



Pre-Enrolment Information

GC Institute is a Registered Training Organisation (RTO No. 40623). Our mission is to provide relevant and affordable training through **innovative** and **flexible** approaches to learning.

GC Institute meet the standards for Registered Training Organisations (RTOs) 2015 and all other relevant legislation. We **do not sub-contract** any of our services to 3rd Party delivery organisations and you can be assured your course will be delivered only by **accredited trainers** who currently also **work in the industry** and provide you with the latest trends and information. You will learn in a relevant meaningful way with realistic and useful learning resources.

GC Institute's **website** contains useful and important information regarding courses, durations, timetabling, any entry requirements and your **Student Handbook**. Your handbook contains important information about services provided, your rights and responsibilities, **fees and refunds**, complaints and appeals. It is a requirement that you read and understand this information before enrolling. If you have any concerns about your ability to undertake and complete a course, we encourage you to call our Head Office where our experienced team will offer you sound advice on how you can be supported through your course.

The **enrolment** and **commencement** processes will collect information to enable us to provide any **support you may need** to successfully progress through and complete your course. Please inform us if you have any concerns.

Prior to enrolment you will have the opportunity to speak with our friendly and experienced team and we encourage you to ask questions, seek advice and discuss any concerns you may have. We're here to support you through your course.

All students are able to lodge a complaint or appeal (including assessment appeal) if they feel they are being unfairly treated. Your Student Handbook contains information on this process and GC Institute will assist you in any of these matters.

All accredited Training Organisations must record a Unique Student Identified (**USI**) for each of their students at the time of enrolment or prior to completion. GC Institute cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer www.usi.gov.au. Your Student Handbook contains further information to assist you.

Prior to enrolling please discuss your employment prospects and aspirations with our staff to ensure the course you enrol in is best suited to you. GC Institute do not guarantee any employment outcomes and students should seek their own employment advice prior to entering the industry.

Contact us on 1800 367 732, or email at admin@gcinstitute.qld.edu.au if you have any questions concerning your choice of course as our experienced, friendly team are happy to assist.