

Student Handbook



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Welcome to WEA Illawarra

We would like to welcome you to WEA Illawarra and trust your experience will be rewarding and valuable. WEA Illawarra provides this Student Handbook as part of a newly enrolled student's induction and orientation.

This booklet includes student information, student rights and responsibilities and outlines our policies and codes of practice.

Please read this booklet carefully. If you have any questions after reading the Student Handbook, please consult with the Leader of Community College.

Contact: Dannelle Robson 02 4226 1622



About WEA Illawarra

Our Vision	Our Purpose	Our Values
Connected and thriving communities of lifelong learners	Empowerment through learner centred education and training	Integrity Inclusion Collaboration Innovation

About the Organisation

WEA Illawarra is a registered training organisation with a proud history of delivering accredited and non-accredited adult education that meets the needs of our community and supports life-long learning. We specialise in work and leisure training, foundation skills and traineeships that enhance employment prospects, lifestyle aspirations and social inclusion opportunities for the benefit of individuals and their communities.

WEA Illawarra is the oldest non-government adult education organisation in Australia having been introduced into Australia in 1913. The WEA Illawarra stands for Workers' Educational Association and was formed in 1906, in England, to provide workers with the opportunity for education. The first lecture was held in Wollongong in 1914 and until 1993 services in the Illawarra were provided by the Regional Council of the Workers' Educational Association of NSW. WEA Illawarra registered as a Company in December 1993 and in 2007 the WEA NSW was disbanded. There are three other WEAs in Australia (WEA Hunter, WEA Sydney, WEA South Australia) however all are independent of each other but sharing a common ancestry.

WEA Illawarra Location, Parking and Access



Main Office – Wollongong site

The WEA Illawarra main office is located at 50- 56 Auburn Street Wollongong.

Car parking is available at the main building 50-56 Auburn Street or in the southern car park at number 56. Restricted street parking is also available. Wollongong train station is located 500 metres north of WEA Illawarra.

**NO
RIGHT
TURN**

Please take care when turning into the main WEA Illawarra car park at 50-56 Auburn Street. It is recommended that you do not turn right into the car park when driving south as our building is on top of the hill and you may not see or be seen by vehicles travelling in the opposite direction. It is preferable if you turn left into the car park when driving north along Auburn Street. If you are driving south, you can turn around at the roundabout in Auburn Street, drive north and then turn left into the car park.

Accessibility for Disabilities

WEA Illawarra's site has wheelchair access and disability facilities available. The main office on Auburn Street ensures accessibility to classrooms through a lift in the main foyer, and classrooms on the lowest level have driveway access.

WEA Illawarra acknowledges that removing obstacles is crucial for ensuring educational access for individuals with disabilities. When possible and within available resources, WEA Illawarra is dedicated to supporting participants with disabilities or special needs. Feel free to contact us at 02 4226 1622 for further discussion.

Student Information

Enrolment

Starting your training or activity at WEA Illawarra is a quick process that you can do independently or with our assistance. Enrolment forms can be completed:

- Online on the website (www.weaillawarra.com.au)
- At WEA Illawarra Main Office (50-56 Auburn St, Wollongong)
- By telephone (02 4226 1622)

The enrolment form provides the WEA Illawarra with all relevant personal information and collects data as a regulation requirement for government agencies. All information provided is confidential and retained according to Privacy legislation. Prospective students should also indicate any assistance required to special needs on the enrolment form.

Payment at Time of Enrolment

Whilst we would love to see everyone get involved in our programs, your place is not guaranteed until payment is made. Places cannot be held so delaying making payment means that you could miss out. We strongly recommend you pay at the time of enrolment through Visa, Mastercard or bank transfer. Please note that WEA does not accept cash payments.

Fees and Other Charges

Participant's fees are outlined in the WEA Illawarra quarterly course guide and/or on the website. Some courses have charges for materials used in those courses. Details are under course description.

Discounts

10% discount – Senior's card/Concession Card

Supporting evidence is required at the time of enrolment. There are no discounts on accredited, online or distance courses, or those marked with an "X" on the course code displayed in the quarterly course guide or website. Only one discount can be used per course.

NSW Government Smart and Skilled Funding

Where a course is available under this funding, potential students are required to discuss their training options with a WEA Illawarra staff member prior to enrolling during which time a quote for the funded training enrolment fee will be provided allowing the potential student 14 days to accept or decline the quote. Payment of these enrolment fees and protection of fees are outlined in our Fees and Charges policy.

Changes

Course descriptions are provided as a guide only and WEA Illawarra reserves the right to change them or class schedules or a tutor when circumstances deem necessary. Accredited courses follow the accredited curriculum/training packages and cannot be changed.

Refunds

Once an enrolment has been processed, refunds are not made except when WEA Illawarra cancels a course. A Credit Note for leisure courses may be issued if a replacement student can be found prior to the course commencing, or in the case of serious illness if a written request is accompanied by a medical certificate. An administration charge of 10% of course fees or a minimum of \$10 may be charged.

WEA Illawarra cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for the course. In some instances, transfer between courses may be granted, upon application by a student to the CEO. Final decisions on any refund, transfer or credit note issue remains with the CEO. It is appropriate therefore for tutors to refer all such queries to the office.

WEA Illawarra reserves the right to alter any of the published arrangements, either before or during a course, or to cancel or terminate a course.

Public Holidays

Courses do not run on public holidays unless otherwise stated.

Refreshments

There are no food services available on site. Please BYO meals and refreshments for your use only. Boiling water and tea and coffee is available at WEA Illawarra.

Unauthorised Statements

No responsibility is accepted by WEA Illawarra for statements made by tutors or unauthorised agents of WEA Illawarra.

Risk

Participation in WEA Illawarra courses is entirely at participants own risk. The WEA Illawarra is not responsible for any vehicle, or its contents parked at any WEA Illawarra venue. Enrolment in a course is taken by the WEA Illawarra to indicate acceptance of these conditions.

Email

The WEA Illawarra may use your email to communicate with you. Please indicate on the enrolment form if you do not wish to receive email communication from WEA Illawarra.

Age

WEA Illawarra is committed to providing a diverse range of lifelong learning opportunities with a particular focus on adult education. Persons aged less than 18 years may be permitted to enrol in a course if accompanied by an adult. Please contact the WEA Illawarra office for further information.

Unauthorised Visitors

Due to our Public Liability insurance policy, unauthorised visitors are prohibited from attending WEA Illawarra classes.

Workplace Health and Safety

With regards to Workplace Health and Safety, WEA Illawarra is obliged to:

- Ensure the health and safety of their workers, students, visitors and guests
- Ensure that any equipment used by staff or students is safe when properly used
- Ensure that people can come to work or a course with a minimum risk of injury or illness.

Evacuation Procedure

In the event of a fire or other event leading to evacuation of the premises students are to follow these procedures.

1. The evacuation alarm will be activated
2. Students, staff, and visitors will immediately exit the premises and proceed to the Evacuation Assembly Area in an orderly manner (maps are located by each exit)
3. In case of fire do not use the lift to exit the building
4. Staff/Tutors will bring with them a current class roll and supervise students moving to the Evacuation Assembly Area.
5. Students are requested not to leave the Assembly point until directed to do so by an authorised person
6. The Authorised Person will notify the appropriate authorities and move to the evacuation assembly area.
7. Do not re-enter the building until approval has been given by authorised personnel

Complaints and Grievances

WEA Illawarra has an established process for dealing with complaints or grievances.

1. Participants are asked to complete an Evaluation Forms or survey's during and at the end of each course to give feedback on various aspects of the course undertaken. You may include your name on this form if you wish to be contacted regarding your comments.
2. Where you have a grievance more specific than a comment, you are asked to submit a formal complaint in writing. This will be forwarded to the Leader of Community College and appropriate action taken.
3. All grievances and complaints are responded to within 7 working days.

Conduct and Behaviour

The following rules and regulations apply to all persons, staff, and students.

1. An individual's property is to be respected and not interfered with without prior consent. No responsibility is taken by WEA Illawarra for lost or stolen property during the attendance of a course.
2. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind. Aggressive physical contact or verbal abuse will not be tolerated.
3. Smoking, vaping or using illegal substances are not permitted within the WEA Illawarra premises and surrounding grounds.
4. WEA Illawarra may decline an enrolment or exclude a student if, in the opinion of the WEA Illawarra, the student's welfare or that of other students or trainers may be at risk due to participation in a particular course. This includes, but is not limited to, medical conditions or disruptive or violent behaviour.
5. An enrolment may also be declined if the student does not meet the stated requirements for the course, if numbers in the course are at a maximum or due to failure to pay the required course fee.

Building Sustainability

The college has a commitment to embedding sustainability principles. We endeavour to improve our environmental behaviours and policies. This includes minimising waste, efficient use of resources and selection of more sustainable products.

You can help by:

- Being waste wise – use the recycling bins provided for paper, aluminium, glass, and plastics
- Being energy smart – Have no more lights, fans, and air-conditioning on than is needed (Switch off when you leave the room and make use of cross ventilation)
- Carpooling, sharing lifts, riding a bike and using our bike racks, or catching a bus or train

Student Rights and Responsibilities

Student Rights

All students have a right to learn in an appropriate environment and to be free from any form of harassment and/or discrimination. Students have the right to:

1. Have their learning needs addressed by the trainer.
2. Expect a competent tutor and achieve the expected course outcomes.
3. Be re-assessed if the competency is not achieved first time.
4. Normal privacy afforded to all citizens in personal matters.
5. A prompt refund of course fees in accordance with the refund policy.
6. Access their records held by WEA Illawarra.

Student Responsibilities

You must supply WEA Illawarra with:

- full legal name,
- date of birth,
- address and contact details
- Additional data may be required for Vocational training courses such as your USI.
- You will need to supply Government photo ID to collect accredited certificates.

Students are responsible for their attendance and participation in learning.

Students are expected to display appropriate behaviour whilst on the WEA Illawarra premises. Anyone displaying inappropriate or dangerous behaviour will be asked to leave (see Conduct and Behaviour).

Students are required to dress appropriately. Dress should reflect industry and community standards.

Students must come to the course sober and drug free.

Students and visitors are responsible for personal possessions while attending the course. Each student is expected to take responsibility for leaving the area clean and tidy at the end of each session. This includes following waste minimisation and recycling procedures.

Students must pay all fees and charges associated with the course.

Students must recognise other people's human worth and dignity and adhere to legal requirements regarding workplace harassment.

Students must report all injuries or incidents of harassment by other students or trainers/assessors promptly to the Leader of Community College.

Privacy

WEA Illawarra collects and administers a range of personal information for the purposes of providing and marketing its education and training services. The organisation is committed to protecting the privacy of personal information it collects, holds and administers. WEA Illawarra is bound by and complies with the Australian Privacy Principles as set out in the Privacy Act 1988.

Consumer Protection

WEA Illawarra is committed to ensuring that it is compliant with relevant legislation and regulations that protect the rights of consumers. WEA Illawarra has appropriate systems and procedures in place to ensure the transparency of its business operations and to ensure the delivery of education, training and assessment programs meets the Standards for Registered Training Organisations and other applicable quality frameworks for vocational education and training.

WEA Illawarra protects consumers by:

- Undertaking ethical and accurate marketing and advertising of its services
- Providing clear, accurate and timely information to students and prospective students services
- Providing quality education, training and assessment services
- Protecting the fees paid by students in advance of services being delivered
- Implementing fair and transparent complaints and appeals processes
- Protecting personal information
- Implementing a system of continuous quality improvement.

More information regarding each of these areas is available either in this handbook, or if not included, on request from WEA Illawarra. WEA Illawarra has a Consumer Protection Officer contactable via e-mail to training@weaillawarra.com.au or phone 02 4226 1622.

Fee Protection Mechanisms

The Standards for Registered Training Organisations 2015 state that where a Registered Training Organisation (RTO) requires a prospective or current learner to prepay fees in excess of \$1,500, the RTO must use a fee protection measure approved by the VET Regulator.

WEA Illawarra will only accept a maximum of \$1,500 per student in course fees prior to course commencement. Where further fee instalments are required to be paid throughout the duration of the course, the maximum amount at any given time will not exceed \$1,500 in advance of services delivered. This fee protection measure is approved by the VET Regulator.

Copyright

Software loaded onto WEA Illawarra computers is licensed and there is no permission to copy. WEA Illawarra purchases. When students are completing assessments, they must abide by copyright and plagiarism guidelines. If you are unsure or have any questions you can go to the Australian Copyright Council website: www.copyright.org.au or ask the trainer.

Plagiarism

All assignments produced for assessment must be your own work. Copying directly from the internet, books/other publications or other students work is plagiarism (claiming someone else's idea or work as your own or using them without acknowledgement). Any information gathered from other sources must be referenced. The use of artificial intelligence (AI) should be discussed with your trainer prior to its use.

Online communication

Communication services and tools are provided for the advancement of communication of staff and tutors with students and each other. WEA Illawarra reserves the right to monitor and record all usage of its network and software services, including email and online communications.

Students' responsibilities include:

1. The student accepts the responsibility to professionally and ethically represent WEA Illawarra when using a college designated email account or communication tool. This responsibility includes, but is not limited to:
 - Refraining from circulation of material that may be deemed offensive, indecent, discriminatory, libellous or likely to cause offense on grounds of personal orientations or beliefs
 - Upholding student confidentiality with emphasis on not distributing, selling, trading or otherwise providing student information, including correspondence, to any other party without WEA and student consent
 - Ensuring fair representation of WEA values in communication with others
2. The student agrees not to promote any venture or product that conflicts with a WEA Illawarra offering or has not been otherwise approved. This includes the offering of tuition, training or other educational services the user may offer individually or through organisations other than WEA Illawarra.
3. The student accepts responsibility for virus protection, spam filtering or other protection mechanism when using email or communication services. WEA Illawarra is not liable for any loss, damage or distress incurred through failure to use appropriate protection technologies.
4. The student agrees to keep passwords and access details confidential and to ensure that no one else is able to use their Account. Should a breach be suspected, the user is required to contact the WEA immediately.

Information for Accredited Courses

Smart and Skilled Funding

The NSW Government in 2015 has implemented a new funding regime for Vocational Education Training (VET) Smart & Skilled. The catalyst for the introduction of Smart and Skilled in NSW is in response to the 2012 National VET Agreement. This national agreement created with the intent to increase provision and quality of VET and facilitate greater competition within the delivery of VET activities in Australia. For further information, visit the NSW Government Smart and Skilled website <https://smartandskilled.nsw.gov.au>

WEA Illawarra subsidised services under Smart and Skilled

- Foundations Skills (To assist with the development of Language Literacy Numeracy skills)
- Entitlement Full Qualification – Certificate II and III qualifications
- Targeted Priorities Full Qualification – Certificate IV and Diploma qualifications
- Entitlement Apprenticeships and Traineeships including School Based Traineeships

Adult and Community Education (ACE) Funding

The ACE Program aims to promote access to training and increase vocational education and training outcomes for those who experience significant barriers to training and employment. It is designed to target Disadvantaged Students, and students in Regional and Remote communities in NSW. The ACE Program provides funding towards training up to and including Certificate III level. The ACE Program offers support to individuals, small business owners and their staff by providing fully subsidised accredited and non-accredited training in targeted courses. For further information, visit the NSW Government website www.nsw.gov.au/education-and-training/adult-and-community-education

For further information regarding subsidised and funded training opportunities available through the WEA Illawarra please contact the Leader of Community College during office hours Monday – Friday 9 am to 5 pm. Please phone 4226 1622.

Unique Student Identifier (USI)

All students are required to have a Unique Student Identifier (USI) and allow WEA Illawarra access to their USI record for the duration of training. The USI registry allows all training records to be maintained in one location that is easily accessed by a student and their training provider with permission. For more information about this please ask for an information sheet or go to the USI Registry at <https://www.usi.gov.au/>

Student Support

WEA Illawarra employs an Outreach Support Officer who is available to discuss training concerns and additional support services that may be required by students. Where necessary additional assistance may be sought with the permission of the student or referral information to appropriate services may be offered to students.

WEA Illawarra Scope of Registration

WEA Illawarra is a registered Training Organisation (RTO) under the Australian Skills Quality Authority (ASQA) – RTO ID 90297. We provide training and recognition services according to our Scope of Registration. Some of the qualifications on our scope include:

- Certificate I and II in Foundation Skills
- Certificate I and II Workplace Skills
- Certificate III and IV in Business
- Certificate III and IV in Entrepreneurship and New Business
- Certificate II and III in Retail
- Certificate IV and Diploma in Leadership and Management
- Certificate III in Accounts Administration
- Certificate IV in Accounting and Bookkeeping

A full listing of our scope can be viewed at www.training.gov.au.

Choosing the right Certificate Level

If you are unsure of what level certificate you need to apply for, WEA Illawarra can help and guidance to help you make the right choice. Most students are required to complete a Language, Literacy and Numeracy assessment prior to being accepted into a course to ensure where support is required the course WEA Illawarra will be able to offer this support.

Numeracy & Literacy Support

We can provide extra support for students who need help with reading, writing or mathematics. If you need any help in this area, please contact the WEA office to arrange a meeting.

Course Information

All students enrolled in a WEA Illawarra accredited training program shall, prior to commencement of the training program, receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program
- Training Program content including relevant unit/s of competency
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

Flexible Delivery of Learning and Assessment Services

The aim of flexible delivery is to provide students with the ability to attend a class, study a topic of their choice and to progress at their own pace. Flexible delivery classes are offered several times per week and are advertised currently in the course guide.

Assessment Requirements

When undertaking an accredited course, you will be required to complete Assessment Tasks as part of your course. You will be required to provide proof of your identity before assessment takes place.

The completed assessment task should be submitted to your trainer by the nominated date. The assessment task may be submitted as a hard copy or electronically as advised by your trainer.

Assessment Outcomes and Qualifications

Student results and qualifications are issued in a timely manner and in accordance with national guidelines. Statements of Attainment will be issued to those participants who undertake assessment.

All student records are kept confidential and securely archived. Students may access their files upon request.

Recognition of Prior Learning (RPL), Current Competence (RCC) and Credit Transfer (CT)

WEA Illawarra recognises the skills and knowledge applicants may already have acquired through previous study or work/life experiences. This is called prior learning. These experiences can fall into several categories as explained below.

What is RPL and RCC?

This is a form of assessment that recognises skills and knowledge through formal training conducted by industry or education, work experience including workplace and voluntary work, and life experience such as social or domestic activities.

The RPL application identifies what you have already learnt from life experience or work experience and measures these experiences against the learning outcomes of the course or unit(s) you are doing or want to do.

RCC is when a candidate has a previous qualification and has been working or using these skills. The candidate is reassessed to ensure that the competence is being maintained.

What is Credit Transfer?

This is when a candidate has studied at another training organisation and gained a recognised statement of attainment or certificate qualification. If you apply for Credit Transfer you will need to sign a Release of Information form to allow WEA Illawarra to verify your statement of attainment or certificate.

WEA recognises all AQF qualifications and statements of Attainment awarded by other registered training organisations. These may be verified via the USI register or by contacting your previous RTO.

How does it work?

Anyone can apply for RPL, RCC or Credit Transfer. If you think you are eligible you should talk to a course coordinator about how the process works and how your life experiences can support your application. A typical successful applicant is someone who has a reasonable amount of experience in the area the course covers. This might mean working in the field.

Assessment Policy including Re-assessment and Appeal

The following is a summary of the Assessment Policy, including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the office.

Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair
- Recognition of prior learning is recorded appropriately
- Ongoing assessment is used over a period of time
- All evidence submitted is considered in making their judgement
- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each candidate

Assessment for Students with Special Needs

Where students have special needs, assessment tasks may be adjusted and assessment methods may be negotiated to meet candidate special needs, within reasonable limits of feasibility and cost to WEA Illawarra.

Alternative assessment methods may include but not be limited to:

- Face-to-face interview
- Evidence submitted on audio or video recordings
- Reprinting / enlarging print on assessment tools

Where students feel they require assistance with assessment they should in the first instance approach their trainer/assessor to negotiate the process.

Assessment Appeals

All candidates may appeal assessment outcomes. Appeals may be based upon the following circumstances:

- Insufficient information provided to the candidate prior to the assessment
- Incorrect information provided to the candidate prior to assessment
- Assessor did not consider all evidence submitted
- Any other matter deemed relevant by the Leader of Community College.
- In these circumstances the candidate should forward a written appeal to the Leader of Community College. The appeal should outline the candidate's concerns and detail:
 - The candidate's full personal details, i.e. Name, address, date of birth, student ID
 - the date and time of the assessment
 - the unit of competence being assessed
 - all information that the candidate wishes to be considered for the appeal
 - the reason for the appeal.

Once an appeal is submitted, the Leader of Community College will contact the student to confirm that the appeal has been received within 5 business days.

Reprinting Statements of Attainment and qualification certificates

Replacement awards can be obtained for an additional fee to:

- recognise a name change
- replace a damaged award
- replace a lost award or
- replace an award marked to indicate outstanding fees.

Note: Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.

Reissue of Award Certificate/Statement of Attainment

Where an application for the re-issue of an Award Certificate refers to a qualification that is recognised under the AQF, a replacement will be issued following verification of the original award and payment of prescribed fee. Reprints will also be marked with the words "COPY".

Where an application for the re-issue of a Certificate refers to a qualification that is no longer recognised under the AQF, a letter will be issued following verification of the original award. The letter will confirm the original award stating title, date of issue, issuing institute and name of person on original certificate.

Continuous Improvement

WEA Illawarra will develop and regularly review its processes and procedures to attain high quality standards of service delivery and operation. In establishing and monitoring quality standards, WEA Illawarra will consider:

- all legislative requirements and guidelines
- community, client, and industry expectations as identified in consultation and feedback and as documented in Training Packages, accredited courses and other materials.

WEA Illawarra aims to embed quality as part of its organisational culture.

Inclusivity, Disability and Harassment and Bullying

WEA Illawarra values diversity and is committed to promoting an inclusive and safe environment, in which all staff and participants feel valued and can participate. In demonstrating this commitment, WEA Illawarra will comply with legislative requirements in relation to access, equity and discrimination in its employment and delivery of services.

WEA Illawarra recognises that some individuals may face barriers to participation. Where, possible and within financial limits, WEA Illawarra will apply reasonable adjustments to assist employees and participants to work and learn to their full potential.

WEA Illawarra will promote appropriate standards of behaviour to avoid and prevent and condemn any unwelcome or unfair treatment, bullying, discrimination, harassment, vilification, and victimisation.

Privacy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. *If you do not provide us with the required personal information and agree to the Privacy Consent Form we will not be able to process your enrolment.*

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. Your honest participation in these surveys may provide evidence to the government that training is valuable, and ongoing funding is necessary to upskill our community.

Contact information

At any time, you may contact WEA Illawarra on 02 4226 1622 or training@weaillawarra.com.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice
- provide feedback or suggestions