



# International Student Enrolment Form

## Privacy Notice

United Institute has a responsibility to collect, use, store and disclose of personal and sensitive information on our students in compliance with the relevant laws and regulations:

- 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.
- 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 of 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 – 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 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.
- 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 [here](#).
- If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
- DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice [here](#).
- 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 you may opt out of the survey at the time of being contacted.
- Contact information – at any time, you may contact us at [info@unitedinstitute.com.au](mailto:info@unitedinstitute.com.au) to – request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled and ask a question about this Privacy Notice. You can access our Privacy Policy on our website for more information.



## Applicant Details

<b>Family name</b>		<b>Title</b>	
<b>Given name(s)</b>			
<b>Preferred name</b>			
<b>Gender</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	<b>Date of birth</b>	
<b>Nationality</b>			
<b>Country of birth</b>		<b>City of birth</b>	
<b>Home number</b> (please include your country and area code)		<b>Mobile number</b> (please include your country and area code)	
<b>Address in Home Country</b>			
<b>Address in Australia</b> (if known)			
<b>E-mail address</b>			

## Course details

<b>CRICOS code</b>		<b>Course name</b>	
<b>Course duration</b>		<b>Commencement date</b>	



### Emergency contact details

<b>Emergency contact name</b>			
<b>Emergency contact address</b>			
<b>Emergency contact number</b>		<b>Relationship</b>	

### Guardian's details (if applicable)

<b>Full name</b>			
<b>Relationship to student</b>			
<b>Business hours number</b>		<b>Mobile number</b>	
<b>After hours number</b>		<b>E-mail address</b>	
<b>Home address</b>			
<b>Postal address</b> (if different from home address)			

### Passport details

<b>Passport status</b>			
<b>Passport issued by</b>			
<b>Passport number</b>		<b>Passport expiry date</b>	

**A certified true copy of your original passport must be provided as part of your application.**



## Visa details

**If you currently DO NOT hold a valid visa to study in Australia**

Country of lodgement		City of lodgement	
Date of intended application			

**If you currently hold a valid visa to study in Australia**

Visa type	<input type="checkbox"/> Student <input type="checkbox"/> Working <input type="checkbox"/> Bridging		
Visa status	<input type="checkbox"/> Issued <input type="checkbox"/> Pending	Visa expiry date	
Visa number		Are you currently in Australia?	

**A certified true copy of your original visa document must be provided as part of your application.**

## Overseas Student Health Cover

**NB. The Australian Government requires all persons entering Australia on a Student Visa to have Overseas Student Health Cover (OSHC). The length of your OSHC must start from the date you intend to arrive in Australia, until the date you depart from Australia at the end of your course.**

**If you currently DO NOT hold an Overseas Student Health Cover, you are to organise this effective of the date you intend to arrive in Australia and provide the copy of the policy to the Department of Home Affairs when lodging for your student visa application.**

**If you currently hold an Overseas Student Health Cover**

Name of insurer			
Member number		Date of expiry	



### Airport Pickup and Accommodation

Do you require Airport Pickup and Transfer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you require us to arrange accommodation for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What type of accommodation arrangements would you like?	<input type="checkbox"/> Shared <input type="checkbox"/> Private

### English Language Proficiency

**If English IS your first language**

**(and you are a citizen of, or you have completed at least 5-years of study in: Australia, UK, USA, Canada New Zealand or the Republic of Ireland)**

Do you speak a language other than English at home?

Yes     No    If yes, please specify:

Do you consider that you have adequate literacy and numeracy skills to undertake the course?

Yes     No     Not sure

If no, please let us know what additional support you may require:

**If English IS NOT your first language**

Assessment Type	Score	Date achieved
IELTS		
TOEFL		
Other (please specify the type of assessment)		
If you are yet to sit an English language proficiency test, please specify your test date:		



Please attach evidence of your English language proficiency test results

## Education details

Are you currently enrolled with any other education provider?

Yes     No

If yes, please include a copy of your current Australian Student Visa and your Confirmation of Enrolment.

### Academic History

#### Qualification 1

Qualification Title

Institute / College

Country

Date of Completion

#### Qualification 2

Qualification Title

Institute / College

Country

Date of Completion

Please attach certified true copies of your academic qualifications (and English translations, if applicable)

## Course credit application

Would you like to make an application for course credit?

Yes     No     Not sure

If yes, please specify the units you are seeking course credit for below:



## Disability status

**Do you identify yourself as requiring additional assistance?** (Please tick)

You can refer to the Individual Needs Supplement on page 10 of this form for assistance with answering this question.

- |   |  |
|---|--|
| <input type="checkbox"/> No                             | <input type="checkbox"/> Yes, hearing        |
| <input type="checkbox"/> Yes, physical                  | <input type="checkbox"/> Yes, intellectual   |
| <input type="checkbox"/> Yes, learning                  | <input type="checkbox"/> Yes, mental illness |
| <input type="checkbox"/> Yes, acquired brain impairment | <input type="checkbox"/> Yes, vision         |
| <input type="checkbox"/> Yes, medical condition         | <input type="checkbox"/> Other               |

**Please specify:**

## Your Personal Statement

**Why are you choosing this course?**

- |   |   |
|---|---|
| <input type="checkbox"/> To get a job                     | <input type="checkbox"/> It was a requirement of my job               |
| <input type="checkbox"/> To develop my existing business  | <input type="checkbox"/> I wanted extra skills for my job             |
| <input type="checkbox"/> To start my own business         | <input type="checkbox"/> To get into another course of study          |
| <input type="checkbox"/> To try for a different career    | <input type="checkbox"/> For personal interest or self-development    |
| <input type="checkbox"/> To get a better job or promotion | <input type="checkbox"/> To get skills for community / voluntary work |
| <input type="checkbox"/> Other reasons                    |   |



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Do you have a specific career aim or job in mind for the future?

### Education agent's details (if applicable)

Business name			
Agent code		Contact number	
Business address			
E-mail address			

### Payment Details

Applications submitted to United Institute must be accompanied by a **NON-REFUNDABLE** application fee of AUD\$(250). This fee applies to all applications for enrolment directly to United Institute, or through our appointed education agents. Enrolment forms received without any payment will not be processed.

#### Option 1: Credit Card Payment (circle one)

VISA                      MasterCard                      AMEX                      Diners

Credit Card Number

Cardholder Name

Cardholder Signature

Expiry Date

#### Option 2: Bank Transfer





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<b>Account Name</b>	United Institute Pty Ltd		
<b>Account Number</b>	976442011	<b>BSB Number</b>	083-004
<b>Bank Name</b>	National Australia Bank	<b>SWIFT Code</b>	NATAAU33
<b>Bank Address</b>	Ground Level, 330 Collins Street, Melbourne VIC 3000		

### Application checklist

United Institute warmly welcomes you. In order for us to process your application without delay, please ensure that you have:

- Completed all sections of the application form
- Read and understood the Terms and Conditions
- Read and understood the [ESOS framework](#) available for International Students on the AEI website.
- Read and understood the International Student Prospectus and International Student Handbook
- Attached a certified true copy of your passport
- Attached a certified true copy of your original visa document (if available)
- Attached certified true copies of your academic qualifications (and English translations, if applicable)
- Attached evidence of English language proficiency test results (if available)
- AUD\$(250) non-refundable application fee

### Declaration

By signing this form, I declare that the information provided is to the best of my knowledge and is true and correct. I further declare that:

- I have carefully read, reviewed and understand the Terms and Conditions of my enrolment, United Institute's current International Student Prospectus and International Student Handbook supplied to me;
- I have read and reviewed the Fees & Charges section of the International Student Prospectus and have been informed of the fees, cancellation and refund policy;
- I have reviewed the relevant course information and marketing materials and fully understand the requirements of the course I am applying for;
- I consent for the Department of Home Affairs to provide United Institute with any information about my visa status from the time of my application to the time of my departure from Australia;



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- I understand that this agreement and the availability of United Institute’s complaint and appeals process does not remove my right to take action under Australia’s consumer protection laws;
- I authorise for United Institute to apply for a Unique Student Identifier (USI) on my behalf (if applicable);
- I agree that United Institute may disclose information in relation to my enrolment status, visa status, including any possible breach of visa conditions along with copies of my course progress and results to my parent(s), legal guardian and / or Education Agent concerned;
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice in the Student Handbook.
- I understand that my photo may be used in United Institute’s promotional material and consent for my photo to be used – should you wish to opt out of this, please tick the box under the signature section below; and
- I confirm that I have read the [ESOS framework](#) available for International Students on the AEI website.

<b>Student signature</b>			
<b>Student name</b>		<b>Date</b>	
<b>Parent / Legal Guardian signature (if applicable)</b>			
<b>Parent / Legal Guardian name</b>		<b>Date</b>	

I do not wish for my photo to be used in any of United Institute’s promotional materials.

### Individual Needs Supplement

The purpose of this supplement is to provide additional information to assist with answering the Individual Needs question. Individual needs in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

#### 1. Hearing

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

#### 2. Physical



A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life. For example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

**3. Intellectual**

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

**4. Learning**

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to the central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

**5. Mental illness**

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

**6. Acquired brain impairment**

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

**7. Vision**

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

**8. Medical condition**

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation. For example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

**9. Other**

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.



## Terms and Conditions

### Visa Requirements

- The Australian Government's Department of Home Affairs has specific guidelines for the issue and management of Student Visas. The failure to comply with these conditions may result in your Student Visa being revoked and you deported from Australia.
- As an education provider, United Institute has the responsibility to ensure you maintain a satisfactory rate of course completion and attendance.
- United Institute will monitor this and advise you if you are failing to meet to the minimum requirements.
- United Institute is required to report any issues relating to your attendance and course completion to the Department of Home Affairs.

### Fees and Charges

- A **NON-REFUNDABLE** application fee of **AUD\$250** is processed as part of your Application for Enrolment.
- Payment of fees must be made by the due date, otherwise United Institute may cancel your enrolment or discontinue training.
- Payment for Semester 2 fees are due in full 30-days prior to the start of the semester – an invoice will be sent with payment instructions.
- Please ensure you keep a copy of all receipts of fees and charges you have made payment for as proof of payment.

### Refunds

- Refunds are only available under certain conditions.
- To apply for a refund, you must submit a Refund Request Form and any other supporting documentation for consideration.
- Course fees are not transferrable to another provider.
- All processed refunds will be paid to a nominated bank account in your name only.
- A full detail of refunds can be found in our Refunds Policy in the Student Handbook.
- You have the right to appeal any decision made regarding the refund process.
- This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.



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Table of Refunds			
Event	Timeframe	Amount Refunded	Documents
<b>Visa Refusal</b> (Visa application must have been submitted at least 6-weeks prior to the course commencement date to qualify)	At any time	Full tuition fees paid*	Refund Request Proof of VISA Refusal
<b>Visa Renewal Refusal</b>	After course has commenced	Nil	Not applicable
<b>Visa Breach or Misconduct</b>	At any time	Nil	Not applicable
<b>Withdrawal, Transfer or Enrolment Cancellation</b> (if approved by United Institute)	Greater than 28 days before the commencement of the course	75% of tuition fees paid*	Refund Request Deferral, Suspension or Withdrawal form
	Less than 28 days before the commencement of the course	Nil	Not applicable
	After the course has commenced	Nil	Not applicable
<b>Default by United Institute</b>	Before the commencement of the course	Full tuition fees paid	Not applicable
	After the course has commenced	Proportion of tuition fees paid for services not yet delivered**	Not applicable

\* Tuition fees paid minus the non-refundable application fee of AUD\$(250) minus any agent commissions paid and any bank transfer fees that may apply

\*\* For example, if only 2 units have been delivered and you have paid for 4 units, you will be refunded the amount equivalent to the 2 units undelivered.

**NB. Any refunds for monies paid for your Overseas Student Health Cover, accommodation or airport transfer will need to be discussed directly with the respective providers. United Institute does not have any jurisdiction over the refund policies of the respective providers for these services as they are not provided by United Institute.**



**NB. No refunds will be provided for any learning materials, texts or workbooks the student has purchased.**

### **Complaints and Appeals**

- Whilst studying at United Institute you have the right to access the Complaints and Appeals process as per Standard 10 of the National Code 2018.
- All students who access the Complaints and Appeals policy will be treated with the strictest of confidence and sensitivity.
- You may refer to the Student Handbook for further information about our Complaints and Appeals policy.

### **Deferral, Suspension or Withdrawal of Course**

- United Institute has specific guidelines that meet the requirements of the National Code and ESOS Act of the deferral, suspension and cancellation of student enrolments.
- If a student's enrolment is deferred, suspended or cancelled for any reason once the Confirmation of Enrolment document is issued, then United Institute is required to inform Department of Home Affairs of this at the earliest available opportunity.
- The student is required to contact Department of Home Affairs to ascertain any changes in their Student Visa conditions.
- You may refer to the Student Handbook for further information about our Student Deferral, Suspension or Withdrawal policy.

### **Credit Transfer / Recognition of Prior Learning (RPL)**

- Students are encouraged to apply for Credit Transfer or RPL prior to enrolment and to request an application kit where applicable.
  - Where Credit Transfer or RPL is granted before the issue of a Student Visa, the course duration will be indicated on the Confirmation of Enrolment (CoE),
  - Where Credit Transfer or RPL is granted after the issue of a Student Visa, the amended course duration will be reported via PRISMS within 14 working days and a new CoE will be issued.
- Students are required to submit the Credit Transfer form or the RPL Application kit in order to have the Credit Transfer or RPL formally assessed.
- You may refer to the Student Handbook for further information about what a Credit Transfer and what an RPL is.

### **Student Code of Conduct**

- Learners are expected to:



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- Treat others with respect, dignity and fairly
  - Respect the rights and privacy of other learners and staff members
  - Accept cultural and individual differences of other learners and staff members
  - Promote a positive environment for all
  - Participate in the training and assessment program actively and positively
  - Not bring any dangerous items onto any training and/or assessment sites such as lighters and knives
  - Maintain the peace of the learning environment
  - Act and present their work honestly and ethically, without plagiarism, cheating or collusion
  - Be free from any prohibited drugs and substances, including alcohol
  - Not be aggressive or behave in a violent manner towards any individual
  - Engage in practices that provide a safe and secure environment for all
  - Refrain from any activity that deliberately obstructs, offends or injures others
  - Abide by all laws, regulations and terms of enrolment
- Should a learner breach any of the terms of the Student Code of Conduct, United Institute may impose a behavioural management strategy such as issue a formal warning on the misconduct, suspend the learner from their course, or cancel their enrolment where a serious misconduct has occurred which involves violence to others, damage to property, or breach of State of Commonwealth law.

### **Course Progress and Attendance**

- As per your student visa condition 8202, an international student's progress and attendance is monitored by United Institute.
- Your progress and attendance will be reviewed if:
  - You have failed more than 50% of the units within the semester;
  - You have fallen below 80% academic progress within the semester following a period of 50% of less completion;
  - You have missed more than 20% of classes for the semester; or
  - You have been identified as unable to complete the course in the required duration.
- You may refer to the Student Handbook for further information about our Monitoring and Tracking of Course Completion policy.

### **Student Support Services**



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- As per Standard 6 of the National Code, United Institute shall provide or connect international students with adequate support services to assist students in adjusting to study and life in Australia, including but not limited to English language assistance, counselling support and financial difficulties.
- You may refer to the Student Handbook for further information about our Student Support Services policy.

### Change of Details

You must notify United Institute of any change of address and contact details while enrolled in a course with United Institute within 7-days. United Institute has a responsibility to ensure any change of address is reported to the relevant agencies in a timely manner.

### Overseas Student Health Cover (OSHC)

- As per your student visa condition 8501, you must hold a valid OSHC from the date you arrive in Australia on your student visa, until the date you leave Australia, or move to a non-student visa subclass. Exceptions to this are:
  - Norwegian students covered by the National Insurance Scheme;
  - Swedish students who have insurance provided by CSN International or Kammarkkllegiet; and
  - Belgian students.
- Not holding a valid OSHC whilst on a student visa in Australia is in breach of visa condition 8501, even if the course has not yet started.

### Student Defaults

- Under section 47A of the ESOS Act, United Institute is required to notify the TPS Director and Secretary when a student:
  - Does not start the course on the date of commencement, and has not withdrawn from the course already;
  - Withdraws from the course (either before or after the agreed starting day); or
  - Where United Institute will not provide, or continue providing the course to the student because of one or more of the following:
    - The student failed to pay an amount payable to the provider for the course;
    - The student breached a condition of his / her student visa;
- Misbehaviour by the student (**Note.** The student is entitled to access the Complaints and Appeals process prior to the decision being finalised under subsection 47A(3)).

### United Institute Defaults





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- Under section 46A of the ESOS Act, United Institute is required to notify the TPS Director and Secretary, as well as our students when the following occurs:
  - We fail to provide the course to the student at the location on the agreed commencement date; or
  - After the course commences, but before it is completed, we cease providing the course to the student and the student has not withdrawn from the course before we cease providing the course.
- Where United Institute is no longer able to provide the course to the student, and the student is referred to the Tuition Protection Service, should a student choose to accept an offer of a place with an alternative provider, the student will have to meet any additional academic and fee requirements of the alternative provider, if it is higher than our fees.

### Privacy

- As a Registered Training Organisation (RTO), we collect your personal information so that we can process and manage your enrolment in accordance with our obligations as an RTO.
- Your information is collected through administrative tools such as the Enquiry Form on our website, the Enrolment Form, Recognition of Prior Learning Application Form, Credit Transfer Form, Complaint Form, Appeals Form, Payment Refund Form, surveys and questionnaires. Information is also collected through your completed assessment submissions.
- The personal information collected about you will enable us to deliver the training program you have enrolled into.
- We will retain personal information about you relating to your enrolment with us for a period up to 30-years. This includes your personal details and your training and assessment outcomes.
- We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator (NVETR) Act 2011.
- Personal information about you along with information about your training and assessment activity is entered and retained within our secure computer network and software systems. The data is protected and backed up frequently to our secure server located in Australia, in accordance with relevant legislation.
- Where personal information is collected in hard copy formats, the responses are entered into our software systems, the information reviewed and/or analysed (where required), and the hard copies are then destroyed.
- We are required by law to make student information available to Government bodies and agencies such as the National Centre for Vocational Education and Research, the Australian Skills Quality Authority, or any relevant State or Territory Training or Funding Authority.
- Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, we are required to collect personal information about you and disclose that personal information to the National Centre for Vocational Education Research (NCVER). NCVER is responsible



for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

- NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 and the NVETR Act 2011. This information may be used and disclosed by NCVER 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:
  - Populating authenticated VET transcripts;
  - Administering vocational education training, including program administration, regulation, monitoring and evaluation;
  - Facilitation of statistics and research relating to education, including surveys and data linkage; and
  - Understanding the VET market, such as how the VET industry operates, for policy development purposes, workforce planning and consumer data.
- NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf and NCVER does not intend to disclose your personal information to any overseas recipients. You can refer to NCVER's Privacy policy [here](#) for more information on how NCVER handles your personal information.
- You may receive a student survey which may be run by an Australian government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note, you have the right to opt-out of the survey at the time of being contacted.
- You have the right to access information we retain that relates to you. You can do so by viewing the information on your online learning platform, or by completing a Student Information Release Form and we will action your request within **2 business days**.
- Where a third-party requests for personal information about you, we will seek written permission from you before disclosing any information. The only exception is where an employer or a job network provider has paid for your training and they have requested for your training activity information and outcomes.
- At any time, you may contact us to correct any personal information we hold about you, this includes your legal name and your contact information.
- Where we receive any unsolicited personal or sensitive information, it will be treated and managed according to the Australian Privacy Principles.
- We use Google Analytics and Cookies on our website which provides us with the ability to track and report website traffic, and the tools we would need to better understand our website visitors and users. This information would help us strategise and help inform our future operations. These cookies are stored on Google's servers in the United States and may transfer this information on to third-parties, if required by law, or for information processing on its behalf.
- It is important to note that no personal information is recorded and this data is only used for website management and improvement purposes. You can choose to disable cookies by changing your web



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browser's settings and to opt-out of Google Analytics. It is important to note that by disabling the Google Analytics function may affect a user's experience on our website.

- If you have concerns about this Privacy Notice, or about how we are managing your personal and sensitive information, we encourage you to reach out to us.
- Under the Privacy Act 1988, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information by us.