

# Enrolment Terms and Conditions

## Privacy Statements & Acknowledgement

Your privacy is important to Melbourne College of Further Education (MCFE). Under the *Data Provision Requirements 2012*, MCFE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by MCFE for statistical, regulatory and research purposes. MCFE may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## 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:** MCFE is required to provide the Department with student and training activity data. This includes personal information collected in the MCFE enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). MCFE provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, 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. A student's USI may be used for specific VET purposes including the verification of student data provided by MCFE; the administration and audit of VET providers and programs; education-related policy and research

purposes; and to assist in determining eligibility for training subsidies. **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 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 to 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 MCFE's Privacy Officer in the first instance by phone 1300 368 883 or email [info@mcf.com.au](mailto:info@mcf.com.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 <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

### **Statement of Attainment**

If you withdraw, cancel or transfer after successfully completing a unit of competency, semester or stage in which you enrolled, you will be entitled to receive at no cost a formal Statement of Attainment for the units you have successfully completed provided you have paid in full all tuition fees relating to that unit of competency, semester or stage.

### **Recognition of Prior Learning and or Credit Transfer**

If you have qualifications and/or experience for which you wish to obtain credit, please complete a *Recognition of Prior Learning (RPL) or Credit Transfer Application Form*. These can be downloaded from our website or provided by the office.

### **Photos**

Your assessor may take photos/videos of you in class that will help to show competency for certain skills demonstrated in the training sessions. These photos might also be used in advertising material of our website and other social media. If you do not wish for your photos to be used for assessment and possible advertising please let them know in class and do not allow the photo to be taken.

## **Complaints & Appeals**

MCFE recognises that students will occasionally have a grievance concerning their courses or other administrative matters. MCFE is committed to ensuring a clear, fair and equitable process aimed at positive resolutions and the restoration of positive and cooperative relationships. The complaints and appeal process, including referral to an external organisation will be at minimal or no cost to the student. MCFE will maintain the student's enrolment during the period of the complaint or appeal. If you have a complaint, please see any of our staff (or download from the website) and obtain a copy of the *General Appeals Form* and the policy in our student handbook. Staff will try to solve the problem with you, and if you wish will also help you to fill out a complaint form. If you do not agree with the outcome of your complaint, you have the right to have an independent expert (someone you know of and trust, and that is acceptable to us) decide what is to happen.

## **Fees & charges**

Tuition fees will vary depending on the course you are enrolling in, concessions that may apply, and your chosen electives. You will have been provided with a statement of fees, if you would like to see another copy ask the office, your assessor or download directly from the website. Fees are compulsory and if not paid you will not be issued with your certificate or qualification.

## **Prior Qualifications & Funding**

For funding and entry purposes to courses, MCFE is required to collect the highest Australian qualification you have obtained as well as any other courses commenced or due to commence. If you provide incorrect information or omit information about current, past or future courses, and this results in your ineligibility for funding, then MCFE has the right to change your fee structure to the appropriate tuition fee as listed on our website. Check your eligibility and funding conditions online at Victorian Skills gateway. You can begin up to two government subsidised courses in one year and do up to two government subsidised courses at the same time if eligible. (These limits may not apply to Apprenticeships. For more information on these courses speak with an authorized delegate of MCFE.) You can begin up to two government subsidised courses at the same qualification level (other than Foundation Skills) in your lifetime, regardless of whether you complete them. There is no lifetime limit on the number of Foundation Skills courses you can begin.

## **Refunds**

- No refunds are provided for training that has been delivered
- If MCFE cancels a course a refund of all fees is paid to the student or client unless satisfactory alternative arrangements can be made
- 'Applications to withdraw from studies' requests received up to 10 Working Days prior to commencement of a course will be approved and a full refund, minus \$50 to cover the costs of administration, will be paid.
- Cancellation/Withdrawal requests received less than 10 Working Days prior to commencement or after commencement of a course will not be approved and no refund will be paid.
- Cancellations/Withdrawal will only be accepted if they are received in writing via email, fax, post or by hand delivery.
- If a refund is approved because a class was badly conducted or a tutor was inept, and the student has attended at least two (2) classes, a full refund will be made.
- If a student attends at least 1 class and then requests a refund on grounds other than class conduct - no refund will be made.

- At the discretion of the CEO additional refunds can be processed.

### **Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2017, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2017 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. MCFE will apply for your USI on your behalf, using the information provided in the enrolment forms. When MCFE applies for a USI on your behalf it will have access to previous study records unless you deny this access, via the online portal. Your USI will not be disclosed to anyone/company except as allowed by the Privacy Act 988. We can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-usi/>. If you would like us to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. The link to the PDF is on our website. Refer to [www.usi.gov.au](http://www.usi.gov.au) for more information on your USI.

### **Victorian Subsidised Training and Student Number (VSN)**

**This part is to be completed by all students aged up to 24 years.** Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years. Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.