



AUSTRALIAN  
COLLEGE OF SPORT

2024

# VET STUDENT HANDBOOK

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**GOLF EDUCATION AUSTRALIA PTY LTD**

Trading as Australian College of Sport

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## *Contents (Version Control 1.2)*

Introduction .....	
The Australian Qualifications Framework (AQF) .....	
Unique Student Identifier (USI) .....	
Working with Children's Check (WWCC) .....	
Student Selection Enrolment and Induction Procedures .....	
Qualification or Accredited Course Information .....	
Marking and Advertising Course Information .....	
Legislative Requirements .....	
Fees and Charges, Including Refund Policy .....	
Provision for Language Literacy and Numeracy assistance .....	
Student Support Welfare and Guidance Services .....	
Access and Equity .....	
Flexible Learning and Assessment .....	
Training and Assessment Strategies .....	
Competency Based Assessment .....	
Resources .....	
RTO Complaints and Appeals Procedures .....	
Complaints Procedure .....	
Appeals Procedure .....	
Recognition of Prior Learning (RPL) .....	
RPL Procedure .....	
RPL Appeal Procedure .....	
Recognition of AQF Qualifications/Statements of Attainments Issued by Another RTO and Credit Transfer .....	
Credit Transfer Procedure .....	
Certification and Issuing of Qualifications .....	
Access to Records .....	
Appendix 1 – VET Student Induction Checklist .....	
Appendix 2 – RTO Complaints and Appeals Form .....	
Appendix 3 – Use of Personal Information .....	
Personal Information .....	

## Introduction

Congratulations on your decision to enroll in a nationally recognised vocational course.

This handbook has been written to provide students with important information about the vocational education and training (VET) qualifications offered by Australian College of Sport as well as your rights and responsibilities as a VET student.

Students should take time to study this handbook carefully and ask their Trainer and Assessor if they are unsure of any details. Students should keep this handbook for reference throughout their enrolment. The contents of this handbook in many instances represents the key points of various VET policies and procedures developed by Australian College of Sport. A copy of the VET Policies and Procedures can be obtained via the Chief Executive Officer.

## The Australian Qualifications Framework (AQF)

All of the VET courses offered by Australian College of Sport lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in

Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF). This framework governs the different types of qualifications that can be obtained. These are shown in the following diagram. Your Trainer and Assessor will provide you with information about your VET qualification/s including an overview of the specific units of competency/modules in each, assessment requirements, vocational outcomes etc.





## Unique Student Identifier (USI)

Student Identifiers Act 2014 – This new initiative was implemented on the 1 January 2015. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers including all completed training units and qualifications. Further information of the USI can be obtained at [www.usi.gov.au](http://www.usi.gov.au).

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. The USI is available at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from 1 January 2015. Further information on the USI can be obtained at [www.usi.gov.au](http://www.usi.gov.au).

**Note:** Students will not be issued with either a Certificate or Statement of Attainment, if they have not provided a Unique Student Identifier (USI) to Australian College of Sport.

## Working with Children's Check (WWCC)

Students may be required to obtain a South Australian Working with Children Check (WWCC) and ensure it remains valid for the entire duration of their studies in a community environment.

Unlike Australian Police Checks, which are valid for a singular purpose only, Working with Children's Checks can be used for any child-related work in South Australia. If you already hold a valid volunteer South Australian WWCC, you must submit a scan or photo of your WWCC card or assessment notice to the College.

If your check has expired or you have never had a WWCC, you need to apply for one online.

Applications for South Australia WWCCs are made online directly to the South Australian Government. Students do not receive any payment and are therefore eligible to apply for a "volunteer" WWCC, which is free of charge.

[Apply for a WWCC](#)



## Student Selection, Enrolment and Induction Procedures

Australian College of Sport is inclusive of all students regardless of sex, race, impairment, or any other factor. Enrolment at Australian College of Sport is processed through the College online portal.

All students will receive information about VET courses available at the College. VET subjects and selection are discussed with your School's VET Coordinator, Senior Head of School, parents and yourself.

Australian College of Sport will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations (through the VET student induction session) before enrolment.

Trainers and Assessors will ensure that all students complete and sign the VET Student Induction Checklist (refer Appendix 1).

## Qualification or Accredited Course Information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor, through the VET Student Handbook and on the College website <https://collegeofsupport.edu.au/about-us/>

Information available to students regarding course information will include:

- Qualification or VET accredited course code and title
- Packaging rule information as per the specified Training Package or VET Accredited Course
- Units of competency (code and title) to be delivered
- Entry requirements
- Fees and charges
- Course outcomes and pathways
- Work experience requirements (where applicable)
- Licensing requirements (where applicable)
- Third party or off-campus arrangements (where applicable)



## Marketing and Advertising of Course Information

The College will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its Scope of Registration. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The Nationally Recognised Training (NRT) logo will only be employed in accordance with its conditions of use. The College will not advertise or market in any way VET accredited courses, qualifications or units of competency that are not on the Scope of Registration.

Australian College of Sport will ensure it will have the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. If the College loses access to these resources, the College will provide students will alternative opportunities to complete the course and the related qualification.

## Legislative Requirements

Australian College of Sport will observe all Australian, State and Territory laws governing Vocational Education and Training. The College will also meet all legislative requirements of the:

- Education (General Provisions) Act 2006
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968 (2006)
- Education (Work Experience) Act 1996
- Child Protection Act 1999
- Work Health and Safety Act 2011
- Anti-discrimination Act 1991
- Privacy Act 1988 (2014)
- Information Privacy Act 2009

If students require any further information, please see the VET Coordinator or your Trainer and Assessor.



## **Fees and Charges, including Refund Policy**

The College offers both subsidised and non-subsidised VET programs. Where fees will be incurred for non-subsidised programs, the student, or in the case of school-based enrolment, the student's school is advised prior to students being enrolled. Resource fees are only collected for consumable costs or other additional services. Any fees that do occur for additional services will be made known to students prior to enrolment.

Upon enrolment, for subsidized courses, the student fee contribution must be paid in full. For fee for service enrolments, a minimum deposit of \$500.00 must be made. By accepting the course offer and commencing training, students and, where applicable, schools, accept responsibility for the payment of the full student fee plus any resource fee disclosed and agreed prior to enrolment.

Where a student completes 50% or more of their course enrolment period prior to withdrawing, the student or paying school will not be entitled to a refund. Where students withdraw prior to 50% of their enrolment period being served, the student or paying school will be entitled to a pro-rata refund less an administration fee of \$75.00.

## **Provision for Language, Literacy and Numeracy Assistance**

The National Regulator for vocational education in Australia, (ASQA) (Australian Skills Quality Authority), requires that the needs of all students are determined prior to enrolment. Commonly, a pre-enrolment interview is used to identify any learning barriers, disabilities and impairments that may impact on your ability to study.

The assessment of Language, Literacy, Numeracy and Digital Literacy skills is also undertaken via several methods including:

- Formal test, as is often the case for subsidized enrolments
- Ongoing in-school assessment by teaching staff
- A review of your prior academic achievement and/or work history
- As disclosed by you on your enrolment form

Where a need is identified or disclosed, the Australian College of Sport provides the support services summarized in the next section of this handbook.



## **Student Support, Welfare and Guidance Services**

Students have access to a wide range of support, welfare and guidance services, including:

- Formal LSS (Learner Support Services) including study skills development, personal and in-class support (for subsidized enrolment)
- Referral to a Language, Literacy, Numeracy or Digital literacy bridging course provider
- Referral to English Language course providers
- In-school support provided by teachers, VET Coordinators and counselors (for school students)
- Individual coaching and mentoring by our facilitators
- Reasonable Adjustment consultation to determine how best to support people with disabilities through the assessment process
- Financial support via flexible payment plan arrangements

## **Access and Equity**

Australian College of Sport is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in its policies and procedures.

Australian College of Sport will provide inclusive education services and a learning environment that is free from discrimination, harassment, and victimisation in accordance with state and Commonwealth anti-discrimination laws.

In addition, all staff and contractors employed or engaged by Australian College of Sport are obliged to comply with our code of conduct which prohibits any form of bullying, harassment, prejudice or victimization in any form.

## **Flexible Learning and Assessment**

Learning and assessment materials are developed to accommodate class sizes, student needs, delivery methods and assessment requirements.





## **Training and Assessment Strategies**

Training and assessment strategies will be developed for each qualification that is delivered and assessed. These strategies will be developed in consultation with industry and will be validated through the internal review procedures. These strategies will reflect the requirements of the relevant Training Package.

These strategies will identify target groups.

The College has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

Each Trainer and Assessor will maintain a student profile for each student and on completion of the program of study; an exit level will be awarded, based on the principles of assessment.

Elements of competency will be assessed and recorded once the Trainer and Assessor is satisfied that a student has demonstrated consistent competency in an element or unit of competency. Students may also receive assessment if they wish to apply for and meet the requirements for, Recognition of Prior Learning (RPL). The College will provide a written report detailing student progress no less than twice per year. On request to the Trainer and Assessor an update of student progress and achievement will be provided at any time throughout the course. A certificate or statement of attainment will be issued to the student once they complete the program of study or within 30 days of exit.

## **Competency Based Assessment**

Subjects (Units of Competency) studied at the College are part of National Training Packages. In order to be successful in gaining competency, students must demonstrate they have the necessary underpinning knowledge and can apply this in a practical way in a workplace setting to industry standard over a range of different contexts.



In most subjects' assessment tasks are completed throughout the year. Results for each assessment item will be marked on an assessment sheet or will be visible on the online training platform. This assists students to become competent as their skills improve.

The assessment of competency will result in either a competency achieved or competency not achieved results. Grades are not applicable to Vocational Education in Australia.

Where a student has not successfully demonstrated competency, the student will be provided with the time and support to prepare for and re-attempt the assessment. Where three attempts have been unsuccessful, the student may be required to re-enroll in the unit of competency and undertake formal retraining or participate in additional coaching before being re-assessed.

What does it mean to be competent? People are considered to be competent when they are able to apply their knowledge and skills to complete work activities successfully in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

This means that when a student demonstrates a competency, they will not just demonstrate they can do a task on their own but must be able to demonstrate they can do it in a range of different circumstances, as outlined above.

## **Resources**

The College has access to all relevant physical resources as outlined in the relevant Training Package or course. Staff are provided with the resources necessary to meet the human resource requirements of the relevant Training Package or course.

If, for whatever reason, the College cannot maintain the relevant resources to deliver the Training Package or course, the College will attempt to provide students with alternative opportunities to complete the course and the related qualification. The College retains the right to cancel the course if it is unable to meet requirements.

## RTO Complaints and Appeals Procedures

Complaints and appeals are managed fairly, efficiently, and effectively. Australian College of Sport creates an environment where clients' views are valued. Any person wishing to make a complaint against the College, concerning its conduct as an RTO, or an appeal regarding an RTO decision, shall have access to the complaints and appeals procedure.

All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the complaint or appeal. The designated person will keep a Complaints and Appeals Register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

### Complaints procedure

All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO. On receipt of a written complaint:

- A written acknowledgement is sent to the complainant from the Principal (via admin support)
- The complaint will be entered into the RTO Complaints and Appeals Register
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter
- The Principal will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the Complaints and Appeals Committee
- The Complaints and Appeals Committee shall not have had previous involvement with the complaint and will include representatives of:
  - The Principal
  - The training and assessing staff
  - An independent person
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation
- The outcome/decision will be communicated to all parties in writing within 60 calendar days and recorded in the RTO Complaints and Appeals Register. All paperwork pertaining to the complaint will be filed in the student files in administration



- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO

The root cause of the complaint will be included in the systematic monitoring and evaluation process of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

### Appeals procedure

All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO. On receipt of a written appeal:

- A written acknowledgement is sent to the appellant from the Principal (via admin support)
- The appeal will be entered into the RTO Complaints and Appeals Register
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter
- The Principal will either deal with the appeal or convene an independent panel to hear the appeal; this shall be the Complaints and Appeals Committee
- The Complaints and Appeals Committee shall not have had previous involvement with the appeal and will include representatives of:
  - The Principal
  - The training and assessing staff
  - An independent person
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation
- The outcome/decision will be communicated to all parties in writing within 60 calendar days and recorded in the RTO Complaints and Appeals Register. All paperwork pertaining to the appeal will be filed in the student files in administration
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed (on request) by an appropriate party independent of the RTO

The root cause of the appeal will be included in the systematic monitoring and evaluation process of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.



## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process used to assess individuals' existing level of knowledge and skills against individual or multiple units of competency. Students are provided with the College's RPL policy prior to enrolment. They are made aware of the RPL application form. As part of their student induction, the process and types of evidence that can be used to support RPL applications is provided to them.

RPL applications will only be considered if the College's RPL application form is used. RPL applications must be submitted to the Trainer of the qualification in the first instance.

## RPL procedure

Students with an application for RPL have access to the following procedures:

- The Australian College of Sport RPL candidate information form must be used
- All applications for RPL go to the Trainer/Assessor of the qualification in the first instance. Students will need to provide sufficient documented evidence to support their claim for recognition to their Trainer/Assessor e.g. resume, certificates, photos, references from supervisors, performance reviews or job descriptions
- The RPL and its outcome will be recorded in writing in the RPL register. Trainers and assessors dealing with the RPL application will provide feedback throughout the process to the student
- The Trainer/Assessor responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 10 days of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL
- The Trainer/Assessor handling the RPL Application will develop and assess any alternative methods of assessment required as a result of the RPL application. The student may be asked to complete practical demonstrations of their skills to support their application for RPL. Assessment methods should be fair and flexible and reflective of assessment tasks delivered as part of the training and assessment strategy
- The Trainer/Assessor will update the student records if RPL is granted, following consultation with the Chief Executive Officer



- The student will be made aware of any gaps in training as a result of the review of their application evidence
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application

### **RPL appeal procedure**

- A student dissatisfied with the response to the RPL application may initiate an appeal
- All RPL appeal applications are to go to the Chief Executive Officer
- The Chief Executive Officer will request from the Trainer/Assessor the original RPL application, including the documented evidence that supported the student's initial claim
- The RPL appeal and its outcome will be recorded in writing in the RPL register. The Chief Executive Officer will provide feedback throughout the appeal process to the student
- The Chief Executive Officer will make arrangements for the student's application to be re-assessed for RPL by another subject matter expert (Trainer/Assessor) NOT involved in the original assessment
- The appeal review will be conducted within 15 days of receipt of the RPL appeal
- The Trainer/Assessor will forward the original RPL application and the findings of the re-assessment to the Chief Executive Officer to make the final decision
- The outcome of the RPL appeal will be made available to the student

Australian College of Sport recognises AQF qualifications and statements of attainment issued by another RTO and has a separate policy and procedure regarding the credit transfer process for this, as outlined in the Recognition of Qualifications Issued by Other RTO Policy.

### **Recognition of AQF Qualifications/Statements of Attainments issued by another RTO and Credit Transfer**

The College will recognise all AQF qualifications issued by any other RTO. The College will seek verification of the certification from the relevant RTO where there is some ambiguity.



### Credit transfer procedure

- In the first VET class of the year or the first class for new students, as part of the VET student induction process, the trainer shall make students aware that any existing qualifications they possess will be recognised by the College. Trainers and assessors will remind students of this policy at the beginning of each new term
- If a student presents a parchment to the trainer, the trainer will take a copy and bring it to the attention of the VET Administration Officer
- The Chief Executive Officer, with the assistance of the VET Administration Officer, will if required, verify the authenticity of the qualification and will determine if any units of competency listed on the parchment are equivalent to the current units the student has been enrolled into
- The verified copy of the qualification will be entered into the College's data system, and will then place the copy in the student file
- Where it is confirmed that the student holds equivalent competency the unit they are enrolled into, the VET Administration Officer will advise the student that they have been granted with a credit transfer result and will not be required to complete study or assessment activities for that unit. Where the unit is delivered in a cluster and the assessment tasks have been developed to integrate requirements for several units, the student may still be required to complete the designated assessment tasks if they have not been granted a credit transfer result for all clustered units

### Certification and Issuing of Qualifications

Australian College of Sport must issue to students whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

The College will ensure that through the implementation of the AQF Issuance and Replacement Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications and non-AQF qualifications
- Certification documentation is used consistently across the College
- The College will establish anti-fraud mechanisms by including the College's own logo and seal on each document issued to ensure there is no fraudulent reproduction or use of credentials
- All AQF documentation must be issued to students by mail or in person within 30 days of the award/attainment or issuance date
- Students and Parents/Caregivers are confident that the qualifications they have been awarded are part of Australia's national qualifications framework (AQF). Records of issuance must be retained for reprinting, archive and audit purposes for a period of 30 years

## Access to Records

There are occasions when it is necessary for the College to provide information about the student to another organisation. These disclosures are specified on the enrolment form and students are encouraged to contact the College with any questions they may have prior to signing and submitting the enrolment form.

The College is committed to regularly providing students with explicit feedback on their progress in VET qualifications. Students will be provided with access to their student profile each semester, or on request.

Students are also encouraged to track their progress through their own online student account.





## Appendix 1 - VET Student Induction Checklist

<b>Student Name:</b>	
<b>Course:</b>	
<input type="checkbox"/>	<b>Welcome and introduction of course</b>
<input type="checkbox"/>	<b>Work Health and Safety</b> <input type="checkbox"/> Roles and responsibilities <input type="checkbox"/> Fire evacuation procedures – assembly points, exits, drills <input type="checkbox"/> Accident reporting <input type="checkbox"/> First aid procedures, location, officers <input type="checkbox"/> Dress standards <input type="checkbox"/> Sexual harassment, anti-discrimination, bullying and equity
<input type="checkbox"/>	<b>Student VET Handbook</b> <input type="checkbox"/> Introduction <input type="checkbox"/> The Australian Qualifications Framework <input type="checkbox"/> Unique Student Identifier <input type="checkbox"/> Student Selection, Enrolment and Induction Procedures <input type="checkbox"/> Qualification or Accredited Course Information <input type="checkbox"/> Marketing and Advertising of Course Information <input type="checkbox"/> Legislative Requirements <input type="checkbox"/> Fees and Charges, including Refund Policy <input type="checkbox"/> Provision for Language, Literacy and Numeracy Assistance <input type="checkbox"/> Student Support, Welfare and Guidance Services <input type="checkbox"/> Access and Equity <input type="checkbox"/> Flexible learning and Assessment <input type="checkbox"/> Training and Assessment Strategies <input type="checkbox"/> Competency Based Assessment <input type="checkbox"/> Resources <input type="checkbox"/> RTO Complaints and Appeals Procedures <input type="checkbox"/> Recognition of Prior Learning <input type="checkbox"/> Recognition of AQF Qualifications/Statements of Attainments issued by another RTO and Credit Transfer <input type="checkbox"/> Certification and Issuing of Qualifications <input type="checkbox"/> Access to Records
<input type="checkbox"/>	<b>Student VET Handbook</b> Student has accessed an electronic copy located on the College portal or has been provided with an electronic copy by the VET Trainer
<input type="checkbox"/>	<b>VET Policies and Procedures Manual</b> Student has accessed an electronic copy located on the College portal or has been provided with an electronic copy by the VET Trainer
<input type="checkbox"/>	<b>College and Course Information</b> <input type="checkbox"/> Course information/learning program – received, read and understood <input type="checkbox"/> Work areas, classrooms <input type="checkbox"/> Method of delivery <input type="checkbox"/> Assessment requirements <input type="checkbox"/> Absenteeism, failure to progress <input type="checkbox"/> RPL and credit transfer <input type="checkbox"/> Vocational placement (if applicable)
<input type="checkbox"/>	<b>Student Rules and Code of Conduct</b> <input type="checkbox"/> Misconduct and consequences of misconduct
<input type="checkbox"/>	<b>Learning Support Needs Analysis</b> <input type="checkbox"/> I am aware of the Learning Support Services

<b>Student Name</b>	_____	<b>Date:</b> _____
	<input type="checkbox"/> By ticking this box the student declares that the information provided is correct	
<b>Induction Conducted By:</b>	_____	<b>Date:</b> _____
	<input type="checkbox"/> By ticking this box the trainer declares that the information provided is correct	



## Appendix 2 – RTO Complaints and Appeals Form

Student to complete form and submit to the Trainer and Assessor

<b>Student Name:</b>	
<b>Address:</b>	
<b>Telephone:</b>	<b>Date of Incident:</b>
<b>Course:</b>	<b>Type of Incident:</b> <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal <input type="checkbox"/> Assessment Appeal
<b>Describe the nature of the complaint/appeal:</b>	
<b>Describe any efforts made to resolve the issue:</b>	
<b>Student Signature:</b>	<b>Date:</b>



## Appendix 3 – Use of your Personal Information

### Personal Information

#### 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. Failure to provide your personal information may mean that it is not possible for you to enrol in VET courses.

#### 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 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 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

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](http://www.ncver.edu.au/privacy).

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

DEWR 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 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>.

## **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 Adelaide College of Sport 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

Australian College of Sport

Level 21/25 Grenfell Street

Adelaide SA 5000

Phone: 1300 495 056

Email: [admin@collegeofsport.edu.au](mailto:admin@collegeofsport.edu.au)

Website: <https://collegeofsport.edu.au/about-us/>



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