

# Course Information

**Course Code: CHC30221**

**Course Title: Certificate III in School Based Education Support**



*The contents of this information sheet, forms part of your training plan after enrolment.*

This must be discussed at Pre Training Review with potential learners.

## Course Outline & Delivery:

This is a nationally recognised qualification that reflects the role of workers who assist teachers and support student learning in a range of classroom settings under broad supervision. At this level people with this qualification will complete general administrative as well as operational tasks to support students with learning under the guidance of a teacher or other educational professional.

Education support workers will work with students in classroom settings in primary or secondary schools.

To achieve this qualification, **15** units are required to be successfully completed including **10** core units and **5** elective units. The course includes a unit HLTAID012 Provide First Aid in an education and care setting.

The course also includes "Success 4 U" to be completed prior to commencement to adequately prepare learners, particularly those that have not undertaken study for an extended period, so that they are able to maximise their capabilities in the course.

This qualification also requires that the individual must complete a total of at least 120 hours of work in a classroom environment catering to primary or secondary school students, within at least one school in Australia.

## Delivery Formats:

This course is offered through three modes of delivery:

- 1. Class based** – Learners are required to attend classes two days per week. They are also required to complete 120 hours of work placement, at a time negotiated with their trainer. This delivery format uses small and whole group participation and builds in opportunity to practise skills and complete required assessments. You will also be required to do independent learning and assessment activities in your own time. It is suggested that at least 3-4 hours per week is allocated for this purpose.

### Methods of Delivery:

The classroom-based course will utilise the following delivery methods:

- Trainer led discussion/ presentation,
- Learner Research
- Group Work
- Class discussion

- Independent tasks
- Independent study

- 2. Workplace Delivery** – Learners must be working in the field at the time of enrolment. The trainer will visit the student at their place of work at least once a month. Work is to be completed in the learner's own time.
- 3. Traineeship** – Learners must have a traineeship organised through their Australian Apprenticeships Support Network (AASN) before The Centre can deliver the training. Trainees will be visited by their trainer at least once a month. Work is to be completed during the trainees work time and, in the learners, own time.

## Methods of Assessment:

Assessment methods for this qualification include:

- |              |   |
|--------------|---|
| Written:     | <ul style="list-style-type: none"><li>- Case Studies</li><li>- Reflections</li><li>- Short answer</li><li>- Extended answer responses</li></ul>   |
| Oral:        | <ul style="list-style-type: none"><li>- Questions</li><li>- Presentations</li><li>- Meetings</li></ul>  |
| Portfolio    | <ul style="list-style-type: none"><li>- A mixture of methods that form a collection of evidence. May contain written and observation or case study</li></ul>  |
| Case study   | <ul style="list-style-type: none"><li>- A mixture of methods that form a collection of evidence where a written situation is provided to the learner and observation, or written response is required. This is often used to complete observation assessment that must be simulated where it is unsafe or not appropriate for learners to engage in a particular workplace setting or environment</li></ul> |
| Observation: | <ul style="list-style-type: none"><li>- Conducted in the workplace whilst the learner is on placement, demonstrating required skills and knowledge in practical application</li><li>- Simulated environment where learners are observed responding to case study</li></ul>  |

## Qualification entry requirements:

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There are no specific entry requirements, however as you will have responsibility to assist students with literacy, oral, language and numeracy development, it is important that you have reasonable levels of skills and knowledge in these areas. This is suggested as at least year 11/12 levels. Learners must have a Language Literacy and Numeracy level of at least 3 in all of the core areas to gain entry to the course. Support can be provided for learners that do not meet this requirement and is recorded in a learner support plan.

### **Vaccinations**

When working in a primary or secondary school classroom, staff are requested to have current and up to date vaccination status. Some schools may have a mandatory vaccination policy and it is important to confirm this prior to attendance at school-based work placement. The required vaccines may differ depending on the facility the placement will be completed.

## How does the proposed training align with the stated objectives?

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- i) enable Eligible Individuals to obtain the required skills to make them job-ready;*
- ii) assist Eligible Individuals to undertake further education; and/or*
- iii) promote/enable access to training for disadvantaged learners.*

Our qualification is targeted to those wanting to undertake work in a school environment as a teacher's aide. We have developed strong links with local schools in the northeast, and students are easily able to access and participate in the school environment. Our organisation is the only RTO delivering the course in Wangaratta, Seymour and Benalla areas.

Students can pathway into a Certificate IV in Education Support at the local TAFE. We currently deliver in the course in a Traineeship, workplace and class-based modes. This qualification is also undertaken by regional VCE graduates wishing to go onto a teaching degree. Catholic Secondary Schools, in particular, retain several graduates who complete this qualification as a traineeship during their gap year.

This provides an excellent foundation for when they eventually undertake their teaching degree, it retains them in our regional area, and enables them to really understand if this career is for them. Once they commence their degree they are able to obtain employment as a teacher's aide to support their study at university.

### **Pathways:**

For most clients the desired pathway is into employment in an education setting as an education support officer. There are higher qualifications in the children's services area and this qualification provides an excellent grounding for a teaching degree.

### **Potential Job Titles:**

Education support worker, Teacher's aide/Assistant, Classroom support worker, Learning support worker/Office

### **Material Requirements:**

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Textbooks are purchased by The Centre on your behalf. The cost of this material is included in your total fees. You will be involved in practical learning activities during sessions. You are engaging in an accredited course which means you are being trained against national standards.

### **Work Placement Requirements:**

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It is a requirement for all learners entering the course to be suitable for child related employment. Learners must have a current volunteer or worker Working With Children's Check and meet organisational screening requirements in relation to suitability to be employed in child related employment.

There is a component of the course that expects you to do a minimum of 120 hours in a school. Each learner will need to arrange their own placement.

Learners must sign a practical placement agreement with the school and their trainer prior to the work placement commencement. The work placement will be in an actual workplace and your conduct is expected to meet the requirements of the workplace:

- Learners may be required attend days in accordance with the school's requirements
- You must attend all scheduled placement days (Swapping of days is not permitted unless prior arrangements have been approved in writing).
- All placement days must be completed in full (unless
- prior arrangements have been approved in writing)
- If you cannot attend a scheduled day, you must provide a doctor's certificate of illness
- Your dress must be appropriate for the workplace, including uniform (if provided) and appropriate footwear.

The assessor will visit you for assessment purposes. To complete your practical placement, you must first complete all written assessments required to demonstrate that you have the skills and knowledge required to be demonstrated in the workplace. Work placement is usually completed closer to the end of the course so as to provide the learner with the appropriate classroom instruction to succeed on placement.

Learner are encouraged to find their own work placement, however The Centre will assist learners that need support.

## Campus Details

This course has been offered at a range of locations, dependant on demand and availability.

**For up-to-date information about course availability, locations and timing please check our website at <https://www.thecentre.vic.edu.au>.**

**The Enrolment Officer will confirm the campus and commencement date.**

Days	Hours	Duration	Commencement	Notes
Two days per week – To be confirmed at enrolment	<u>Classroom</u> 9.30am -3.00pm	Approximately 19 weeks plus 120 hours of work placement	To be confirmed at enrolment.	Learners <b>must have</b> a current working with children's check (WWCC) and up to date vaccinations prior to commencing this course.

## Course Content

Unit Codes	Core/Elective	Nominal Hrs	Assessment
Success 4 U	Pre-accredited course – Does not have a formal assessment.		
CHCDIV001 Work with diverse people	Core	40	Written, Observation, Portfolio
CHCEDS033 Meet legal and ethical obligations in education support environment	Core	35	Written, Portfolio, Observation
CHCEDS034 Contribute to the planning and implementation of educational programs	Core	70	Written, Portfolio, Observation
CHCEDS035 Contribute to student education in all developmental domains	Core	60	Written, Portfolio, Observation, Case Study
CHCEDS036 Support the development of literacy and oral language skills	Core	55	Written, Portfolio, Observation, Case Study
CHCEDS037 Support the development of numeracy skills	Core	60	Written, Portfolio, Observation, Case Study
CHCEDS057 Support students with additional needs in the classroom	Core	85	Written, Portfolio, Observation, Research task/Scenario
CHCEDS059 Contribute to the health, safety and wellbeing of students	Core	30	Written, Observation, Portfolio
CHCEDS060 Work effectively with students and colleagues	Core	50	Written, Observation, Portfolio
CHCEDS061 Support responsible student behaviour	Core	45	Written, Observation
CHCEDS040 Search and access online information	Elective	30	Written, Portfolio, Observation
CHCPRT001 Identify and respond to children and young people at risk	Elective	40	Written, Observation, Portfolio
CHCEDS044 Support development of student research skills	Elective	35	Written, Observation, Research task
CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	Elective	55	Written, Observation, Portfolio
HLTAID012 Provide First Aid in an education and care setting	Elective	22	Written, Observation
<b>Nominal Hours of course</b>	<b>Total</b>	<b>712</b>	

## Indicative Course Fees

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**Government Funded Full Fee: \$0.00**

The tuition fee is calculated by \$0.00 per nominal hour 712 hours

Full Tuition Fee: \$0.00

Materials: \$0.00

Amenities: \$0.00

Other: \$0.00

Approximate Government Contribution \$5,340.00

**Government Funded Concession Fee: \$0.00**

The tuition fee is calculated by \$0.00 per nominal hour 712 hours

Full Tuition Fee: \$0.00

Materials: \$0.00

Amenities: \$0.00

Other: \$0.00

Approximate Government Contribution \$5,340.00

**Fee for Service Fee: \$4,622.00**

Tuition Fee: \$4,272.00

Materials: \$200.00

Amenities: \$150.00

## FUNDING ELIGIBILITY

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Vocational education and training is a great way to gain new skills and upgrade existing skills. Government subsidies may be available for eligible students.

### THE VICTORIAN SKILLS FIRST FUNDING

The Victorian Skills First funding makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

To be eligible, you must be:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

You Must be physically present in Victoria when undertaking your course.

You are eligible to commence a maximum of two government subsidised courses and two funded skillsets in any calendar year as long as you are not doing any more than two courses at any one time.

You can check your eligibility using the simple tool 'Victorian Skills Gateway Eligibility Indicator' to identify if you maybe eligible for government subsidised training.

Contact The Centre to discuss if you are eligible for a government subsidy for your desired course.

Please note: Accessing the government-subsidised training entitlement may impact your future access to government subsidised training.

## APPRENTICESHIPS AND TRAINEESHIPS

The Australian Apprenticeships Incentive Program provides a number of incentives to assist employers who take on an apprentice or trainee, particularly where the Australian Apprenticeship is in a trade experiencing a skills shortage:

<https://www.dese.gov.au/skills-support-individuals/apprenticeships-and-traineeships>

To qualify for this funding, you must meet certain eligibility guidelines. To find out if you are eligible, please contact your local Australian Apprenticeship Support Network provider. To find your local Apprenticeship Network provider, see:

<https://www.australianapprenticeships.gov.au/search-aasn>

### ***What is an apprenticeship or traineeship?***

A traineeship is a training contract between an employer and an employee in which the apprentice/trainee learns the occupation or trade. A traineeship can be undertaken on a full-time or part-time basis and can be used to learn new skills and/or further develop industry skills. Traineeships include structured, off-the-job training and workplace-based training organised with your employer. Successful completion will lead to trainees receiving a nationally recognised qualification.

Further information on Apprenticeship and Traineeship training in Victoria is available at:

<https://www.vrqa.vic.gov.au/apprenticeships/Pages/for-apprentices-and-trainees.aspx>

Please note: Eligible Individuals accessing their government-subsidised training entitlement may be impacted towards accessing further government subsidised training.

## ELIGIBILITY PROOF REQUIREMENTS

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If you hold a concession card, you will need to bring your current concession card to the pre-enrolment interview.

To access the government-subsidised training places, you will need to provide proof of Australian Citizenship and proof of age prior to enrolment with one of the following documents. Please bring one of the following from each category with you to your Pre-Training Interview as evidence of eligibility.

### ***Citizenship/Residency:***

- Australian Birth Certificate (not extract)
- A current Australian/New Zealand passport
- An Australian Citizen Certificate
- A current 'green' Medicare card
- Australian Certificate of Registration by Descent
- Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND the student's foreign passport or ImmiCard
- a Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross
- A Referral to Government Subsidised Training Asylum Seekers form from The Asylum Seekers resource centre or the Australia Red Cross
- A proxy declaration for individuals in exceptional circumstances
- confirmation obtained from the Visa Entitlement Verification Online System (VEVO) that the student holds a valid Bridging Visa Class E, Safe Haven Enterprise Visa or Temporary Protection Visa.

### ***Proof of age:***

- A current drivers licence/learners permit
- A 'Keypass' card
- A proof of age card

### ***Concession:***

- Health Care Card issued by the Commonwealth
- Pensioner Concession Card
- Veteran's Gold Card
- A dependant spouse or dependant child of a card holder is also entitled to the Fee Concession

## FEE STRUCTURE

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### ***Fees***

This course is subsidised under the government-subsidised training and students who are eligible will pay tuition fees based on the number of hours of enrolment, at a rate depending on the category the course is in. The course fee consists of three components, a tuition fee, a materials fee and an amenities fee. The materials and amenities fee is applied on top of the tuition fee. The yearly Tuition Fee Schedule is applicable for the calendar year. This training is delivered with Victorian and Commonwealth Government funding. People with a disability are encouraged to apply.

Fees are calculated per unit per calendar year - January to December. If the course is delivered over more than 1 calendar year the student will be charged for the number of units completed within each calendar year. They will be invoiced at the start of the next calendar year for the units that they will undertake in that new year. Training may be suspended if enrolment payments not received by the due date.

The Centre determines the manner by which fees are collected and refunds paid by the following:

### ***Tuition Fee, Amenity Fees and Other Charges***

- Government funded programs fees, concessions and exemptions will be set in accordance with contractual obligations, with the current version Skills First Guidelines About Fees and in accordance with The Centre's budgetary procedures, utilising the approved Centre costing proforma.
- Fee for Service programs fees will be determined and approved by Program Leaders and approved, in accordance with The Centre's budgetary procedures and utilising the approved Centre costing proforma.
- Fees will be set in accordance with contractual obligations and in accordance with the current version Higher Education and Skills Guidelines About Fees.
- Learners may prepay up to a maximum of \$1,000 prior to the commencement of training.
- Once learners have commenced training, where the Tuition Fees are greater than \$1500, Learners may be given a payment plan to ensure their prepaid portion is no greater than \$1500 at any time.
- A statement of fees for accredited training will be maintained and placed in a prominent position on The Centre's website.

### ***Refunds prior to program commencement:***

- If The Centre cancels a program prior to commencement, fees paid will be refunded in full.
- If a learner cancels their enrolment with more than 3 working days' notice prior to program commencement, fees paid will be refunded less a \$30 administration fee. Alternatively, fees paid may



be transferred to enrolment in another program currently being offered by The Centre.

- No refunds are available when a learner cancels their enrolment within 3 working days prior to commencement of the program, however fees paid may be transferred to enrolment in another program currently being offered by The Centre.
- No refunds are available when a learner fails to advise of cancellation prior to program commencement.
- The CEO is empowered to use discretionary powers in relation to making a refund outside policy guidelines when there are extraordinary circumstances. Refunds can be authorised once due consideration has been exercised regarding the impact of the extraordinary circumstances of the learner, e.g. financial hardship.

### **Refunds after program commencement**

- There are no refunds available after program commencement for fee for service training places.
- Refunds after program commencement for government funded training places are in accordance with the current version Higher Education and Skills Guidelines About Fees.

### **Information about fees**

Information about fees, charges, refunds, concessions and exemptions will be made available to learner prior to enrolment.

## **OTHER IMPORTANT INFORMATION**

### **Pre-Training Review**

For each Learner, The Centre must conduct a Pre-Training Review of current competencies including literacy and numeracy skills prior to enrolment in training. The Pre-Training Review will:

- a) identify any competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer); and
- b) ascertain this qualification is suitable, and the most suitable, qualification for the learner to enrol in, based on the learner's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills.

### **Training Plans**

#### *non-Apprentice/Trainee*

You will be provided with a training plan before or within 4 weeks of training commences. The Training Plan for a non-Apprentice/Trainee Skills First Student must include the:

- a) name and contact details of the Training Provider;
- b) title and code of program;

- c) expected duration of the program;
- d) title and code for each subject to be completed as part of the program;
- e) Scheduled Hours for each subject;
- f) timeframe for each subject, including the start date and end date of each subject;
- g) delivery modes to be used for each subject;
- h) method(s) of assessment for each subject;
- i) persons responsible for the delivery and/or assessment of each subject (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable); and
- j) record of RPL and credit transfer hours granted, as relevant.

### *Apprentices/Trainees*

The Training Plan for an Apprentice/Trainee must include the:

- a) name and contact details of the Training Provider representative, employer and Apprentice/Trainee (and, in the case of school-based Apprentices/Trainees, the school's representative);
- b) title and code of program;
- c) expected duration of the program
- d) title and code for each subject to be completed as part of the program;
- e) Scheduled Hours for each subject;
- f) timeframe for each subject, including the start date and end date of each subject, and including actual dates for when training has already occurred;
- g) delivery modes and persons responsible for the delivery and/or assessment of each subject, including Structured Training: Workplace based, Structured Training off-the-job and/or detailed training activities to be undertaken as part of any workplace based training arrangements (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable);
- h) details of the time allocated outside routine work duties for Structured Training Workplace based and/or Structured Training off-the-job;
- i) assessment method(s) for each subject;
- j) record of RPL and credit transfer hours granted, as relevant; and
- k) any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.

### **Assessment**

Students will receive a variety of assessment tasks for each Unit of Competence undertaken. The assessment tasks will be conducted utilising a selection of assessment methods which could include; observation, demonstration, written questions, verbal questioning, portfolio, assignment or workplace assessment. Students are expected to attempt each assessment task presented within the unit of competence. The Centre will retain the original student work submitted.

If your course requires a work placement, you may be required to complete your knowledge assessments before you will be assessed in the workplace.

### **Attendance:**

In competency-based qualifications and programs, attendance is a vital aspect of competency development. Punctual attendance at scheduled classes is essential for learners to complete courses satisfactorily. Full attendance is expected. Less attendance than this jeopardizes your ability to receive adequate training to achieve competency.

The Centre requires a minimum of 80% attendance and learners are required to verify their attendance by signing the attendance sheet for every session

### **Re-submission and re-assessment**

- Learners may re-submit evidence once if the Assessor determines the evidence is unsatisfactory or incomplete.
- Re-submission of evidence must be made within 5 working days (if evidence is written).
- Where evidence is gathered through observation, a second observation must be organised within 10 days, providing opportunity for the learner to practise.
- Learners will be advised of the re-submission and re-assessment process on their assessment plan (Training Plan)

### **Recognition of Prior Learning (RPL)**

Students wishing to apply for RPL need to indicate this during their pre-enrolment interview with the Program Leader.

### **Credit Transfer (CT)**

The Centre recognises AQF qualifications and statements of attainment issued by other Registered Training Organisations. To receive Credit Transfer you will need to apply to The Centre and provide your Certificate or Statement of Attainment of proof of completion of the unit. If you have completed similar units of competence you may also be eligible for credit transfer. Students wishing to apply for CT need to indicate this during their pre-enrolment interview with the Program Leader.

### **Learner Code of conduct**

At enrolment you will be asked to agree to The Centre's Learner Code of Conduct which aims to ensure that your educational environment is free of harassment / bullying, is safe for children to participate and ensures that together we create a place where we can all learn and feel safe. The code is based on respect. Respect is important to The Centre and its staff as we support you in your learning.

### **Student Feedback Surveys**

The Centre requests that every student participates in a student feedback survey towards the end of your course. The survey is conducted to collect feedback from learners on their views about their learning experiences. The Centre uses the feedback it receives from learners as part of its continuous improvement processes to ensure it provides quality training and assessment. Students who are enrolled in a government funded course may be contacted by the National Centre for Vocational Education and Research by phone and asked to participate in the National Student Outcomes Survey.

### **Unique Student Identifier**

The Unique Student Identifier uniquely distinguishes an individual who accesses Vocational Education and training (VET) over his or her lifetime.

The Unique Student Identifier allows collation of a client's educational attainments for analysis and research purposes while protecting the client's privacy.

From 1 January 2015 all providers delivering nationally recognised training or state subsidised training, will need to report a valid USI. From 1 October 2014 an individual can apply for a USI account through the USI website. Where a client has already been issued a USI, a new USI must not be requested from the USI Register. The Centre Asks all learners to apply for a USI prior to enrolment where this is not possible please ask for a USI form to complete to authorise The Centre to gain your USI on your behalf.

### **Victorian Student Number (VSN)**

The Victorian Student Number (VSN) is a unique student ID for all Victorian students in school or vocational training from Preparatory school to age 24.

If you are under 25 years of age you must provide your VSN if you have one.

### **Access & Equity**

In accordance with Equal Opportunity legislation, The Centre, your Community College treats every student fairly and without discrimination in the training environment. Refer to Client Info – Welcome to The Centre located on our website under or request a hard copy from Customer Service.

For further information about The Centre, Your Community College contact our Customer Service Team on 1300 THE CENTRE or 03 5721 0200 or visit our website: [www.thecentre.vic.edu.au](http://www.thecentre.vic.edu.au) or email:

[contact@thecentre.vic.edu.au](mailto:contact@thecentre.vic.edu.au)



# National VET Data Policy

## 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.

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

### 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](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.desegov.au/national-vet-data/vetprivacy-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 The Centre 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

The Centre for Continuing Education Inc  
17 Chisholm Street, Wangaratta  
T: 03 5721 0200  
E: [contact@thecentre.vic.edu.au](mailto:contact@thecentre.vic.edu.au)  
W: <https://www.thecentre.vic.edu.au/>

3 Wallis Street, Seymour  
T: 1300 843 236

