

## CONDITIONS OF ENROLMENT AND PRIVACY NOTICES

### Student Identification

As part of enrolment, students may need to present identification, and other documents (such as a Medicare card, Concession card or Veterans card) in order to access government subsidised training.

### Course Fees

Course fees may include an enrolment and admission fee, tuition fee, materials fee, amenity fee, administration fee, and recognition of prior learning (RPL) fees.

### Our Fees Explained

**Concession** fees apply to students who are eligible for a government subsidised place and hold a current Commonwealth Health Care Card, Pension Card, or a Veteran's Gold Card. We will take a copy of your card for our records.

**Funded** fees apply to students who are eligible for a government subsidised place but do not hold a concession card.

**Full** fees apply to students not eligible for either a concession or funded fee.

All fees include an enrolment / admission fee and an amenities fee. Materials fees (if any) are listed separately.

### Eligibility guidelines for government subsidised places

Government subsidised places are available for students who are either an Australian citizen or permanent resident, a New Zealand citizen, or an Asylum seeker (visa requirements). Please ask us for more details if you are unsure about your eligibility.

### Fee Collection

Fees are due at enrolment and can be paid with cash, a credit card, direct bank transfer or internet banking.

### Payment Plans

Students who cannot pay their fees in full at enrolment are encouraged to enter a payment plan agreement. The agreement requires an initial deposit at enrolment, with the balance to be paid within a maximum of four (4) instalments. Please contact DVLC for more information.

Note: If a student withdraws from the course before completing payment, they are still liable for full payment of their fees (subject to the discretion of DVLC management).

### Fee Discounts or Waivers

In cases of hardship, students may apply for fee assistance. Requests for fee discounts or waivers will be assessed on a case-by-case basis and may require confirmation of hardship.

### Receipts

A receipt will be provided to you. If not received within 7 days, please contact us.

### 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 in the [DVLC Fees Refund Policy](#).

Applications for a fee refund must be made in writing using the [Refund Application Form](#) and submitted to reception or emailed to [courses@dvlc.org.au](mailto:courses@dvlc.org.au) for approval. Applications will be processed within 14 days from receipt of the application.

## **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](#).

## **PRIVACY NOTICES**

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

#### **Why we collect your personal information**

As a registered training organisation (RTO), Diamond Valley Learning Centre (DVLC) collects 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 NCVER and other bodies handle your personal information**

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.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), 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.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.

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

DEWR is authorised by law, including the Privacy Act and NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>. If you cannot access the website electronically, please ask us for a copy of the DEWR 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 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 Training Manager 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/>

## Victorian Government 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 Training Manager 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>

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

## **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 in 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.