

LEARNER INFORMATION

2025



WELCOME TO THE BALLARAT NEIGHBOURHOOD CENTRE

Your learning journey is important to us, so we hope your time at the Centre gives you the opportunity to learn new skills, make new friends, and helps you to connect with other community activities and services. We can also help you find a volunteer position or gain employment.

This brochure contains important information about your enrolment in a Learn Local funded course regarding:

- Course Payment Terms & Conditions;
- Consent to Photographic Images, video images, work examples and quotations;
- Privacy Statement;
- Survey Participation;
- Courses being paid by an organisation, employer or other source.

GENERAL INFORMATION

- Street parking is available along both sides of Tuppen Drive. Please pay attention to parking restrictions and time limits as per street signage.
- Please report all accidents and incidents immediately to reception staff.
- First aid kits are located in the kitchenette and kitchen. All BNC staff are first aid trained.
- Tea, coffee and milo are provided free of charge in the kitchenette.
- Computers are available out of class hours. Please book a time with reception staff.
- An all access and gender neutral toilet is located in the building.

DEPARTMENT OF JOBS, SKILLS, INDUSTRIES & REGIONS (DJSIR)

To reduce the cost of your participation in our classes, DJSIR provide annual Learn Local funding to Ballarat Neighbourhood Centre. In addition all our courses are developed using the national standards and are approved by DJSIR before we offer them to learners. We are therefore required on a regular basis to provide a range of your information to DJSIR, how and why we do this is detailed on pages 3 and 4.

FEEDBACK

We are committed to providing high quality services and we value your feedback. If you have a complaint, compliment or general feedback, please complete our Feedback form located in the Kitchenette.

PAYMENT TERMS & CONDITIONS

By signing the Ballarat Neighbourhood Centre Enrolment Form you accept the terms and conditions of enrolment. If you withdraw from the course you may forfeit all your fees in total. In cases of extreme hardship, learners are able to discuss this with the Manager. There are no refunds for classes not attended. Should a course be cancelled by the Ballarat Neighbourhood Centre prior to commencement, a full refund will be given. To hold your place, full course payment must be received. In some circumstances a payment plan may be granted by the Manager.

LEARNER PACK

All learners, once enrolled in a course, will receive a Learner Pack containing our Learner Guide and other useful information designed to help you successfully complete your course.

CLASS ATTENDANCE

If you are unable to make a class please make sure you let either the trainer know during class time or contact the Ballarat Neighbourhood Centre on 5329 3273. If outside of office hours, please leave a message on the answering machine.

Certificates of participation are issued for all Learn Local Funded classes. Learners need to have attended 75% of the course to be eligible to receive a certificate.

POLICIES AND EXPECTED BEHAVIOUR

Ballarat Neighbourhood Centre has a number of Policies which participants are expected to adhere to in order to provide a safe and welcoming environment for staff, participants and visitors.

We expect:

- Centre staff, participants and visitors will treat each other with respect and courtesy at all times;
- Anti-social behavior, including harassing staff, participants or visitors is not allowed. This includes the use of offensive or threatening language and the making of threats;
- Behaviour or language, which offends, insults, humiliates or intimidates another person or group of people on the basis of race, ethnic origin, gender, age or disability, or is disruptive in any way will not be tolerated.

FURTHER ASSISTANCE

If you are looking for work please discuss this with your trainer or reception staff as we have various services that can assist you looking for work.

If you need to connect with other services we are more than happy to help connect or refer you to local services.

PHOTOGRAPHIC IMAGES, VIDEO IMAGES, WORK EXAMPLES AND QUOTATIONS

By ticking the YES box for photographic consent and signing the Ballarat Neighbourhood Centre Enrolment Form you have agreed to allow us to use your photographic image, video image, recordings, work examples and quotations for promotional activities.

These may appear in our:

- Printed or online community newsletter;
- Website (www.ballaratnc.org.au);
- Facebook page;
- Course & activity guides;
- Promotional flyers.

You also confirm that no payment or benefit will be sought by you for the use of any of the above by the Ballarat Neighbourhood Centre.

You have the right to withdraw your consent at any time prior to the publication of photographic images, video images, work examples and quotations. This will need to be done in writing, addressed to the Manager. If you only want to give consent for specific situations please complete a separate Consent Form.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Jobs, Skills, Industry and Region (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services.

Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Ballarat Neighbourhood Centre [BNC] is required to provide the Department with student and training activity data. This includes personal information collected in the BNC enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

BNC provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at DJSIR website: (<https://www.vic.gov.au/training-data-collection>).

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. This includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER). <https://www.ncver.edu.au/>

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enroll in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact Ballarat Neighbourhood Centre's Executive Officer in the first instance by phone (03) 5329 3273 or e-mail reception@ballaratnc.org.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to [Department of Jobs, Skill, Industry and Regions](https://djsir.vic.gov.au/privacy) website (<https://djsir.vic.gov.au/privacy>). For further information about Unique Student Identifiers, including access, correction and complaints, go to [Australian Government USI](https://www.usi.gov.au/documents/privacy-notice) website (<https://www.usi.gov.au/documents/privacy-notice>).