

## CONDITIONS OF ENROLMENT AND PRIVACY NOTICES

### Student Identification

Before classes are due to commence and to complete enrolment, students will need to present identification, and any current documents required to access government subsidies including Medicare card, Concession card or Veterans card for sighting and photocopying.

### Payments Conditions

Payment must be made in full upon enrolment (unless a payment plan is arranged) and it can be made in cash, cheque (made payable to DVLC), EFTPOS or Credit Card.

### Payment Plans

- It is possible to arrange payment by instalments (max of 4) with a deposit of \$50. Please contact DVLC for more information.
- If a student withdraws from the course before completing payment, they are still liable for payment of full course fees (subject to discretion of DVLC management).

### Course Cost Waiver

In cases of hardship, students may apply for consideration of a fee reduction or a course cost waiver.

### Receipts

A receipt will be given or posted to you. If not received within one week, please contact us.

### Course Costs

These comprise a tuition fee, materials fee, and the Student Amenities Fee (SAF). The SAF supports the operation of classes and the Centre.

### Eligibility guidelines for government subsidised places in pre-accredited courses

Pre-accredited courses attract a Government subsidy for students who satisfy the following eligibility criteria:

Residency: you must be either an Australian citizen, a permanent resident, a New Zealand citizen, or an Asylum seeker with a Jobs Victoria Employment Network (JVEN) referral.

### Our Fees Explained

Concession: For current Commonwealth Health Care Card, Pension Card or a Veteran's Gold Card holders. We will take a copy of your card for our records.

Basic: Eligible for a government subsidised place but without a concession card (where funded places are available).

Full: Payable if you are not eligible for a concession or a basic fee.

### Refund Policy

Enrolled students who have paid fees but are unable to complete their training may apply for a fee refund under certain conditions as determined by the DVLC Fees Refund Policy. [Click to view the Refund Policy.](#)

All applications for fee refunds must be made in writing using the Refund Application Form and must be submitted to reception or emailed to [courses@dvlc.org.au](mailto:courses@dvlc.org.au) for approval. Approved applications will be processed within 14 days from the date of application.

DVLC will refund all applicable fees, either in full or in part, based on the conditions listed below.

[Click this link to access the Fees Refund Application Form.](#)

### Course Cancellation or Cessation

- If DVLC is unable to commence the course for which the student has enrolled and made payment, fees will be refunded in full, or the student will be offered an alternative placement in a course.
- In the unlikely event that DVLC is unable to continue to deliver the course as agreed, fees will be refunded in full, or the student will be offered an alternative placement in a course.

### Student withdrawal from accredited courses

- If a student withdraws from an accredited course **more than seven (7)** days prior to the agreed start date, the student will be offered a full refund of fees already paid, less a \$20 administration fee.
- If a student withdraws from an accredited course **less than seven (7)** days prior to the agreed start date, the student will be offered a full refund of fees already paid, less a \$50 administration fee.
- If a student withdraws from an accredited course **after commencement**, no fees will be refunded unless there are extenuating circumstances. These circumstances may include illness, family or personal matters or other reasons. Where evidence can be provided to support the circumstances, course fees may either be transferred to the next available course, or a refund of unused course fees (or fees paid under a payment plan) will be issued, after a case by case assessment by the Chief Executive Officer (CEO).
- If a student withdraws from an accredited course where learning resources or text books have been supplied to the student, **no refunds will be issued for these learning resources or text books.**

### Student withdrawal from pre-accredited courses

- DVLC commences pre-accredited courses based on the number of students who enrol. Students are advised to consider their personal circumstances carefully when committing to enrolment.
- If a student withdraws from a pre-accredited course **before commencement**, the student will be offered a full refund of fees already paid, less a 20% administration fee.
- If a student withdraws from a pre-accredited course **after commencement**, a pro-rata refund of fees, less a 20% administration fee, will be provided **on provision of a medical certificate**. If there are extenuating circumstances, the student may apply to the coordinator for a refund, which will be decided on a case by case basis.
- Pre-existing medical conditions which impact on course participation will not be considered for fee refunds. Pre-accredited students are advised to seek medical advice from their health care professional before enrolling in courses.
- Students may **transfer** to another course in the same term (or semester for a semester-based course), depending on course availability and available places. If the replacement course has higher fees, the

student will be liable for the difference in fees. If the replacement course fee is lower, DVLC will refund the difference.

- Students who miss a class for medical or other reasons will not receive a refund for the missed class.
- Students who change their mind about attending a course for non-medical reasons, or without extenuating circumstances, will not be eligible for a fee refund.

### **Other Refunds**

- DVLC will refund any overpayments. Where a student has been charged non-concession fees and subsequently provides a valid concession card within 5 working days from course commencement, DVLC will refund the difference in fees.
- DVLC reserves the right to grant refunds in other circumstances as it sees fit, on approval by the CEO.

### **Appeals**

DVLC students who are dissatisfied with a refund decision may lodge a complaint or appeal under the DVLC Student Complaints and Appeals Policy and Procedure.

Please refer to the DVLC website for more details or click on the links below to access the relevant documents.

[Complaints and Appeals Policy](#) [Complaints and Appeals Form](#)

### **Disclaimer and Student Declaration**

- I acknowledge that providing any false information and / or failing to disclose any information relevant to my enrolment application may result in the withdrawal of any offer and / or cancellation of enrolment at the discretion of DVLC.
- I understand that it is my responsibility to provide all relevant and required documentation.
- I authorise DVLC to check all available records to confirm that the information provided is correct, particularly information pertaining to my eligibility for any government subsidies.
- I have read and understood the information given to me through the enrolment process.
- I have accessed the Student Handbook on the DVLC website / have been provided with a copy and other information relevant to the course I am applying to enrol in.
- I give permission to DVLC and its staff to take all reasonable actions, in the event of accident or illness, whether on DVLC premises or at approved off-site activities, to care for the person named on this enrolment application form.
- I understand that DVLC may disclose personal information to my parent(s) or guardian if I am under 18 years of age.

### **PRIVACY NOTICES**

#### **Victorian Government VET Student Enrolment Privacy Notice**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*.

## **Collection of your data**

DVLC is required to provide the Department with student and training activity data. This includes personal information collected in the DVLC enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student identifier (USI).

DVLC provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, which are available at

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

## **Use of your data**

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

## **Disclosure of your data**

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies, and / or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

## **Legal and Regulatory**

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth).

## **Survey participation**

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note that you may opt out of the NCVER survey at the time of being contacted.

## **Consequences of not providing your information**

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and / or obtain a Victorian Government VET subsidy.

## **Access, correction and complaints**

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact DVLC's Reception Officer by phone on 9435 9060 or email [courses@dvlc.org.au](mailto:courses@dvlc.org.au).

## **Further information**

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

## **Unique Student Identifiers (USI)**

Your Unique Student Identifier (USI) is your individual education number which is required if you are undertaking studies in a Nationally Recognised Training program, higher education and/or seeking Commonwealth funding assistance such as a HECS-HELP loan.

You can apply for or access information about your USI at the following website:

<https://www.usi.gov.au/students/get-a-usi>

For further information about Unique Student Identifiers, including access, correction and complaints, go to <https://www.usi.gov.au/Students/Pages/student-privacy.aspx>

## **National VET Data Policy Privacy Statement**

### **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 some personal information, we may not be able to enrol you as a student, and your access to government funding may be restricted.

### **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.

### **How we disclose your personal information**

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 NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET 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 NCVET 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 NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf. The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.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 below.

DESE is authorised by law, including the Privacy Act and NVET 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>. If you cannot access the website electronically, please ask us for a copy of the privacy notice.

### Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note that you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact DVLC 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.

Please contact DVLC's Privacy Officer in the first instance by phone on 9435 9060 or email [courses@dvlc.org.au](mailto:courses@dvlc.org.au). DVLC's Privacy Policy can be found at <https://www.dvlc.org.au/policies-procedures/>