



# Connect 'n' Grow<sup>®</sup>

A WORLD WHERE HEALTH PATHWAYS HAPPEN THROUGH QUALITY EDUCATION

RTO 40518

## HEALTH PROGRAM VET GUARANTEE OF SERVICE PROTECTION OF STUDENT DETAILS

<b>Registered Training Provider Name</b>	Connect 'n' Grow <sup>®</sup> (RTO 40518)
<b>Training Program Location/Venue:</b>	
<b>Please Tick</b>	<b>Qualification Code &amp; Title</b>
<input type="checkbox"/>	CHC22015 Certificate II in Community Services
<input type="checkbox"/>	HLT23221 Certificate II in Health Support Services
<input type="checkbox"/>	CHC32015 Certificate III in Community Services
<input type="checkbox"/>	HLT33115 Certificate III in Health Services Assistance

## ACKNOWLEDGEMENT

In partnership with Connect 'n' Grow<sup>®</sup>, the school ensures that the following have been completed prior to the student's enrolment into a Connect 'n' Grow<sup>®</sup> Program:

- Parents consent to their child's personal details being used for the purpose of enrolling into a VET qualification with Connect 'n' Grow<sup>®</sup>. (This is only valid if the qualification is part of the schools curriculum where the student is enrolled.)
- The student and parents have been provided with the Connect 'n' Grow<sup>®</sup> Parents Information Letter.
- The student and parents are aware that Connect 'n' Grow<sup>®</sup> does not invoice students directly.
- The student and parents are aware that upon enrolment, implicit consent is granted to Connect 'n' Grow<sup>®</sup> for photography & publicity, unless they otherwise specifically notify/opt out.
- Trainers are aware that students must complete the online induction before commencing the Program.

By signing this acknowledgement the students listed in the class list below have permission to enrol into a Connect 'n' Grow<sup>®</sup> Program.

## 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. Without this information, we are unable to enrol you as a student.

### **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. This data is stored within our Student Management System.

### **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 [National VET Data Policy](#), 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](http://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>.

## 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 Connect 'n' Grow® 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

Email: [admin@connectngrow.edu.au](mailto:admin@connectngrow.edu.au); Phone: 1300 283 662; Website: <https://connectngrow.edu.au>

## **Students undertaking a Connect 'n' Grow® (CNG) Program are required to participate in an induction arranged by their teacher which covers the following:**

- The program outcomes – including a nationally recognised qualification or statement of attainment.
- Explanation of the way the program is structured, including the kind of assessments to complete.
- The fees associated with the program and the circumstances under which a refund may be granted.
- CNG may withhold issuance of a certificate upon completion/cancellation of a CNG program in the unlikely situation where my school's account remains unpaid (refer to CNG-school invoicing method).
- Understanding of language, literacy or numeracy issues that may impact a student's ability to complete the training program (any other concerns are to be discussed with your teacher).
- The ongoing support available from your Teacher (program deliverer) while undertaking the program.
- Assessment feedback and advice.
- How to access CNG's Student Handbook and what information is contained therein.
- That CNG will use the information provided for the purpose of which it was collected and to assist in the administration of this program, including reporting of results to the national VET regulator.
- Student access to their own records through CNG administration.
- Student awareness on how to lodge a complaint or appeal.

### Guarantee of Service

If Connect'n'Grow, or any party delivering training and assessment on its behalf, closes or ceases, resulting in default to deliver any part of the training product the learner is enrolled in, Connect'n'Grow will

- provide a Statement of Attainment for the units of competency successfully completed, and
- identify an alternative provider for the learner, and
- provide a refund for any fees collected relating to units not yet completed

### PROGRAM MANAGER CONSENT

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	/ / 20__ __

## STUDENT LIST

Given Name	Surname