



Bendigo Senior Secondary College RTO TOID 6659

Vocational Education and Training (VET) Service Information

1. Unique Student Identifier (USI) and related Privacy Information

From 1 January 2015, the BSSC RTO is unable to issue students with a nationally recognised VET qualification or Statement of Attainment when they complete their program if they do not have a Unique Student Identifier (USI).

Students can generate or retrieve USIs at <https://www.usi.gov.au/students/get-a-usi>

This page includes information about sharing USIs with education and training providers.

USI related privacy information is located at <https://www.usi.gov.au/about-us/privacy>

USIs can be provided to the BSSC RTO using this email this: rtoadmin@bssc.edu.au

USI information will be required by the commencement of classes at the start of the new school year. Support is available from the BSSC RTO Administration Team. Please email rtoadmin@bssc.edu.au

2. Privacy Information

All Victorian schools are required to follow the Department of Education Privacy Policy, which includes further reference to privacy related to the USI.

- **For VET students enrolled with BSSC**, this information can be accessed from the BSSC website:

<https://www.education.vic.gov.au/Pages/schoolsprivacypolicy.aspx>

As a student enrolling to BSSC your data will be transferred to the school through the CASES system in accordance with Department of Education protocols.

- **For VET students with their primary enrolment with an Auspice Partner school** - your data will be transferred to the BSSC RTO through the VET enrolment process. Your Home School VET teacher/trainer will support access to this information and support for the VET enrolment process.

2.1 RTO specific information collection and disclosure.

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 and 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.

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 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 the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at 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 email rtoadmin@bssc.edu.au

DEWR is authorised by law, including the Privacy Act and the NVET 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>.

2.2 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 you may opt out of the survey at the time of being contacted.

2.3 Access, Corrections, Complaints

At any time, you may contact the BSSC RTO to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

3 Rights and Obligations

3.1 Training and Support Services

3.1.1 Access and Equity

The Policies and Procedures of the BSSC RTO ensures that VET is responsive to the diverse needs of students. Through implementation of these and differentiated approaches, the benefits of participating in VET are available to all students on an equitable basis.

3.1.2 Welfare, Guidance and Student Support Services

The BSSC RTO ensures both BSSC and Auspice Partner VET students have access to a range of support services, connecting to Wellbeing, Course Counselling, Careers and Pathways advice, Workplace Learning Coordination, Student Engagement Coordinators, Advisors, ICT and Bring Your Own Device Help Desk and Library facilities and disability support services.

- BSSC VET students - Connection and contact details are available on the college website: <http://www.bssc.edu.au/>
- Auspice Partner VET students – make initial contact with the Home Schools VET teacher/trainer for linked supports.

3.2 Changes to Agreed Services

The BSSC RTO is committed to communicating current and accurate VET information to all students, to enable them to make informed decisions about undertaking VET with the BSSC RTO.

The BSSC RTO will, at all times, endeavour to the best of its ability, to complete the training as outlined in the course outline once the course has commenced. If there are any changes to the course you will be notified as soon as possible.

3.3 Complaints Policy and Procedures

The BSSC RTO will

- work with VET teachers/ trainers and students to have problems addressed immediately, effectively, professionally and confidentially.
- All parties to approach complaints with an open view and attempt to resolve problems through discussion and conciliation.
- Acknowledge the need for an appropriate external and independent agent to mediate between parties where discussion and conciliation do not resolve complaints.

The student complaints/appeals procedures relating to delivery of training and/or the assessment of training outcomes, access and equity issues, involves students initiating the following processes:

- Discussion with the relevant VET teacher/trainer and student about the complaint/s.
- Should this not be resolved, the complaints matter can be taken to the Assistant Principal – VET & RTO Partnerships.
- Should this not resolve the matter, the complaint/s can be taken to the BSSC Training Management Committee (Principal, Assistant Principal – VET & RTO Partnerships, Assistant Principal – Teaching & Learning)
- In the event of this not resolving the complaint/s, BSSC will advise VET teachers/trainers and/or students of the appropriate legal body where they can seek further assistance. Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

In addition to the above internal processes, if the complaint/s or appeal fail to resolve, or the complainant or appellant is still dissatisfied with the decision of the BSSC RTO, an application can be submitted to the governing body, the Victorian Registration and Qualifications Authority (VRQA) to allow for any decisions made by the BSSC RTO in relation to the complaint/s and/or appeals process to be reviewed by the VRQA complaints department.

The complaint can submit a complaint to the VRQA by doing one of the following:

- Write a letter and posting to the VRQA
- Visiting the VRQA website (listed below) and completing the online complaints form

Further information can be found on the VRQA website:

<https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

VRQA contact Details:

Victorian Registration and Qualifications Authority (VRQA)

Level 4 Casselden Place, 2 Lonsdale Street, Melbourne, Vic, 3000

Postal Address: GPO Box 2317, Melbourne, Vic, 3001

Ph: (03) 9637 2806

3.4 Language, Literacy and Numeracy (LLN)

Students enrolling with the BSSC RTO for a VET course will be required to undertake LLN testing. This will be considered by the class VET teacher/trainer, to determine differentiation during formative stages of training and assessment, to best prepare students for their final competency assessments. LLN testing is considered in conjunction with other LLN data available to the college. Students can discuss their individual needs with their VET teacher, who will consider these in relation to the BSSC RTO LLN Policy and Procedures, which includes linkages to BSSC (or the Auspice Partner Home School) for general literacy and numeracy teaching support and tutoring.

3.5 Recognition of Prior Learning (RPL)/Credit Transfer (CT)/ National Recognition (NR)

BSSC and the BSSC RTO recognises Australian Qualifications Framework (AQF) Certificates and Statements of Attainment issued by other Registered Training Organisations (RTOs). To claim NR/CT a certified copy of the qualification/Statement of Attainment must be provided to the BSSC RTO Coordinator.

The BSSC RTO also recognises that students undertaking VET programs may have prior learning/life experiences, informal or formal training, or other qualifications which may provide exemption for part(s) of their course. The process of claiming RPL will be explained by VET teachers/trainers in classes. There is no cost for RPL/CT/NR applications.

3.6 Fees, Charges and Refunds Policy

Schools provide students with free instruction and ensure students have free access to all items, activities and services that are used by the school to fulfil the standard curriculum requirements.

BSSC provides students and families with an online personalised subject booklist, which outlines all required materials for each enrolled subject. This document breaks down the Voluntary Financial Contributions Schedule to assist with considerations about individual purchases of items for personal use, such as Personal Protective Equipment (PPE).

The Victorian Department of Education Parent Payment Policy is available:

<https://www2.education.vic.gov.au/pal/parent-payment/policy>

The BSSC Payment Policy is available:

<http://www.bssc.edu.au/wp-content/uploads/2022/11/Parent-payment-policy-2023.pdf>

VET students with primary enrolment with an Auspice Partner school, should discuss this with the Home School VET teacher/trainer, who will support access to this information, specific for the Home School. In accordance with Victorian Department of Education policy, the Home School will not pass on any fees and charges for VET course/s auspiced by the BSSC RTO.

3.7 Statement of Attainment or Certificate

VET students will be provided with a Statement of Attainment or Certificate for the successful completion of one or more Units of Competency as per the course structure. This will be provided at no charge.

3.8 Authentication of Work

In alignment with the BSSC Assessment Policy, students must only submit work that is their own work and completed in the current year. All references and additional assistance must be appropriately acknowledged. Students must attend class in order for their work to be authenticated.

BSSC Assessment Policy: <http://www.bssc.edu.au/wp-content/uploads/2023/03/Assessment-Policy-2023.pdf>

VET students with primary enrolment with an Auspice Partner school will be required to follow the VET requirements of this Assessment Policy.

3.9 Child Safety Standards

All children and young people have the right to protection in their best interests.

BSSC's policies and procedures for Child Safe Standards (Ministerial Order 870) are available from the college website:

<http://www.bssc.edu.au/college/college-policies/>

The BSSC RTO maintains annual verification of compliance with the Victorian Regulations and Qualifications Authority (VRQA) with a separate but connected Child Safety & Wellbeing Policy and Procedure (including Code of Conduct).

As a part of the Child Safety Standards and VRQA Guidelines (6.1 to 6.11), all Auspicing Partners will agree to uphold the BSSC RTO Child Safety Policy and the VDE requirements for Child Safe Standards:

<https://www2.education.vic.gov.au/pal/child-safe-standards/policy>

Auspice Partners must provide the BSSC RTO with a copy of their school's Child Safety Management Risk Analysis, to be filed with the finalised Auspicing Agreement.

4.0 Summary

Full copies of all BSSC RTO Policies and Procedures are available through BSSC RTO administrators:

David Lane

BSSC RTO Coordinator

Jennifer Moloney

Assistant Principal – VET & RTO Partnerships

rtoadmin@bssc.edu.au

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Phone: 03 5443 1222