

Frequently Asked Questions



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General Questions

What are the office hours?

8.30am-4.45pm Monday-Friday. If your call is not answered please leave a message on the answering machine or send an email to community@globaltraining.edu.au .

How do I refer a friend?

Please send an email to community@globaltraining.edu.au .

How do I update my contact details?

Please send an email to community@globaltraining.edu.au or call us on 1800 998 500 or 07)54573334.

Trusted Emails

To ensure that you receive all of the information that you need to complete your qualification without delay, please add the following email addresses to your address book. This will stop your email provider from sending any important emails to your Trash or Junk folders.

Name	Email Address	Send Emails here for
Victoria Granzien	admin@globaltraining.edu.au	Any complaints, surveys, fees, receipts, enrolment, funding, qualification reprints.
Leanne Abrahams	community@globaltraining.edu.au	Any submissions, questions about your units and assessment.
Anne Botting	dir@globaltraining.edu.au	Planning further study and courses.

Keep your eyes open for any emails with their subject lines starting with any of the following statements. We want to make sure that you recognise our emails as important.

Emails to look out for:

- Desk of Anne
- Fast Start – Week 1-6 – Global Training Institute
- Congratulations
- More Evidence
- Urgent
- Important
- Registrar
- Unit (Name).
- Global Training Institute
- GTI

Please do not unsubscribe or opt out as if you do unsubscribe or opt out of one thing, we cannot email you at all, including assessment feedback and results.

Online Student Area

I can't log on - what do I do?

When you enrolled with GTI, you would have been provided with your Student ID number and a password to access the Online Student Area. These are the two pieces of information you need to log on. When you log on, you will then be required to change the password to one of your own.

If you are still having issues logging on to the Student Area, please call us on our Freecall number 1800 998 500 and we will help you through it.

I have forgotten my password - what do I do?

Give us a Free call on 1800 998 500 and we will reset your password, so you can then log on and change it to a password of your own.

My assessment documents are too large to upload onto the Student Area - what do I do?

Each submission area has a maximum upload limit.

You have three options:

1. PDF your files

If your documents have pictures or hyperlinks in them the files will be quite large. To reduce the size of the file turn the document into a PDF by simply going 'save as' and selecting PDF. If you do not have a PDF converter contact us and we'll help you source a free version.

2. Zip up your files

You may also like to zip up your files and submit them. Your computer may already have a zip application on it in which case simply right click and select the tab that says "Send to" - compress file, zip or archive (the wording will differ from computer to computer). Again, if you need any further help with this don't hesitate to call us on 1800 998 500.

My trainer has asked me to upload extra documents or change my submitted documents but the Submission Area is not allowing me to do this - what can I do?

If your submission area seems to be blocked just give us a call on 1800 998 500 or email us at community@globaltraining.edu.au and ask us to allow you to add additional documents or delete old documents. Please tell us the exact unit and area you want us to reopen for you. This will only take us a few minutes so don't hesitate to call.

Other Assessment Information

How do I present my Submissions?

If any assessments have '**specific**' **presentation requirements**, these will be outlined in the instruction section at the beginning of the assessment document.

Generally, all pieces of evidence (including assessments) should be presented in electronic format – either in word, excel or a scanned PDF of work samples.

If you cannot type, please handwrite and then scan your work for submitting electronically.

Each Assessment document or piece of evidence should be **CLEARLY** labeled when **submitting online**. Therefore all documents should begin with the Project/Task or Question number and then

proceed with a CLEAR description of the contents of the document. Eg. Project 91 Personal Development Plan.

If you would like to use work samples as evidence that include **confidential information**, please see if you can:

- Delete confidential names etc and still submit it
- Discuss with your Assessor if they can view the evidence at your workplace or arrange for a referee testimony from a workplace supervisor that the evidence exists and your involvement or relationship to the evidence.

I can't remember where I am up to on my assessments - what do I do?

Please refer to your Completion Plan in your folder that you should be updating with your submission dates. If this isn't up to date, please check the View your Grades & Feedback toggle at the top within each Unit which details the status of each question/project for that Unit.

My dog ate my assessments! What can I do?

We won't accept this, but if your workplace has burnt down (as has happened to some students) we will understand if you have a slight delay. However internet cafes were invented a long time ago, so get yourself to one and get your assessments in.

It seems that I am spending more time procrastinating about my assessments than actually doing them what can I do?

1. Stop procrastinating
2. Visit Janine Shepherd's website for inspiration <http://www.janineshepherd.com/>
3. Call us and have a vent, we will help you get sorted
4. Get into your assessments
5. Book trainer appointments to help stay accountable
6. Attend the monthly Student Drop In Sessions in Brisbane if possible

I don't understand the task or question

1. Listen to the Assessment questions narrated by our Training Manager within each Unit Area under the respective sections of Assessment (Narrated Assessment Instructions).
2. Give us a call on 1800 998 500 and we will help you