TERMS AND CONDITIONS

Student requirements
As a student of GOLD COAST INSTITUE OF TECHNOLOGY (GCIT), you agree that you have the following:

- Pre-requisite units and entry requirements as applicable to your qualification.
- Appropriate level of computer literacy: the ability to use a word processing application, email, and Internet. GOLD COAST INSTITUE OF TECHNOLOGY (GCIT) does not provide IT technical support for students.
- Appropriate computer software: Microsoft Word (or the Open Office equivalent) and a PDF Reader
- Our recommended browser, which is Google Chrome Internet Browser.
- PC Requirements: Windows 7, Windows 8, or Windows 10.
- Mac Requirements: Mac OS X 10.6 or later.
- Regular allocation of time over the length of your enrolment to complete your course.
- Active email address and internet connection.
- Mobile phone with voice mail capability.
- A USI. If you have not already applied for your USI, you will work with the Administration Team to apply for one.
- Willingness to receive correspondence via mail, email, and/or text message.
- Willingness to respond to communication in a timely manner.
- If you have opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with training coaching sessions, including any language, literacy, and numeracy support, as needed to complete the requirements of your course.
- Willingness to receive information on future courses or other training products with GOLD COAST INSTITUE OF TECHNOLOGY (GCIT).

Eligibility requirements for Higher Level Skills Program
The Higher Level Skills program provides a government subsidy to support eligible Queenslanders to study a Certificate IV or higher level qualification. Students are entitled to one government-subsidised training place, so it is important that you choose the right course so that you can take full advantage of this opportunity. In order to access this funding program, you will need to provide evidence of eligibility for the selected program.

All participants must be over the age of 18 to participate in a course with GOLD COAST INSTITUE OF TECHNOLOGY (GCIT). In accepting this enrolment, you are warranting that you are at least 18 years of age.

If you are under 18 years of age, you must ensure that your parent or guardian has read and understood the terms and conditions relating to your course. By providing signed approval of your enrolment, your parent or guardian acknowledges and accepts the terms and conditions therein, including guaranteeing the principal liability to make payment of all course fees.

You will be asked to provide the following proof of identity evidence:
1. **Date of birth** (must be 18 years or over at the commencement of the course) and no longer at school

2. **Any post-school qualifications**
3. **Valid USI**
4. **Driver's licence showing current residential address to support that you live or work in QLD**
Additional examples to support residency: Australian Electoral Commission document, lease/rental document, letter from your employer, rates notice, Australian Taxation Office assessment, official letter from Centrelink
5. **Australian/New Zealand citizenship or Australian permanent residency status**
Australian or New Zealand birth certificate; Australian or New Zealand passport; green Medicare card; humanitarian visa or Certificate of Evidence of Resident Status (CERS), which confirms your status as an Australian permanent resident
6. **Applicable documentation for fee concession or exemption status**

In addition to the above, eligible students will also need to complete a training and employment survey within three (3) months of completing or withdrawing from the chosen qualification. If you have completed a qualification since finishing high school, you may not be eligible for a government subsidy. Please see the Student Factsheets for more information:
https://training.qld.gov.au/site/providers/Documents/funded/hls-student-factsheet.pdf

Student rights and obligations
As a student enrolled with GOLD COAST INSTITUE OF TECHNOLOGY (GCIT), it is important that you be aware of the services and support available to you during your studies. Please refer to your Student Handbook for details of services and student support available to you.

GOLD COAST INSTITUE OF TECHNOLOGY (GCIT)'s rights and obligations
The Institute has an obligation:
- Not to tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual).
- To inform you, the student, of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- On payment of all course fees, to provide support, training, and assessment services in the chosen training program in compliance with the RTO Standards 2015 and as summarised in the enrolment documentation that you receive. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- To inform you if any part of the agreed services, including training and assessment, are to be delivered by a third party.
- To issue you with AQF certification documentation upon request and at the end of your enrolment, whether completed or terminated, provided that you have met the requirements of the qualification or unit/s of competency and all agreed fees have been paid.
- To abide by our published policies and the information contained in the Student Handbook.

- To provide you with information on the implications of government funding entitlements and subsidy arrangements for any future qualifications you may wish to undertake.

GOLD COAST INSTITUE OF TECHNOLOGY (GCIT) reserves the right:
- To cancel an enrolment for reasons outlined in the Student Code of Behaviour in the Student Handbook.
- To collect fees as per the agreed terms and conditions supplied upon enrolment.

Withdrawal policy
If for any reason you decide to cancel your enrolment, you must do so by giving written notice of termination to us at the contact details below. GOLD COAST INSTITUE OF TECHNOLOGY (GCIT) will acknowledge receipt of the request within one (1) business day, and you will receive a response from the relevant department within ten (10) business days. Please note: any requests that are outside of GCIT policies may require further investigation. Once your withdrawal is confirmed, you will receive a Statement of Attainment for any completed units. This will arrive within 30 days providing that all fees have been paid in full.

Privacy
The Privacy Policy (refer to link on our website) forms part of the terms and conditions. In completing your enrolment as a student of GOLD COAST INSTITUE OF TECHNOLOGY (GCIT), you are agreeing to our Privacy Policy.