

SKILL FILL

LEARNER HANDBOOK



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Welcome to SkillFill

Dear Learner,

Congratulations on starting a new learning journey! At SkillFill we're excited to be helping you obtain new skills that will change your life.

SkillFill offers a range of courses and programs for the individual and the workplace, providing real- world courses and skills to people. We have developed our courses in consultation with the community and employers over many years, we know what sort of skills employers are looking for.

SkillFill has a team of dedicated trainers and staff that are passionate about changing lives and inspiring people. Our trainers are highly skilled and have a range of experience to provide you guidance in your studies.

Again, congratulations on taking this first step! We're here to help you, but you need to be committed to see this through. Please make sure you arrive at training on time and ready to learn! Best of luck in your future endeavours!

If you have any questions regarding our training organisation or your course, please contact your local support team member.

Yours sincerely,

Deborah Gallagher

Deborah Gallagher
CEO
SkillFill

Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or SkillFill Training Policy may impact on the information included. SkillFill reserves the right to vary and update the information without notice. You are advised to seek any changed information and/or updates by contacting SkillFill.

This Handbook has been prepared as a resource to assist learners to understand their obligations and to also, those of SkillFill. Please read carefully through the information contained in this Handbook. All learners need to read, understand, be familiar with and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

SkillFill
2 / 29 Collingwood Street
ALBION QLD 4010
W: skillfill.com.au
E: admin@skillfill.com.au
T: 07 3262 2774

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Our commitment to you

As a Registered Training Organisation, SkillFill operates within the Standards for NVR Registered Training Organisations. SkillFill is dedicated to the provision of quality training that meets the requirements of the Industries associated.

Code of Practice

SkillFill has adopted the following Code of Practice:

- Courses will be regularly reviewed and updated to ensure that effectiveness in training with relevance to Industry requirements.
- Courses are marketed with integrity, accuracy and professionalism to avoid vague and ambiguous statements.
- SkillFill will mutually recognise training qualifications from other Registered Training Organisations that have the Nationally Recognised Training logo.
- The training interests, safety and welfare of students will be held paramount. Language, Literacy and Numeracy level of student will be assessed at enrolment and the course tailored accordingly.
- SkillFill will inform all students of their rights and obligations to ensure that all information given to them is current, accurate, impartial and consistent.
- Trainers and Assessors associated with SkillFill meet the human resource requirements as required by the National Skills Standards Council (NSSC).
- SkillFill has a continuous improvement approach to all aspects of its business.
- SkillFill ensures that all fees and charges are known to the student at time of enrolment and that SkillFill holds the fees paid by its students and has a fair and equitable refund policy.
- SkillFill has a fair and equitable process for dealing with student grievances/complaints.
- All training will be delivered and assessed in accordance with the Standards for NCV Registered Training Organisations.
- We treat all students' information confidentially, protect your right to privacy and ensure the accuracy and integrity of the information held in our AVETMISS compliant software.
- SkillFill complies with the relevant Commonwealth and State legislation as well as the regulatory requirements.

Enrolment Process

Prior to enrolling into any courses that SkillFill offer's, students are encouraged to review the details of the course that they are interested in to ensure that they understand the requirements.

There may be additional eligibility requirements for courses that are government funded, entry requirements as stipulated by the training package or a set of units to show pre-requisite requirements of a course. (Students will be advised on enrolment of additional requirements).

All enrolments have a Language, Literacy and Numeracy (LLN) assessment that is required prior to commencement of a training course.

To enrol into a course with SkillFill, please submit the Enrolment Form and LLN which is available by contacting Administration – admin@skillfill.com.au or alternatively through the website – www.skillfill.com.au.

Once your Enrolment form and LLN has been received and payment (unless prior arrangements have been sought and approved), your enrolment will be processed within a 48 hour timeframe and you will then be notified via email. If email is unavailable a letter will be sent outlining the course timeframes.

*****Please note that SkillFill does not issue Student Identification cards*****

Language, Literacy and Numeracy Assessment

SkillFill will assist students whose access to training is limited by LLN skills and adopt a range of approaches and processes to treat each student as an individual.

SkillFill is aware that LLN skills are part of specific training requirements and are necessary to perform certain workplace tasks. They are therefore needed throughout the training and assessment of the qualification, however SkillFill identifies that the LLN skills need will not be greater than what is required in the workplace.

There are multiple ways that the LLN needs of a student are identified. This is identified at time of enrolment using the LLN assessment at qualification level. There are different LLN assessments for the levels of qualifications. It is also identified by the trainer throughout the training delivery and assessment.

Strategies that SkillFill assessors will use when and if necessary for a student that has identified with a LLN need:

- Clearly explaining information presented.
- Student encouragement with open discussions, reading will all students and opening the floor up to question and answer times to discuss main topics of the session.
- Using visual media.
- Group work with peer support.
- Using case studies and scenarios to illustrate information.

- Drawing attention to key words.
- Providing feedback on assessment tasks.
- Providing one-on-one support.

Where SkillFill cannot support the student, SkillFill will direct the student to contact the following agencies at their own cost:

- Department of Education, Skills and Employment (DESE) Ph: 1300 488 064
- Centrelink - Jobseekers Ph: 132 850
- Department of Communities, Disability Services and Seniors Ph: 13 74 68
- Reading Writing Hotline Ph: 1300 655 506

Course Information

What is Competency Based Training?

Competency based training programs are comprised of units broken into segments called learning outcomes. These units are based on standards set by industry. Assessment is designed to ensure that each student has achieved all the unit outcomes.

Progress within a competency-based training program is not based on time. When students completed the requirements of a unit, they can move onto the next unit, therefore may be able to complete a program of study quickly.

Some competency-based training programs will only be available within fixed timeframes. If this does occur, the students will be advised at time of enrolment.

What is Competency Based Assessment?

Competency based assessment is the process of collecting evidence and assessing whether competence has been achieved. It confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards.

The competency-based assessment process will be conducted in an open, transparent and accountable manner emphasising the aspects of equality for all students.

Learning environment

At SkillFill training is either in a classroom, online portal, via distance learning or a negotiated combination of the two. All facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Course details vary from course to course, therefore are supplied independently of this handbook. Students will be supplied with the competencies/learning outcomes and assessment criteria for the course relevant to their inquiry based on the student brochure prior to registration.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with the Equal Opportunity legislation.

SkillFill Assessors hold at minimum the TAE40116 - Certificate IV in Training and Assessment, combined with the relevant Vocational qualifications and industry skills, which will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course.

Assessment Methods

SkillFill will use a minimum of three different assessment methods as outlined in the Training and Assessment Strategy and in the instructions to students' section of the assessment tool. Depending on the outcome the student will be either deemed competent or not yet competent with the availability to be re-assessed.

*****Students are requested to keep copies of their assessment work. SkillFill requires the original assessment for marking purposes and this will not be returned to the student, nor will copies of work be provided to the student*****

Re-Assessment

Students may be re-assessed on their work up to three (3) times before a unit of competency is deemed not yet competent. Students may then re-enrol in the unit or alternatively they are able to appeal the assessment decision by following the Complaints and Appeals policy.

Assessment feedback

Your assessor will provide you with feedback on the outcome of your assessment. Depending on the outcome of your assessment your assessor may offer you guidance and any re-assessment options. If you do not receive any feedback, please contact your assessor.

Work Experience

Many of the courses at SkillFill have a component of compulsory work experience. Work experience is designed to assist the student to practice their skills in real life environment. Further information in relation to the work experience component will be discussed at the time of acceptance of enrolment.

Training qualification (Issuing)

After achieving their competencies students will be awarded with the relevant qualification within a reasonable timeframe subjected to a final file audit before the actual release of the document. Your qualification will then be sent to the postal address that SkillFill has on file. It is your responsibility to update your postal address if different from time of enrolment.

Training qualifications (replacements)

Training qualifications can be replaced. There is a \$50.00+GST fee associated with this that must be processed and approved prior to the replacement being printed. It will be printed within a 48hr timeframe from payment approved status.

What I already know

Recognition of Prior Learning

Recognition of Prior Learning is the process if you have never formally studied or trained in a particular area. You may have gained these skills through your education, training, work and life experiences. RPL is a recognition process evidenced in accordance with the Standards for NCV Registered Training Organisations and could provide you with a full or part qualification and avoid duplication of training. It can also be used to identify what training you may need to complete a qualification, to provide a pathway to higher qualifications.

Process

If you wish to apply for recognition of prior learning for any of the units that you are enrolled in you should;

1. Ask a staff member for an RPL enrolment form. Complete and return the form.
2. Upon receiving the form, a trainer will provide you with a RPL guide to complete and discuss the requirements of evidence with you.
3. Identify your current experience, qualifications, skills and knowledge against the requirements of the chosen course of study and document in the RPL guide you have received.
4. Send your completed RPL guide together with your portfolio of evidence to your trainer for assessing.
5. Assessment of your evidence will take place by the trainer and you will receive written notification of the outcome. If found 'not yet competent' you may be asked to provide additional documentation to support your application and again you will be notified of the result.
6. Records of your participation and outcome will be recorded on your file by the trainer.

Credit Transfer

Credit transfer is the recognition of equivalence between the outcomes of units of competency from a student's previous study through a Registered Training Organisation (RTO). Credit transfer can only be granted if equivalence has been determined through a formal process such as a mapping guide, transition arrangements or precedence.

Students are required to complete the Credit Transfer Application Form as well as provide certified copy of the qualification and transcript of records.

An application for credit transfer should be made at the time of enrolling into the course with SkillFill. To obtain the application form ask your assessor or contact administration via email on admin@skillfill.com.au.

*****Granting credit transfers are subjected to legislation and industry currency requirements*****

National Recognition Statement

National recognition is the process that recognises AQF qualifications and Statements of Attainments issued by a Registered Training Organisation enabling students to receive national recognition of their achievements.

Course Fees

SkillFill maintains a list of current course fees on our website. This can be accessed by requesting this via email to admin@skillfill.com.au.

The outlined fees include all materials and administration fees. There are no additional charges for any courses.

SkillFill offers payment instalment plan terms for all courses that exceed \$1,000.00. For any courses where the fee exceeds \$1,000.00, to secure your enrolment we require the first payment to be \$1,000.00 and then the balance can be paid in two equal monthly instalment payments. The first instalment is due one (1) month after you receive your enrolment email/letter, the final payment is due in the second month from your enrolment email/letter.

Any student seeking additional information regarding the course fees please call administration on 07 3262 2774.

Refund Policy

SkillFill will provide refunds in accordance with the organisations refund policy..

1. There is a non-refundable administration/deposit fee of \$300.00 which applies to all courses which is payable upon lodgement of your enrolment fee.

This does not apply to fees and charges paid by apprentices or trainees training under a user choice or strategic purchasing program contract.

2. Refund requests must be made in writing using a Refund Request Form. This is available at our website www.skillfill.com.au or by emailing admin@skillfill.com.au.
3. Refunds will not be given for any of the following reasons:

- Failure to attend a scheduled training session (face to face or blended training delivery), or choosing not to engage in ongoing training (distance) after contact from your trainer/assessor;
 - Non-completion of assessment activities;
 - Change of mind about a course, or;
 - Other circumstances beyond our control.
4. For all distance learning courses if a refund request is received in writing within 30 days of the receipt of your enrolment application, and provided the course materials the student has been issued with have not been commenced, damaged or marked in any way, the student will be entitled to a full refund, less the administration fee, provided all course materials received are returned to us within 7 days.

If the student has commenced the course and engaged with their trainer then they will not be entitled to any refund. Refund requests after 30 days will not be granted unless extreme hardship or a debilitating medical condition can be proven.

5. For all RPL students, refund will not be provided if your evidence you have submitted does not meet qualification standard. You will have the option to complete the course in full at an additional cost.
6. When applying for a refund citing extreme hardship and/or a debilitating medical condition you must provide supporting documentation. Such documents can include medical certificates, letter from medical specialists, legal documents all of which should be original copies or copies of the originals certified by a Justice of the Peace.

These documents together with your completed Refund Request Form should be posted to:

- ATTN: SkillFill
Unit 2, 29 Collingwood Street
ALBION QLD 4010

or can be emailed to admin@skillfill.com.au.

7. Should SkillFill cancel a course, students will be entitled to a full refund (or pro rata adjusted refund if a Statement of Attainment can be issued), or to transfer funds to another/future course. In this event, students will be given their preferred option.
8. Students enrolled in an apprenticeship or traineeship will receive a full refund for tuition, student support services and fees charged for training delivery that has not commenced at the time of the cancellation. Where an apprentice or trainee withdraws from a unit of competency/module, a proportionate refund will be provided.
9. For all courses with a classroom component (blended delivery or full face to face courses), once training has commenced, no refund is available to students unless the student can meet the conditions set out in paragraph 6 and demonstrate extreme personal hardship or a debilitating medical condition.
10. Should a student, due to unforeseen circumstances wish to defer studies, SkillFill will allow a period of up to three months from the original enrolment date for this to occur. Such requests should be made in writing to SkillFill and the application should clearly indicate a date upon which the student intends to recommence study. Only one such extension will be granted during the stated completion times for each course.

Student Records

SkillFill maintains student records using AVETMISS compliant software. This is an electronic database where all personal details, progression of course and qualifications are kept. SkillFill also maintains electronic filing where all student details are secure and backed up in multiple places.

Student Responsibilities and Rules

To ensure that students maximise the benefits of training and understand their responsibilities and those of others in the diverse environment, there are various rules to follow.

General behaviour

When communicating with SkillFill personnel, other students or in the workplace, a student has the responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing
- Avoid behaviour that could offend, embarrass or threaten others
- Refrain from harassing or disrupting others in the performance of their duties or studies
- A zero tolerance for unacceptable behaviour including bullying, aggressive, threatening or abusive behaviour including the use of social media websites (Facebook, twitter, myspace) which includes making threats or derogatory statements about SkillFill personnel or other students
- Follow class rules as outlined by you assessor.

Absenteeism

Attendance is required for all face to face courses to maximise the success of you completing your qualification. If you are going to be away, we advise you to call administration as soon as possible on 07 3262 2774 to ensure that your assessor is made aware of your absence.

If you are going to be late to a session again we ask that you call administration on 07 3262 2774 so a message can be sent through to your assessor advising them.

Access, Equity and Diversity

SkillFill will endeavour to meet the needs of individual students through the integration of access and equity guidelines. We will endeavour to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

SkillFill will endeavour to increase opportunities for people to participate in their training programs delivered within the vocational education and training system. We will endeavour to provide training programs that consider the needs of all people within the community.

SkillFill will fully investigate any claim of harassment or discrimination and take appropriate action.

Plagiarism and Academic Honesty

It is expected that all students will abide by the principles of academic honesty when completing and submitting their assessments.

Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgement or reference.

Plagiarism can involve:

- Submitting as one's own an assessment or part of an assessment that another person has completed.
- Using information, text, artwork, graphics or other media from any source including the internet and presenting it as one's own work, without acknowledgement or appropriate referencing.
- Quoting or paraphrasing material from a source without acknowledgement or appropriate referencing.
- Contributing less, little or nothing in group work/assessments and claiming an equal contribution.

Discipline and Misconduct

SkillFill retains the right to refuse enrolment as permitted by law and to remove any student from a course who is disrupting the training session, acting in an inappropriate or unacceptable manner to others in the training session or to SkillFill personnel and/or fails to respect the property of SkillFill, SkillFill personnel, other students or the premises when training is being conducted.

Misconduct includes both academic and behavioural which includes but not limited to:

- Cheating
- Plagiarism
- Falsifying information
- Breaches in Commonwealth and State law which interrupts SkillFill operations
- Behaviour that impairs the reasonable freedom of other students to pursue their studies and learning environment.
- Any act or failure to act that endangers the safety or health of SkillFill personnel or students.
- Any person acting in a way that causes SkillFill personnel or students to fear for their safety.
- Any person causing wilful damage to SkillFill property.
- Any person who brings onto or consumes any drug addiction or dependency (except drugs prescribed by a qualified Medical Practitioner) in venues used by SkillFill.
- Any person who brings onto or consumes alcohol in venues used by SkillFill.
- Exhibits any form of behaviour that is adversely affected by alcohol or drugs.

In the case of events where theft, assault or other acts that are against the law, these matters will be referred to the police. All students are required to abide by legislation that impact on their behaviour and the actions of others towards them.

If a student is found not complying with these rules SkillFill will take the following action:

1. Verbal or written warning by assessor
2. Written warning with a copy provided where applicable to the student's employer or Job Services Agency
3. Suspension pending investigation
4. Expulsion from course

Mobile phones and other electronic devices

Due to the disruptive nature of electronic devices, the use of mobile phones, tablets and other similar devices are prohibited. Students are asked to have their phones turned off or if unable to be switched off activated to silent without vibration.

If a student needs the use of a mobile phone, tablet or other similar device during class, they must speak with the assessor prior to the session starting.

Workplace Health and Safety

Each student has a responsibility to know the exits from the building where they are training. Your assessor will go through this if in Face to Face sessions.

All students must notify SkillFill if an accident, incident or hazard has happened on SkillFill training locations. An incident form will be completed.

Each student is expected to abide by the 'Zero Tolerance' policy to drugs and alcohol as well as using the designated smoking areas only.

Students should dress appropriately in neat and tidy attire which complies with WHS requirements. Your assessor will notify you if there is particular clothing needed for practical demonstration and on Work Experience.

Complaints and Appeals

SkillFill is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an academic result they are encouraged to do the following:

First instance

Students are encouraged to have an informal approach to the assessor. However, if the student is uncomfortable approaching the assessor alternatively they can speak with administration by calling 07 3262 2774 or via email – admin@skillfill.com.au.

Second instance

If the issue is not resolved in the first instance, the student is encouraged to speak with the Business Manager by calling 07 3262 9136.

Third instance

If it is not possible for SkillFill to resolve the dispute internally, SkillFill will arrange for an independent mediation session through the Dispute Resolution Branch, Department of Justice and Attorney General to be held once written notification by the appellant is received.

*****Students have 14 days from the date the student has been notified of their outcome, to either lodge a complaint or appeal against a result*****

Misconduct Appeals

If a student has been found guilty of misconduct; they have the right to appeal the decision in writing to the Business Manager within 7 days.

Course extensions

SkillFill courses allow for a completion period of 24 months from date of enrolment. SkillFill recognises that the management of deadlines is an important aspect of learning and teaching and that sometimes students need more time to complete the qualification.

If an extension is required, the student is to seek an extension no later than two (2) weeks prior to that unit's due date. All extension applications that are made will have a decision made on a case-by-case basis and the outcome notification will be sent to the student and assessor.

Student Services

Change of details

It is the responsibility of the student to ensure that SkillFill has the correct and up to date personal details. This assists SkillFill to be able to communicate effectively with the student which may include but not limited to their area of study.

The residential address for the student is where the training qualifications are mailed out to. It is logged on a mail register when it is sent, and the student may be required to pay the addition fee set out.

The student change of details form is available by asking you assessor or by sending an email to administration – admin@skillfill.com.au.

Feedback and Course Surveys

SkillFill welcomes all feedback to ensure that we can provide the best service to all current and prospective students. A student who has a complaint, query or concern should follow the complaints process or alternatively they are able to speak with administration on 07 3262 2774 or via email admin@skillfill.com.au.

At the end of your course there will be a survey, it would be appreciated if you can complete the form and return to SkillFill as these forms tell us how you enjoyed the course and if there is anything we could do different. All surveys are treated with confidentiality and privacy.

General information

- In the unfortunate event where your assessor is ill or absent from class, SkillFill will endeavour to notify all students to a reschedule or change of assessor.
- SkillFill does not provide references (verbal or written) for students.
- If you wish to withdraw from the course, you will need to call SkillFill Administration on 07 3262 2774.
- SkillFill does not provide child minding services and children are not permitted to attend training sessions.
- SkillFill does not take responsibility for the loss of personal belongings if left unattended.
- Please check your training venue for the access to car parking, not all training venues used by SkillFill have parking facilities.

Contact Us

- Head Office
Unit 2, 29 Collingwood Street
ALBION QLD 4010
- Telephone: 07 3262 2774
- Email: admin@skillfill.com.au

Privacy Notice

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.

The consequences for the failure to provide personal information to our RTO is that we will not be able to enrol you as a student into the course or unit.

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 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.

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.

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 at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice> or alternatively, you can request a hard copy from SkillFill at: admin@skillfill.com.au.

For information on the Queensland authority privacy act, please refer to the Information Privacy Act 2009, [View - Queensland Legislation - Queensland Government](#).

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.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- with your consent, or where required or authorised by law

Third parties

We may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Your personal information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information will be kept by us for a minimum of seven (7) years.

Access to your personal information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing at: admin@skillfill.com.au.

In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the quality of your personal information

It is an important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date.

If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Contact information

At any time, you may contact SkillFill 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

SkillFill contact details

SkillFill

Unit 2 / 29 Collingwood Street

ALBION QLD 4010

P: 07 3262 2774

E: admin@skillfill.com.au

W: www.skillfill.com.au