• If a grievant is dissatisfied with the internal grievance decision, they can submit a Grievance Appeal Form to appeal the decision.

4. Appeal of decision	• Formal appeals are to be made to the Grievance Appeals Panel by lodging a Grievance Appeal Form. • In lodging an appeal, the grievant must specify in writing the grounds for appeal and attach copies of all documents relevant to the appeal. • The appellant is expected to provide genuine reasons and any additional factual evidence in support of an appeal of a decision. The Institute will not alter a decision merely on the grounds that the grievant disagrees with it. In applying for the review or appeal of a decision, the grievant bears the onus of proof and is responsible for establishing that the decision in the first instance was an unreasonable one. • The appeal of decision matter is then dealt with by the Grievance Appeals Panel as soon as practicably possible.
5. Grievance Appeals Panel	• The Chair of the Grievance Appeals Panel will convene the Panel to discuss the matter within five working days of receiving the appeal, ensuring that members of the panel are not those who have previously dealt with the grievance, and are experienced in the area of concern. • The appellant is provided an opportunity to formally present their case to the Panel and bring a support person to the Panel hearing. • The decision of the Panel is the final internal decision and a formal report will be prepared within five working days after the Panel meeting. • The Panel may take any of the following actions: ○ deem the appeal to be invalid. ○ dismiss the appeal on the grounds that the decision taken was right and proper, and/or the appellant has not presented sufficient evidence to justify further consideration of the appeal; and in so doing affirm the decision in its original form. ○ uphold the appeal after establishing that there is sufficient evidence to support the finding that the decision taken was unreasonable. • Where an appeal has been rejected by the Panel on the grounds of it being found to be invalid or lacking in sufficient evidence to justify further consideration, there is no further internal avenue for the appellant to appeal.
6. Notice of final decision	The Panel Chair provides written notice of the decision to the appellant, including a statement of reasons for making the decision, as well as notifying them of their right to lodge an external appeal if they are unsatisfied with the decision. The Chair of the Grievance Appeals Panel will also detail if any corrective or preventative actions are to be taken by the Institute because of the decision.
External appeal	The appellant may not be satisfied with the outcome of the internal appeal process and is entitled to proceed to an external authority. For an external review to be approved, an appellant must have exhausted the internal grievance and appeal procedures in the policy. GLI subscribes to the following external mediator services at no cost to the appellant. The appellant must submit their request for an external appeal, within 20 working days of receiving notice of the outcome of GLI's final decision, to IHEA using the following contact details: **Peter Hendy, Chief Executive Officer** **Independent Higher Education Australia** **Suite 301, Level 3** **198 Harbour Esplanade Docklands VIC 3008** **Email: info@ihea.edu.au** **Website: https://ihea.edu.au/** IHEA is a peak representative body for Australian independent institutes of higher education, of which GLI is a member. IHEA will be responsible for facilitating appellant

	requests for external appeal only (as agent for GLI) and will not make any decisions. Where a request for an external appeal is submitted to IHEA more than 20 working days after the appellant receives GLI's final decision, that request will not be automatically granted. In such cases, IHEA will first refer the request to GLI to decide whether to grant the appellant's request for an external appeal. Where a request for an external appeal is submitted to IHEA, IHEA will refer the request for external appeal to the Resolution Institute, an independent dispute resolution organisation, Resolution Institute. Resolution Institute will appoint an expert to consider and make recommendations in relation to the external appeal, in accordance with the policy. The appointed expert will use their best endeavours to make recommendations to resolve the grievance within 20 working days of appointment. The appellant and GLI will take such steps as may reasonably be required by the Resolution Institute or the appointed expert to allow recommendations to be made to resolve the grievance. The Resolution Institute's expert may, in resolving the grievance, make recommendations including but not limited to: a. that the decision under appeal be upheld, overturned, or amended; b. that either the appellant or GLI take corrective or further actions. The Resolution Institute or the appointed expert will advise the appellant and GLI in writing of the outcome of the external appeal. For further information on the Resolution Institute, appellants may wish to contact the Resolution Institute using the following contact details: **Resolution Institute** **Levels 1 and 2** **13 – 15 Bridge Street** **Sydney NSW 2000** **Email: infoaus@resolution.institute** **Phone: +61 2 9251 3366 or 1800 651 650** **Website: https://resolution.institute/web/default.aspx** Where the Resolution Institute decides or recommendation in favour of the appellant, GLI will immediately implement that decision or recommendation. GLI will also take preventative or corrective action required by that decision or recommendation and will advise the appellant of actions taken in response to such a decision or recommendation of the Resolution Institute. The external appeal process referred to above is provided free of charge to appellants. Any costs associated with the external appeal will be covered by GLI.
External appeal for international students	International students or prospective international students who wish to lodge an external appeal can contact the Commonwealth Ombudsman (https://www.ombudsman.gov.au/complaints/international-student-complaints). This service is free. The appellant and GLI are bound by the decision of the Commonwealth Ombudsman and such decisions are final and non-reviewable. While the parties attempt to resolve the matter, an enrolled student may continue to attend classes as normal unless the student has a reasonable concern about an imminent risk to their health and safety. Where the Commonwealth Ombudsman does not have jurisdiction, international student appellants should follow the procedures listed above for external appeals.

Confidentiality	All documentation relating to grievances or appeals will be kept confidential and will be disclosed only to those persons who have a right to the information by virtue of their role in the review or appeal process, or as required by law.

FEES, CHARGES, AND REFUNDS

Payment of Tuition Fees

Domestic students
Fees must be paid in full by census date each semester.

International students
The tuition fee for the first study period must be paid in full along with any applicable Overseas Student Health Cover fees prior to a Confirmation of Enrolment being issued. The standard due date for the first payment is three weeks from the date of issue of the Letter of Offer.

International students are required to pay tuition fees prior to the commencement of studies. If, after census date, a student's tuition fees are not paid, or the student has not made alternate arrangements, then the student will be notified of GLI's intention to report them to the Australian Government Department of Home Affairs (https://immi.homeaffairs.gov.au/).

For a package course, the initial course may be offered by the business partner, but the principal course must be with GLI. International students taking package courses are required to pay the first semester's fees for both the initial course and the principal course of their package.

Penalties for Non-Payment of Fees
If a student has not paid relevant fees by the payment date, and has not rectified the situation, GLI may impose penalties for non-payment of fees such that students may:

- not receive academic results;
- not be permitted to enrol in current or other GLI courses;
- have their access to learning resources and student services removed;
- not be permitted to graduate;
- incur late fee penalties.

Cancellation of Enrolment
Students may have their enrolment cancelled if they fail to pay the required tuition fee by census date. Students who have been cancelled are removed from all enrolled courses, however enrolment may be reinstated if payment has been made within 10 working days, including any late fees.

Withdrawal
Students who wish to withdraw from a unit must submit the Application for Withdrawal Form to the Registrar. Notices will not be effective until formally received by the Registrar. Students who wish to apply for a refund should refer to the Refund Policy (https://www.gli.edu.au/policies/refund-policy).

Appeals
Students wishing to appeal a decision should refer to the Student Grievance and Appeals Policy (https://www.gli.edu.au/policies/student-grievance-and-appeals-policy).

Scam warning

	To protect yourself from fraud and scams, never pay through a third party, even if discounts are offered. Scammers may contact you on social media, or be recommended by a friend and offer you a deal where you pay them a 'discounted' amount and they will then pay the full amount to GLI on your behalf. Scammers may payments to institutes using stolen credit cards and these payments are eventually declined. Victims can lose money they paid to scammers and several weeks into semester, the students find out their fees are still outstanding. To ensure you are protected, stay up to date with the latest warnings on Scamwatch (https://www.scamwatch.gov.au/).
Fees and Charges	Information regarding GLI's academic and non-academic fees and charges can be found in the GLI Fees and Charges Schedule on the website.
Refunds	Processes related to fee refunds for GLI are detailed in the Refund Policy (https://www.gli.edu.au/policies/refund-policy). **Domestic Student Refunds** • If a domestic student withdraws from a unit or taking a leave of absence on or before the census date for that unit, GLI will refund 100% of tuition fees paid for that unit, within 28 days of the census date of the unit to which the withdrawal applies. • If a domestic student withdraws from a unit after census date for that unit, no refund is applicable unless evidence of exceptional circumstances is provided. • If a domestic student defers commencement of a course on or before census date for that course, a non-refundable administrative fee of $500 is due to recover administrative expenditure incurred. **International Student Refunds** An international student will receive a refund of tuition fees in full where: • the student's visa application is refused; or • the student is unable to commence their course because of a serious and prolonged illness, disability, or death of an immediate family member; or • the offer of a place is withdrawn by GLI; or • the course which was applied for ceases to be offered by GLI. An international student who defaults is not eligible to a refund of tuition or other fees. A student defaults when the student has: • supplied fraudulent, forged or deliberately misleading information and/or documentation to GLI; or • had their enrolment cancelled due to either academic or behavioural misconduct during the semester in which the misconduct occurred; or • failed to notify their request for refund within 90 days of the end of the semester in which the tuition fee was applicable; or • had their Confirmation of Enrolment (CoE) cancelled due to non-commencement of studies, lack of academic progress, failure to attend the required classes or other reasons within the student's control; or • submitted the request for withdrawal from unit(s) after the census date and cannot demonstrate exceptional circumstances. If an international student defers commencement of their course, a non-refundable $2,000 deposit component of tuition fees is due before commencement to recover administrative expenditure incurred. The relevant semester's fees will be reduced by this amount after commencement.

	If an international student cancels their course enrolment less than 28 days before the commencement of the course, a non-refundable $2,000 deposit component of tuition fees is due before commencement to recover administrative expenditure incurred. If an international student takes a leave of absence on or before census date, GLI will refund 100% of tuition fees paid for that unit, within 28 days of the census date of the unit to which the leave of absence applies. After census date, no tuition fees for the unit will be refunded unless evidence of exceptional, compelling, or compassionate circumstances is provided. **Package Courses** For a package course, the initial course may be offered by the business partner, but the principal course must be with GLI. International students taking package courses are required to pay the first semester's fees for both the initial course and the principal course of their package. For package courses the refund of fees for the principal course (which must be with GLI) will be governed by the policy. **Refund of Overseas Student Health Cover (OSHC)** A student may apply for a refund of the paid but unexpired portion of their OSHC premium where the student: • paid their OSHC premium but did not come to Australia; • could not/did not extend their student visa; • returned to their home country before the end of their approved stay for reasons beyonc control; • has completed their studies at the GLI and are returning home; or • has been granted Permanent Resident status in Australia. Where monies for OSHC are held by GLI, the refund will be processed by GLI. **Exceptional Circumstances** A refund may be granted to a student who makes changes to, or withdraws from a unit, after the census date provided evidence is supplied that the student had ceased attendance by the census date and was unable to notify GLI for reasons beyond their control. An application for a refund after census date will only be considered where GLI is satisfied that the circumstances were: • beyond the student's control; and • did not make their full impact on the student until on or after the census date; and • such that it made it impracticable for the student to complete the units(s) requirements. GLI will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon, or abnormal. Each application is examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.
Refund Procedures	Students must pay any prescribed fees by the due date. Failure to do so may result in cancellation of enrolment. Students of GLI who wish to withdraw from a unit or course must do so in writing using the Leave, Deferment, Suspension, or Cancellation Form

(https://www.gli.edu.au/_files/ugd/7e1320_5be1d1557c3b4186811a468323aab3f2.pdf), which is available from GLI staff or the GLI website. GLI has a non-refundable fee component which is reflected on its registration form at the time of enrolment and is clearly defined and identified in the student written agreement. Non-refundable fees are in accordance with the refund schedule published on the GLI website.

Where GLI deems a student is in default GLI will issue a written notice of intention to cancel the student's enrolment. The notice will include reasons and will inform the student of their right to appeal.

Seeking a Refund
If an international student is seeking a refund prior to commencing study with GLI because of a visa rejection, the student must provide GLI with written notification and a copy of documents evidencing the refusal including an original letter from the Australian Embassy, High Commission, or Immigration Office.

Transfer of Fees
GLI will not authorise the transfer of fees to other institutions or any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid, and must be refunded to the country of origin, if applicable – for example, where fees are paid by Electronic Funds Transfer, they may only be refunded to the originating bank account. If a third party such as a sponsor or scholarship agency paid for the student fees, any refund will be paid to the third party. If the initial bank account has been closed since the original payment, evidence of closure must be provided.

All refunds will be made within 28 days after GLI receives a written refund claim. The amount of the refund made will be in accordance with the refund schedule published on the GLI website.

Appeals
Current and prospective student complaints in relation to refunds are processed according to the Student Grievance and Appeals Policy (https://www.gli.edu.au/policies/student-grievance-and-appeals-policy). There are no charges for this process. GLI's appeals processes do not circumscribe the student's right to pursue other legal options. Students may take further action under Australia's Consumer Protection Law.

INTERNATIONAL STUDENTS*

GLI offers opportunities for international students to connect with students and staff. Apart from outstanding academic staff whom you will meet regularly at class and online, we have specialists who can help with a range of issues including study skills, English language, academic writing, and personal challenges such as homesickness and stress associated with assimilating into a new culture.

Australia is famous for its relaxed, welcoming, and multicultural society. In fact, 1 out of 4 of Australia's 22 million population were born overseas and half of all Australians have an overseas born parent. Over 20% of Australians speak a language other than English at home. This means that Australia has a wide variety of delicious foods and cultural events. If you are bringing your family with you to Australia, you will need to make appropriate arrangements for visas, health insurance, childcare, and schooling. You will also need to ensure you have access to the finances required to support your family in Australia. You family will also need to time adjust to life in Australia.

Life in Australia may be very different to the life that you led in your home country with different laws, customs, food, and culture. In Australia, everyone is free to follow and celebrate their cultural and religious traditions so long as they do not break Australian laws. Australia has a tradition of free speech. However, it is illegal to insult, humiliate, offend, or intimidate others based on age, race, country of origin, gender, marital status, pregnancy, political or religious beliefs, disability, or sexual preference.

DOMESTIC OR INTERNATIONAL STUDENTS

Global Leadership Institute is fully accredited with the national higher education regulator, the Tertiary Education Quality and Standards Agency (TEQSA), to whom we report regularly. Thus, our standards are equivalent to those of any other duly authorised higher education provider in the nation.
As an international student, you can look forward to a range of exception support programs, and a smooth transition into life and study in Australia. **You are an international student** if you are not:

1. An Australian citizen;
2. A New Zealand citizen;
3. A dual citizen of any country with Australia or New Zealand; or
4. A permanent resident of Australia.

If you meet any of these categories, you are a domestic student. You are an international student if you hold a permit for temporary entry to Australia.

International students who have not completed an Australian qualification must have appropriate education qualifications, deemed equivalent under NOOSR guidelines (https://internationaleducation.gov.au/services-and-resources/Pages/qualifications-recognition.aspx). Applicants who do not meet the requirements for admission may be considered for admission to micro-credentials or single units.

International students must hold a valid student visa and meet numerous conditions of the Australian government (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders). For example, a holder of a student visa may not work, paid or unpaid, for more than 48 hours in any fortnight during semester time. Where Work Integrated Learning is integrated into a course, it does not count towards the 48 hours.

Students enrolling from non-English speaking countries are required to undertake an English language test and demonstrate English proficiency.

*Subject to CRICOS Approval

PRE-DEPARTURE INFORMATION

Pre-Departure	Leaving home to live and study in a foreign country can be an exciting and challenging experience. Brisbane is an easy and affordable place to live, and we will assist you to settle into study at GLI and living in Brisbane. Our support extends to facilitating a smooth transition into the education environment at Global Leadership Institute, as well as adapting to life in Brisbane. Before you travel to Australia, you may like to refer to our pre-departure checklist to make sure you do everything you need to do before you leave home.

Arrival	To help you settle when you first arrive in Australia, be aware of the following: • Pre-organise your accommodation before arrival. • Have around AUD$100 ready when you arrive to pay for your transport from the airport to your accommodation and know the route from the airport to your accommodation. • Contact your family to let them know you arrived safely. You can buy phone cards to make the cost of calling home cheaper. • Learn the route to GLI campus. • Apply for a Tax File Number (TFN). • Open a bank account. If you have school-aged children, learn the route to and from their school.
Visa and Passport Requirements	You will need to organise your student visa and passport. You should receive a Confirmation of Enrolment (CoE) from the Institute. Once you have your CoE you will be able apply for your student visa. Make sure your passport is valid for the intended length of your study time in Australia. Should it expire during your stay, you will need to have it extended through your country's diplomatic mission in Australia, or else when you return home on holidays. See Student Visa for further information.
Travel Insurance	Make sure you organise travel insurance for the journey to Australia. It may also be useful to consider organising travel insurance for your first week in Australia. Your Overseas Student Health Cover will begin once you arrive in Australia. Travel insurance will cover you for any difficulties you might encounter from the time you depart your home country to your arrival in Australia, such as lost luggage. Unlike your compulsory Overseas Student Health Cover, your travel insurance may (depending on the insurer and type of cover) provide you with cover for pre-existing medical conditions, but it is important to check this with your insurer.
Things to Bring	1. **Your passport!** 2. **Documentation of previous studies** (if applying for status or credit). 3. **Certified academic transcripts**. 4. A **character reference** from a teacher or other official (to help you apply for long-term accommodation). 5. **Identification** such as a driving licence or credit card (to help you open a bank account). 6. Home country **driving licence** if you want to drive in Brisbane. You will have to provide a translation of your licence into English, either in the form of an International Driving Permit or by arranging for a translation once you are here. 7. Important **medical records** (for example, if you have an ongoing medical condition). 8. **Medication**: If you take medication for an illness or condition you may need to bring a supply with you as it may not be readily available, or available at the same price, in Australia. You may need a certificate (in English or translated into English) from your doctor stating that the drugs have been prescribed. Check with immigration authorities: you must declare any drugs or medicines you bring into the country. Note that any prescription medication obtained in Australia must be prescribed by an Australian doctor. 9. **Bilingual print dictionary** (only print dictionaries are allowed in exams). 10. Spare spectacles/contact lenses. 11. Optional: Radio/MP3 player, camera, calculator, USB/thumb drive. 12. Optional: computer (as accompanied luggage). Prices for new laptops in Australia range from approximately A$400 to A$5000. You are allowed to bring a laptop

into Australia, provided Customs officials are satisfied it is for personal use and that you intend to take it with you when you return home. You are advised to get specified items insurance for your laptop in case it gets stolen or damaged.

13. Contact details for home and Australia in case of an emergency.

Things NOT to Bring

Australia has strict Quarantine laws. Visit the Biosecurity Australia website for information on what you are not allowed to bring into Australia. For example:

- Items made from wood, plant and animal material must be declared upon arrival.
- You are not allowed to bring in fresh food or egg products even in powder form into Australia, including dried or packet food.
- You MUST declare ALL food items in your possession or risk an on-the-spot fine.

Brisbane has a diverse population, so products from most regions in the world are readily available. You can probably buy most of your favourite foods here instead of bringing them with you.

Cost of Living

The cost of living in Australia will vary depending on your lifestyle and personal requirements The Australian government requires student visa applicants to show they have a minimum of AUD$24,505 in savings to cover annual living costs.
The average cost of a student living in Brisbane is around $1,800 - $3,500 a month (not including tuition fees).

The average cost of a student living in Brisbane is around $1,800 - $3,500 a month (not including tuition fees). To help provide some insight to the living cost in Australia, here are some examples of expenses:

- Milk (1 Litre) - $2.30
- Loaf of white bread (500g) - $3.63
- Chicken fillets (1kg) - $12.85
- Average meal from McDonalds - $15.00
- One way bus fare (avg) - $4.88
- Petrol (1 Litre) - $1.95
- Mobile phone and data plan (monthly) - $45-$125
- Cinema ticket - $22

These prices are estimations only and may vary in price.

Accommodation

A student living off-campus in a private rental close to GLI and the inner city can expect to pay:

- from $530 per week for an entire one-bedroom apartment;
- from $330 per person, per week sharing a two-bedroom apartment;
- from $250 per person, per week sharing a three-bedroom house or apartment.

To help you estimate a monthly budget, here are some approximate costs of common expenses:*

Monthly Cost of Living

	Single Student	Family (two adults, one child)
Rent	$968 - $2280	$2640 - $3000
Utilities (gas, electricity, water)	$170 - $215	$200 - $415
Food	$475 - $1380	$1300 - $1600
Mobile phone/ Internet	$45 - $125	$90 - $320
Public Transport	$90 - $120	$270 - $360
Total	$1705 - $4060	$4500 - $5695

	*These costs assume that the dependent child is not of school age and does not factor in childcare costs. Any school-aged dependents accompanying the intending international student will be required to pay full fees if they are enrolling in either a government or non-government school. View fees for school-aged dependents (https://eqi.com.au/apply-now/fees). This table should be taken as a guide only. Study Australia (https://www.studyaustralia.gov.au/) provides an online cost of living calculator (https://costofliving.studyaustralia.gov.au/) to estimate your weekly, monthly, and yearly living costs. **Study Costs** GLI features a fully online digital library, as well as providing required readings in Moodle. However, there may be other related study costs from $500 to $1000 on average per year, depending on the course. You will need access to a computer and the internet during your time at GLI. Although computers are available on campus, we suggest owning one if possible. **Public Transport** GLI recommends using Brisbane's Translink public transport services to get to and from the campus (https://translink.com.au/). The campus is serviced by extensive public transport networks, offering congestion-free, fast, and reliable transportation. For the safety and security of students, no classes or activities are scheduled on campus after 5pm. **Concessions and Student Discounts** The Queensland government provides some concessions and student discounts at participating retailers and institutions. You'll usually need to show a valid student ID card to access student discounts. This can help you minimise your expenses on some products and services, including: • software and technology; • public transport; • entertainment (such as cinema tickets, museums); • select retailers; • select food and drink venues; • select hairdressers. The Ultimate List of 35+ Student Discounts in Australia (https://overseasstudentsaustralia.com/the-ultimate-list-of-student-discounts-in-australia/)
Other Useful Information	For other useful information for international students, please see: Education Services for Overseas Students (ESOS Act): https://www.education.gov.au/esos-framework Australian Government's Department of Home Affairs: https://www.homeaffairs.gov.au/ Study Australia: https://www.studyinaustralia.gov.au/ Tuition Protection Services: https://www.education.gov.au/tps

PRE-DEPARTURE CHECKLIST

Before you leave home there are some important things you will need to do. We've prepared this checklist to help you make sure you don't overlook anything.

Things To Do	Check off as you complete the task ✔
Visa: Organise your student visa. See visa requirements to learn more.	
Passport: Ensure your passport is valid for the intended length of your study period in Australia.	
Medical care: Have medical, op cal and dental check-ups and organise any prescribed medica on you may require including a le er from your doctor (in English) detailing any prescribed medicines.	
Airport pickup: Find out about our free on-arrival airport pickup and complete the online booking form to be greeted at the airport.	
Accommodation: Book temporary accommodation before you leave your home country. Start looking for long-term accommodation as early as possible.	
Enrol online: Take a closer look at what you need to do to prepare to enrol. If you have any difficulties enrolling online, you can complete your enrolment during orientation.	
Money: Organise to have at least A$2,000 available to you on arrival in Brisbane approximately A$500 in cash and A$1,500 in travellers' cheques or accessible by ATM).	
Consular assistance: Make a note of the contact details of your country's embassy in Australia.	
In case of emergency: Make a note of Leaders Institute emergency contact numbers for international students.	
Documentation: Pack a document folder containing your offer le er, Confirmation of enrolment (CoE), academic transcripts from previous study, identification documents, important contact numbers, a written character reference (translated into English) to help in securing accommodation, details of pre-arranged accommodation and important medical records.	
Customs and quarantine: Check customs and quarantine regulations and pack any items you wish to declare separately. More information about what not to bring into Australia is detailed in 'Predeparture information' on the GLI website (https://www.gli.edu.au/_files/ugd/7e1320_a42e0534b66f4e408eb6e061d52d609e.pdf).	
Orientation: The Student Support team will advise the dates for orientation each semester.	
Insurance: Organise insurance for your personal belongings.	
Don't forget: To take your passport and flight tickets to take on board the flight in your handbag/travel pouch or wallet.	

STUDENT VISA

Student Visa Information and Obligations	It is vital to adhere to your Australian international student visa obligations. To find out anything you need to know about your student visa conditions, see the Department of Immigration & Border Protection website. If you are holding an Australian student visa you must be enrolled full time in an accredited course. At GLI, this means that you should study four units per semester and be able to complete your course by the duration of your electronic confirmation of enrolment form (ECOE). Under extenuating circumstances, it may be possible to enrol in a lighter load with the approval of your Program Director. However, it may mean that you need to extend your student visa. Failure to meet GLI's enrolment and academic progress expectations may lead to cancellation of your study. Once GLI has issued you with an ECOE and you have obtained your student visa, Standard 7 of the National Code under the Education Services for Overseas Students (ESOS) Act 2010 states that another provider is not allowed to issue you with a new ECOE in the first six months of your course without a release letter from your principal provider. After the first six months, you may transfer to a new provider. However, ensure that you have a new ECOE and that you notify GLI of your changes. Refer to the Department of Immigration & Border Protection website for further information. Please discuss any changes to your enrolment with your GLI Program Director.
Course and Visa Extension	To extend your course and visa owing to academic progress or extenuating circumstances, contact your Program Director, submit a course extension form and an ECOE extension form. Apply to the Australian Government Department of Home Affairs (https://immi.homeaffairs.gov.au/) to apply for visa extension. If you have any difficulties call the Department on 131 881.

ACCOMMODATION

Do you need to find somewhere to live? Sorting out accommodation can be challenging as an international student, because things might work quite differently here than they do in your home country. Don't worry! We are here to help.

GLI can help you access a range of long-term and short-term housing opportunities to suit different budgets using the links provided. Some of your options include private rentals, student hostels, student apartments and homestays.

Here are a few things to know about finding accommodation in Australia:

DO	DON'T
Plan ahead: allow plenty of time to research your options Know your rights and obligations as a renter in Queensland. You might like to look at tenancy information in your own language to wrap your head around what's involved when it comes to renting in Queensland. Understand the details of the lease/contract before agreeing to it. If unsure, get advice from us or from QLD - https://tenantsqld.org.au/need- advice/. Avoid rental scams on social networking and external share accommodation websites	• Rent accommodation without a written lease/contract. • Pay any money (for example rent or a bond) without getting a receipt. • Commit to share accommodation • without first clarifying 'house rules' (cleaning, bills, etc) with housemates

On Arrival Accommodation	You may prefer to book temporary accommodation and stay there for a short time until you are familiar with Brisbane.
Long Term Accommodation	You should start to arrange your accommodation as long before your arrival in Brisbane as possible. New students find that establishing long-term accommodation is one of the more difficult tasks they face once they arrive. Please note that any links to real estate agents or residential accommodation are *independent of GLI*, so you will have to contact them directly. You are strongly encouraged to obtain home contents insurance in case of damage, loss, or theft of your possessions. There are many options for accommodation while living in Brisbane, such as renting, shared accommodation, or homestay: contact the Student Support team for assistance. GLI partners with The Australian Homestay Network (https://www.homestaynetwork.org/leaders-institute-students/) as a preferred homestay provider. **The Australian Homestay Network (AHN)** AHN offers safe, affordable, and comfortable accommodation for international students studying in Australia. Hosts provide the feeling and support of home so you can settle in faster and become familiar with the Aussie culture, climate, and lifestyle. Choose from a range of flexible packages inclusive of meals, utilities, and internet access as well as 24/7 support, local orientation, and homestay insurance. AHN's world-class homestay standards include a home inspection, interview and background check for hosts and a unique preference-based matching system to connect you with the best host. **Additional Links For Alternative Options Are Listed Below:** www.homestaynetwork.org www.iglu.com.au www.urbanest.com.au www.atira.com www.scape.com www.unilodge.com.au www.homestaynetwork.org www.hivestudentaccommodation.com.au www.precinq.com.au www.uniresort.com.au www.domain.com.au www.realestate.com.au www.flatmates.com.au www.airbnb.com.au www.yha.com.au www.hostelworld.com

INSURANCE AND FINANCES

Personal Insurance	The landlord will insure the building where you live, but you will need to have contents insurance if you want to be covered in case: • you break something; • you are burgled; • there is a house fire; • flood. You will need to take out specified items insurance to cover portable items such as laptops, digital cameras and bicycles when taken outside the home. Insurance premiums vary between companies, so you will need to shop around and compare the different options available. You should select the best policy for your needs. You can look for insurance companies in the Yellow Pages (https://www.yellowpages.com.au/pages/find-business). If you are sharing a house, a joint policy for the whole household may be cheaper than separate policies for each person but you will need to agree on the value of certain items and be sure that you have all your individual possessions insured.
Managing Your Finances	All major Australian banks have branches located in the Brisbane Central Business District. All will be able to exchange foreign currencies and travellers cheques into Australian currency for a fee. You can also exchange foreign currency at: • American Express Foreign Exchange Services • Travelex Foreign Exchange Bank Accounts To open a bank account, you will need at least your passport and boarding pass if you have just arrived.
Study Costs	GLI features a fully online digital library, as well as providing required readings in Moodle. However, there may be other related study costs from $500 to $1000 on average per year, depending on the course. You will need access to a computer and the internet during your time at GLI. Although computers are available on campus, we suggest owning one if possible.
Part-Time Work	To remain compliant with the conditions of your student visa, you are not allowed to work until you have commenced your classes and can work up to 40 hours per fortnight while your course is in session (excluding any work undertaken as a registered component of your course of study or training). You can work unlimited hours during mid-semester and end-of-year holidays.

GETTING AROUND BRISBANE

Brisbane fully embraces its reputation as a sun-soaked city, placing a strong emphasis on outdoor living. Imagine savouring al fresco dining, enjoying riverside picnics, exploring nearby islands along the coast, and venturing into national parks. This dynamic city also offers a vibrant cultural precinct, abundant wildlife encounters, and easy access to renowned destinations like the Gold Coast and the Great Barrier Reef. Brisbane is a destination that's impossible to resist.

Known as the "River City," Brisbane invites you to explore its waterways by hiring a kayak or joining a guided tour. Paddle past the glistening skyline, sunken ships, and dramatic cliffs while immersing yourself in the river's

charms. And right in the heart of the city, you'll find Streets Beach, a dazzling blue lagoon offering white sand, crystal-clear water, and refreshing swims. Explore how to make the most of a day at Brisbane's urban oasis. South Bank emerges as Brisbane's cultural hub, offering world-class theatre, dynamic arts, and enlightening exhibitions. Brisbane's enchanting coastline is dotted with pristine islands awaiting your exploration. Seek out secluded snorkelling spots, hand-feed wild dolphins, and uncover hidden shipwrecks beneath the sea—all within reach on Brisbane's islands.

Brisbane is home to some unexpected treasures, including floating walkways, underground operas, and edgy street art. Once you've experienced the city's renowned landmarks, it's time to uncover the hidden gems cherished by locals.

Public Transport	GLI recommends using Brisbane's Translink public transport services (https://translink.com.au/) to get to and from GLI. The campus is serviced by extensive public transport networks, offering congestion-free, fast, and reliable transportation. For the safety and security of students, no classes or activities are scheduled on campus after 5pm. Useful resources to find locations in Brisbane and plan your travel include: • Translink for bus, train, City Cats and City Ferries timetables • https://www.brisbane.qld.gov.au/traffic-transport You can buy TransLink tickets for buses and ferries from: • bus and ferry operators; • Queensland Rail (QR) staffed station or QR vending machines; • private bus operators; • some newsagencies and local convenience stores; • use your valid credit card for payment. Visit the TransLink website for information about go card ticketing.
Concessions and Student Discounts	The Queensland government provides some concessions and student discounts at participating retailers and institutions. You'll usually need to show a valid student ID card to access student discounts. This can help you minimise your expenses on some products and services, including: • software and technology; • public transport; • entertainment (such as cinema tickets, museums); • select retailers; • select food and drink venues; • select hairdressers. Children, school students, tertiary students, seniors, pensioners and veterans may be eligible to concessional travel on rail, bus and ferry services. For more information about concessional travel, visit the TransLink website. **Note:** You will be able to use student concession tickets only once you have obtained a Student ID card at Orientation.
Faulty Tickets	Phone Translink on 13 12 30 for information about faulty ticket refunds.
Brisbane's Accredited Visitor Information Centres	Whether it's tour and accommodation bookings, events and entertainment information, brochures and maps, or general tourist advice you need for the Brisbane and Greater Brisbane areas, the many Accredited Visitor Information Centres located across the Greater Brisbane Region have it covered. The main Brisbane Metro Info Centre is located at the following address:

	Brisbane Visitor Information and Booking Centre The Regent, 167 Queen Street Mall, Queen St, Brisbane P: 07 3006 6290 E: visit@brisbanemarketing.com.au Open daily (closed Good Friday, Anzac Day and Christmas Day) Monday to Thursday – 9am-5:30pm Friday – 9am-7pm Saturday – 9am-5pm Sunday – 10am-5pm You may also be able to visit the information Centre located conveniently at the Brisbane International Airport on arrival at the following location: Brisbane International Airport Visitor Information Centre International Terminal - Level 2 P: 07 3406 3190 Email: enquiries@sqt.com.au Website: https://www.bne.com.au/passenger/shop-dine-explore/shop-dine/visitor-information-centre
Driving	If you have a valid overseas driving licence and are in Australia on a temporary visa, you can drive on that licence if it is in English or accompanied by an English translation. For information contact Department of Transport and Main Roads (https://www.tmr.qld.gov.au/) on 13 23 80 or visit them at the Brisbane City (Elizabeth Street) Transport and Main Roads Customer Service Centre Located at: 229 Elizabeth Street, Brisbane, Qld, 4000. You should download a copy of the Driver's Handbook (https://aussie-driver.com/queensland/queensland-drivers-handbook/). Alternatively, you can also buy the book online or from a transport and motoring customer service centre. You may also be able to buy it from some newsagents in Queensland. If you are buying a used car, the Office of Fair Trading Queensland (https://www.qld.gov.au/law/fair-trading) has some important advice. You can also pay for the RACQ to inspect the car before you buy it (1800 629 501). Remember: whether you are buying or renting a car, pay attention to your insurance policy. For example, if more than one person commits their funds to rent or buy a car make sure everyone who drives the vehicle has their name listed on the policy. Be aware that compulsory third-party insurance is only third-party personal insurance (included in the price for vehicle registration) and will not cover any damage to property or vehicles, either your own or the other party's.
Riding a Bicycle	Brisbane is a great city to ride in as it has an increasing number of bicycle lanes and pathways. Once you arrive in Brisbane, you can get a map showing the best cycling routes here (https://www.queensland.com/au/en/things-to-do/adventure/cycling/best-road-bike-rides-brisbane). Remember that in Brisbane it is compulsory by law to wear a helmet while riding. Failure to do so may result in an 'on the spot' fine by Brisbane police.
E-Scooter Rules/Fines	It's now completely legal to ride e-scooters around Brisbane following the introduction of some new fines and regulations. If you don't want to pay an $130 fine, you must: • Only ride on footpaths (main roads or Brisbane CBD streets are off limits, but riding on local streets with a speed limit of 50km/h or less is permitted); • Be at least 16 years of age (or 12 with adult supervision); • Always wear an approved, securely fitted bicycle helmet (unless an exemption has been granted for medical or religious reasons); • Not carry passengers; • Not use a mobile device; • Not drink and ride;

- Have a working flashing or steady white light on the front, and a red light and reflector at the rear when travelling at night or in hazardous conditions.

When riding on a path, Department of Transport and Main Roads (https://www.tmr.qld.gov.au/) say you must:

- Keep left and give way to pedestrians;
- Travel at a speed that allows you to stop safely to avoid colliding with a pedestrian;
- Travel at a safe distance from a pedestrian so you can avoid a collision;
- Keep left of oncoming bicycles and other personal mobility devices. Only use the bicycle side of a shared path.

ESOS COMPLIANCE

GLI complies with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standard 10 – Complaints and Appeals*. GLI will:

- provides international students with comprehensive, free, and easily accessible information about the Student Grievance and Appeals Policy (https://www.gli.edu.au/policies/student-grievance-and-appeals-policy);
- provide training at orientation regarding the Student Grievance and Appeals Policy which includes a process for international students to lodge a formal grievance or appeal if a matter cannot be resolved informally (see below for contact details);
- respond to any complaint or appeal an international student makes regarding their dealings with GLI, our education agents, or any related party that GLI has an arrangement with to deliver the overseas student's course or related services;
- commence assessment of the complaint or appeal within five working days of it being made in accordance with our grievance handling and appeals process, and finalise the outcome as soon as practicable;
- ensure that the overseas student is given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings;
- conduct the assessment of the grievance or appeal in a professional, fair, and transparent manner;
- ensure that the international student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
- keep a secure and private written record of the complaint or appeal for at least two years, including a statement of the outcome and reasons for the outcome;
- ensure that if the international student is not successful in the internal complaints handling and appeals process, GLI will advise them within 10 working days of concluding the internal review of their international student's right to access an external complaint process at no cost to the student via the Ombudsman. You can make a complaint by phoning 1300 362 072 Monday to Friday, 10am to 4pm (AEST). You can also use the online form 24 hours a day, 7 days a week (https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm).
- Ensure that if the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the international student, GLI will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the international student of that action.

