



SCOUTS AUSTRALIA INSTITUTE OF TRAINING (SAIT)

Candidate Information Guide

Issued by Scouts Australia Institute of Training (SAIT)

Level 1, Scouts Australia House

8 Help Street Chatswood NSW 2067

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Scouts Australia Institute of Training (SAIT) - Registered Training Organisation No 5443

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1 Introduction to Scouts Australia Institute of Training (SAIT)

The Scouts Australia Institute of Training (SAIT) is an Enterprise Registered Training Organisation (No. 5443) and has its registered office at Level 1, Scouts Australia House, 8 Help Street, and Chatswood NSW 2067 (National Office).

SAIT was first established as a Registered Training Organisation in August 1996 and seeks, as its primary purpose, to enable members of Scouts Australia, who have completed the relevant Youth programs or Adult Training & Development programs, the ability to seek externally accredited qualifications.

Also, SAIT, from time to time, enters into arrangements with other organisations to provide RTO services for the Qualifications within SAIT's scope and/or seek from other RTOs Qualifications not within its own scope. Regardless, where this occurs, a detailed 'memorandum of understanding' and ongoing services agreement exists and is reviewed in line with the Standard for Registered Training Organisations.

1.1 Management

SAIT is governed by a Board of Management for strategic purposes with operational matters vested in the National Chief Executive and the Principal of SAIT.

The SAIT Board of Management reports to the National Executive Committee (NEC). The NEC is empowered by the National Council of Scouts Australia, to attend to the strategic and operational matters of Scouts Australia.

1.2 Scope

Leveraging the Business Service Training Package (BSB) and the Sports Fitness and Recreation Training Package (SIS10), SAIT, under its scope, is registered to offer the following Australian qualifications:

- BSB20115 Certificate II in Business
- BSB30115 Certificate III in Business
- BSB42105 Certificate IV in Leadership and Management
- BSB51915 Diploma in Leadership and Management
- SIS20213 Certificate II in Outdoor Recreation
- SIS30413 Certificate III in Outdoor Recreation
- SIS40313 Certificate IV in Outdoor Recreation

These qualifications are issued in accordance with the Australian Qualifications Framework and SAIT complies with the current Standards for Recognised Training Organisations.

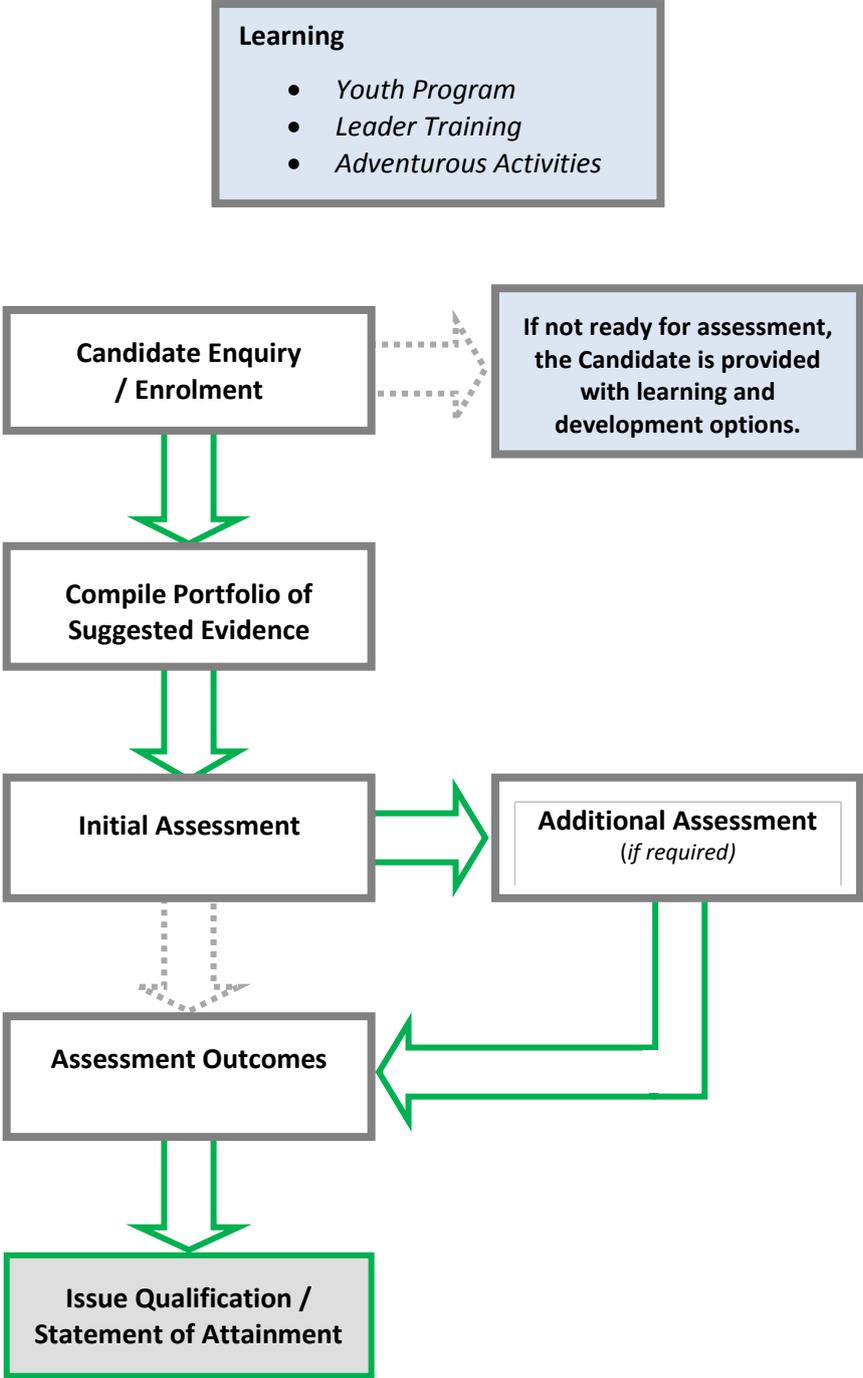
1.3 Our commitment to quality assurance

SAIT is committed to upholding the legislative requirements as an RTO, and in particular to comply with all components of Vocational Educational and Training (VET) Quality Framework:

- Standards of Registered Training Organisations 2015;
- Data Provision Requirements 2012;
- Fit and Proper Person Requirements 2011;
- Australian Qualifications Framework (AQF); and
- Financial Viability Risk Assessment Requirements 2011.

2 Pathway to Qualifications

The following provides an overview of the typical pathway to turn your Learning into a Qualification from the Scouts Australia Institute of Training.



3 Learning

Members of Scouts Australia and other organisations which have an agreement with the Scouts Australia Institute of Training, participate in learning by engaging in activities which are embedded in the organisations programs, operations and structure. Some examples of learning which contribute evidence towards a qualification include:

- **Venturer Scouts** documenting their involvement in their Venturer Unit as part of the Venturer Scout Award, producing a portfolio which forms the base of evidence towards partial or full qualifications from the Business Services or Sport, Fitness and Recreation training packages.
- **Adults in Scouting (including Rover Scouts)** having followed the relevant training programs will be able to present a suitable Portfolio of Evidence for assessment against partial or full qualifications from the Business Services or Sport, Fitness and Recreation training packages.
- **Australian Canoeing** participants who have completed relevant courses with Australian Canoeing education providers, can submit their evidence to receive a Statement of Attainment with the associated Units of Competency from the Sport, Fitness and Recreation training package.

After gaining the relevant experience and knowledge through the relevant award scheme or training program participants can enrol with the Scouts Australia Institute of Training to complete either a partial or full Qualification.

4 Enrolment procedures

4.1 Enrolment forms

Candidates must read the [SAIT Candidate Information Guide](#) (this document) and complete an Enrolment form prior to being assessed for any partial or full Qualification. These documents can be obtained from any Branch Office of Scouts Australia.

- The completed Enrolment form is to be provided to the relevant Branch Training Officer for processing.

State	Email	Phone
ACT	admin@act.scouts.asn.au	02 6282 5211
NSW	training@nsw.scouts.com.au	02 9735 9013
NT	admin@nthq.scouts.com.au	08 8948 0994
QLD	training@scoutsqld.com.au	07 3721 5716
SA	training@sahq.scouts.com.au	08 8130 6055
TAS	bhq.training@tas.scouts.com.au	03 6229 9385
VIC	training@vicscouts.asn.au	03 8543 9846
WA	training@scoutswa.com.au	08 6240 7711

4.2 Unique Student Identifier

From 1 January 2015, each person undertaking Vocational Education and Training (VET) within the Australian Qualifications Framework are required to provide their Unique Student Identifier (USI) when enrolling into partial or full Qualifications. The number will provide you with access to your USI account to view your post 2015 record of training and assessment history regardless of which qualification attained or institution you attended.

The USI number must be obtained prior to completing the SAIT Enrolment form. This will enable SAIT to capture AVETMISS information for collection purposes and will be recorded into the SAIT Learner Management System. AVETMISS is the Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture and reporting and analysis of VET activity throughout Australia.

For more information about the USI Registry System and to create a USI Reference number please visit: www.usi.gov.au

Please record your USI Reference number and keep it somewhere safe and handy. Many people are saving their USI as a contact in their phones.

4.3 Candidate support

The SAIT Enrolment form asks questions about Previous Qualifications, Language, Literacy and Numeracy, IT skills, Cultural background, Time frames and Disabilities. Individually or collectively this information can provide information about the type and level of support that you may require to help you complete your Qualification or Units of Competency.

In all cases when information is available, the candidates needs will be taken into account. Where applicable, reasonable adjustment and/or alternate forms of assessment will be offered to meet the specific needs of the candidate. Any changes made in assessment strategies will be evaluated to ensure a fair assessment can be made while ensuring the principles of assessment are not compromised.

5 Preparing for Assessment

In order for skills to be formally recognised as part of a national qualification, SAIT Assessors must make sure that you have the required skills and knowledge to be marked Competent against the industry standard as specified in the relevant Training Package.

5.1 Competence

Competence is the demonstration of skills and knowledge that the Candidate has gained through life and work experiences as well as any training that they have successfully completed that can be matched against a set of industry performance standards referred to as Units of Competency. These units are grouped together to form a specific industry Qualification.

Each **Unit of Competency** is divided into a number of **elements of competency** which are a set of activities that lead to an overall achievement or demonstration of competence. An assessor matches the Candidates Portfolio of Evidence against each of the criteria to help the Candidate achieve their chosen Qualification.

5.2 Preparation

Assessment requirements will be provided to you in advance and you will be given the opportunity to ask questions and clarify requirements. Being prepared for the assessment process and knowing what needs to be provided can save valuable time and ensure that the assessment is as simple and stress-free as possible.

5.3 Suggested Evidence

You will be provided with a list of suggested evidence that you could use to demonstrate that you are competent in a particular unit or units of competency. This list is a guide only and may be dependent on the Learning pathway you followed prior to enrolling in a Qualification with SAIT. If you have other suitable evidence to support your claim for Recognition of Prior Learning (RPL) then you are encouraged to share this with your Assessor.

5.4 Portfolio of Evidence

Preparing a Portfolio of Evidence is your opportunity recognise in yourself what you have learnt and provide evidence against the elements/performance criteria for the relevant unit/s of competency. It is not enough to simply state that you possess the skills and knowledge required. You must be able to **demonstrate** competence.

A Portfolio of Evidence is your opportunity to provide as much proof as you can of the variety of experience you have. This can include skills and knowledge obtained through previous courses, learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as adventurous activities, musical, mechanical or linguistic abilities.

Portfolio of Evidence may comprise:

- Certificates from training courses
 - **Qualifications issued by other RTOs:** In accordance with the Standards for Registered Training Organisations recognition of Qualifications / Statement of Attainment from other RTO's will be accepted and where applicable credit transfers applied. However a full Qualification may not be issued entirely on credit transfer, at least one Unit of Competency must be completed under assessment by SAIT.
 - **Records of training:** Certificates and records of training from outside the formal education and training system may contribute entirely or partially towards assessment of competence.
- Scout Portfolio
 - **Specified Work Book** from some Leader training courses (endorsed by a member of the Scouts Australia Training team).
 - **Venturer Scout Award Scheme** inclusive of signed Venturer Scout record book, copies of reports and Badge Activity Statements (V1).
- Third Party evidence
 - **Observation Checklists** completed by relevant Subject Matter Experts are used extensively in Scouting for Units of Competency from the Outdoor Recreation Qualifications.
 - **References/Letters** from previous employers/supervisors in roles from either volunteer or paid employment.
 - Contact details of referees who can confirm your skills.
- Memberships
 - **Scout Member Report** showing roles held.
 - Membership of relevant **professional associations**
- Workplace documents
 - **Curriculum Vitae (CV)** or Resume
 - Depending on the workplaces you have worked in, you may or may not have documentary evidence available from workplaces.
- Other evidence
 - Photographs or Videos
 - Diaries or Logbooks
 - Awards

5.5 Candidate's Responsibilities

All Candidates have a responsibility to provide information honestly and accurately. Any occurrences where the information provided is found to have breached this principle will in the first instance be referred to the Candidate for further information / response. Where the information is found to be misleading or fraudulent the Candidate's enrolment shall be terminated.

- **Referencing:** Where a body of work seeks to use externally published material the Candidate will need to ensure appropriate referencing is made showing the date of the reference, author and published title. This referencing may be in either footnotes or in a separate referencing section.
- **Plagiarism:** Plagiarism is deemed to fundamentally breach the assessment principle of "authenticity". Where plagiarism is detected and confirmed, a request for assessment will be rejected for that unit of competency and potentially the candidate's enrolment may be declared void.

6 Assessment

In order for skills to be formally recognised as part of a national qualification, SAIT Assessors must make sure that you have the required skills and knowledge to be marked Competent against the industry standard as specified in the relevant Training Package.

6.1 SAIT Assessors

All SAIT appointed Assessors meet the minimum standards for appointment as defined under the Standard for Registered Training Organisations. They have demonstrated competency in the Qualifications and/or Units of Competency they assess, and maintain the required number of continuous education hours deemed necessary to be deemed to be "currently competent". Where they do not hold a specific Unit of Competency they have supervised the completion of the assessment by a person who does hold the relevant Unit of Competency to ensure the 'Principles of Assessment' and the 'Rules of Evidence' as defined in the Standards for Registered Training Organisations have been applied throughout the process.

6.2 Flexibility

Assessments will be conducted in a flexible manner, reflecting the Candidate's needs. Regardless of the source of learning, the 'Principles of Assessment' and the 'Rules of Evidence' as defined in the Standards for Registered Training Organisations will be applied throughout the process.

- Assessing competencies held by the Candidate no matter how or where they have been acquired; and
- Drawing from a range of assessment methods as defined in the relevant Assessment Strategies and using those appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

6.3 Where does assessment take place?

Assessment will usually take place in a "desk-top" environment where the Portfolio of Evidence provided will be checked against marking guides prepared as part of the assessment strategies. In cases where the assessment relates to a technical competency (e.g. demonstrating competency in abseiling), this assessment may require additional input and contact with Subject Matter Experts that have been used to attest to a Candidate's competency or authenticate evidence provided.

6.4 Assessment

SAIT Assessors will complete their assessments within 30 days of receiving all requested documentation and evidence, evaluating the knowledge and experience demonstrated in the Portfolio of Evidence against the qualification in which Candidates are enrolled.

Following initial assessments it is very common for the Assessor to find gaps in the evidence submitted when compared against the elements/performance criteria for the relevant unit/s of competency.

In the event that the evidence received is insufficient the Candidate can speak with the Assessor about other ways that can show current skills for the qualification in which recognition is being sought. There are a number of ways that the Assessor may seek out the further information. Where this occurs the initial 30 day assessment period will be extended by mutual agreement.

6.5 Provide additional evidence

The Candidate may provide additional information to include in the Portfolio of Evidence to close the identified gap.

These could include letters from employers, records of any training courses or professional development sessions attended, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as there are no confidentiality issues) or any other relevant documents.

6.6 Written Questions and Answers

The Assessor may provide the Candidate with, and seek written responses for predetermined questions which are relevant to the Unit/s of Competency

6.7 Professional Conversation

The Assessor may have a "Professional Conversation" with the candidate. To cross validate or seek additional information, the assessor will use key questions to talk about your work and Scouting experiences/roles and employment history.

This questioning forms part of the assessment, as it will identify your current knowledge and skills regarding the area of industry in which you are applying for recognition.

6.8 Third Party Verification

Your Assessor will need to confirm your previous experience with someone (such as your supervisor or employer) who can vouch for your skills over a period of time. They may contact the referees you have provided for further information.

Your Assessor may ask you to give your selected supervisors or employers, a Third Party report to complete. Authentication of these reports by the Assessor would then be required.

6.9 Practical Skills Assessment

Your Assessor will organise with you and a relevant Subject Matter Expert to conduct a practical skills test at a suitable location. Your Assessor will identify the skills they want you to demonstrate by asking you to complete certain tasks.

The practical assessment will focus on the skills required in the activities which relate to the Qualification / Units of Competency in which you are applying for recognition.

6.10 Finalising Assessment

At any time your Assessor may seek the assistance of another Assessor to moderate their work and ensure that their decisions meet the 'Principles of Assessment' and the 'Rules of Evidence'.

- It is the Assessor's responsibility to advise the Candidate of the outcomes of any assessment including any additional information required.

7 Post Assessment

Once an assessment is complete the Candidate is notified and notification is given to the relevant SAIT Administrative Officer for recording of the Unit of Competency with all Statements of Attainment and or Qualifications being issued within a further 30 days of the assessment being approved.

7.1 Notification of assessment details

After the assessment, the Assessor will advise the Candidate of the units of competency that have been successfully completed. The Candidate will also be advised whether they have gained the full Qualification or Units of Competency being considered.

7.2 Assessment Outcomes

Assessment outcomes for competency-based assessment are either:

- **Competent (C)** – the Candidate has demonstrated competency in all the unit of competency.
- **Not Yet Competent (NYC)** – the Candidate has not yet demonstrated competency in the unit of competency.

If gaps have been identified and the Candidate has been deemed Not Yet Competent, skill gaps may need to be addressed through additional training or development prior to being re-assessed.

7.3 Learner Surveys

Following the completion of your Qualification or Statement of Attainment the Scouts Australia Institute of Training will send you a survey. This survey will assist to improve services for future candidates.

7.4 Issuance of Certificates

All testamur and statements of attainment will be issued within 30 days of the completed assessment. Where there is a delay, formal advice will be provided. All certifications will comply with the Standards for Registered Training Organisations.

7.5 Candidate's Responsibilities

Where a Candidate considers they have not been fairly assessed, that the Statement of Attainment or testamur is incorrect or have any other area of concern / complaint, they will raise the relevant issue within 30 days of becoming aware of the concern (i.e. being informed of an assessment outcome, receipt of a SAIT document, etc.) to the SAIT Compliance Manager.

8 Appendices

The SAIT Feedback, Complaints and Appeals process and the SAIT Privacy Policy are both provided as appendices on the final pages of this Candidates Information Guide.

8.1 Feedback, Complaints and Appeals

All people who deal with SAIT are encouraged to provide feedback, make a complaint if required or appeal a decision.

8.2 Privacy and access to your records

People who deal with SAIT are entitled to expect that any information collected will be treated in accordance with our Australian privacy responsibilities and obligations.

Scouts Australia Institute of Training (SAIT)

Complaints Handling Policy: 2015

1.1 Feedback

SAIT will, in accordance with the Standards for Registered Training Organisations and by way of an automated electronic survey, seek feedback from candidates about the assessment experience. This feedback will be used for the purposes of providing statistical data to the Australian Government and continuous improvement of SAIT.

At all times SAIT's Privacy Policy will be observed.

1.2 Complaints

Any person wishing to make a complaint against SAIT concerning its conduct as an RTO shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by Scouts Australia. The designated person to receive these complaints is the SAIT Compliance Manager.

Complaints Procedure

Persons with a complaint concerning the manner that SAIT conducts its responsibilities as an RTO, have access to the following procedure:

1. The complaint and its outcome shall be recorded in writing and forwarded for action to:
The Compliance Manager
Scouts Australia Institute of Training
Level 1, Scouts Australia House
8 Help Street
CHATSWOOD NSW 2067
2. On receipt of a formal complaint, the SAIT Compliance Manager shall convene an independent panel to hear the complaint. This shall be the 'Complaint Committee' and will be a Sub-Committee of the SAIT Board of Management.
3. The Complaint Committee shall not have had previous involvement with the complaint.
4. The complainant shall be given an opportunity to present their case in person to the Complaints Committee and may be accompanied by one other person as support or as representation.
5. The Complaints Committee may then seek an adjournment to seek further clarifying information.
6. The Complaint Committee will make a decision on the complaint.
7. The Complaint Committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
8. Should a complainant seek only action on the complaint through the written submission and not request formal representation in person, resolving the complaint shall rest with the Complaints Committee who will address the issue and provide its decision in writing direct to the candidate.
9. All information and communication relating to the complaint is deemed confidential.

The cause and resolution of the complaint will be included in the continuous improvement cycle of the relevant standard/s, and recorded in the *SAIT Register of Complaints and Appeals*.

1.3 Appeals

An enrolled candidate may appeal against a complaint resolution or decision made with respect to an assessment result. The person making the appeal will need to undertake the following steps:

1. Candidate to place their appeal in writing.
2. The written request will be referred to the SAIT Board of Management for hearing at the next scheduled Board Meeting, or delegated authority of the Board.
3. A final decision will be made by the SAIT Board and will be conveyed in writing to the candidate within 15 working days of finalising the process.
4. All information is documented and archived as required under the provisions of the Privacy Act, and will also be recorded in the *SAIT Register of Complaints and Appeals*,
5. All information and communication relating to the appeal is deemed confidential.

Contact Information

General enquiries in the first instance should be directed to the relevant Branch Training Administrative Support Officer, located in the relevant Branch of Scouts Australia.

Further enquiries may be directed to:

Scouts Australia Institute of Training
Scouts Australia House
Level 1, 8 Help Street
CHATSWOOD NSW 2067
PH: 02 8440 5903
saitcompliance@scouts.com.au

Scouts Australia Institute of Training (SAIT)

Privacy Policy

Overview

SAIT and its Related Bodies Corporate incorporated in Australia is subject to the Australian Privacy Act 1988 (Cth) and the associated Australian Privacy Principles.

The Privacy Act regulates how private sector entities collect, use, disclose and otherwise handle personal information.

This Privacy Policy outlines how SAIT deals with the personal information we collect. People who deal with SAIT are entitled to expect that any information collected will be treated in accordance with our Australian privacy responsibilities and obligations.

What is personal information?

Personal information includes any information or opinion about an identified individual or an individual who is reasonably identifiable. For further information visit the Office of the Australian Information Commissioner website (www.oaic.gov.au/).

The types of personal information which SAIT collects may include an individual's name, phone number, email address, address, nationality, date of birth, and educational history. Due to the nature of the services provided by SAIT, some of the information we collect may be sensitive information, including details about an individual's race or ethnic background.

It is not common practice for SAIT to collect information about an individual's medical history, political opinion, sexual preference or criminal record, unless such information is required in order to process a candidate's application for admission, enrolment and education. SAIT will only collect sensitive information with an individual's consent.

Personal information may be collected by SAIT in a number of circumstances, including when an individual:

- applies for admission to a SAIT service;
- registers or enrolls for an assessment offered by SAIT;
- applies for employment with us.

We generally collect personal information directly from the individual concerned, although there may be occasions when information is collected from third parties, such as a family member who contacts us on the individual's behalf. If an individual does not provide the information requested by us, we may not be able to provide them with our services.

If you provide personal information to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy.

For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy, including our identity and how to contact us, the purposes for which we collect personal information, our information disclosure practices, the individual's right to obtain access to the information we hold about them and the consequences for the individual if the information is not provided. The individual must also provide the consents set out in this Privacy Policy in respect of how SAIT will deal with their personal information.

What do we do with the information?

SAIT collects personal information for the primary purpose of providing our services to individuals. We may also collect personal information for purposes related or ancillary to the primary purpose of collection, including:

- administering and managing the services we provide to prospective and current candidates, including admissions, enrolment, education, billing, maintaining our information technology systems, customer service and data storage. Information relating to your enrolment or assessment outcomes with SAIT may be provided to The Scout Association of Australia, and its Branches;
- marketing the services of SAIT and its related entities to prospective, current and past candidates;
- hiring and managing employees and contractors;
- planning, monitoring, evaluating and improving our services, including conducting market research and surveys and assessing customer satisfaction; and
- otherwise communicating with you.

SAIT will only use and disclose personal information about you for the purposes stated above, where we have your consent to do so, or as otherwise required or authorised by law.

By providing us with your personal information, you consent to us using your information to contact you on an ongoing basis in order to expedite or follow-up your assessment request, including by mail, email, SMS and telephone.

Only a limited number of staff has access to the information collected via a SAIT enrolment. The information is collated for analysis. It is then evaluated and published in reports to help us to improve and develop the website and its services.

Minors and privacy

When SAIT has knowledge that a person under age 18 is providing personal information to SAIT, we require the person to obtain parental / guardian permission and consent for you to provide SAIT with your personal information.

What won't we do with the information?

SAIT will not disclose or externally publish personal information to third parties who are not related to SAIT with a view to allowing them to direct market their products or services without the relevant individual's consent.

No attempt will be made to identify individual users of the SAIT website.

Is data stored in a secure way?

SAIT has security measures in place to protect against loss, misuse and alteration of information under our control, as required by law and generally accepted industry standards. However, no system is 100% secure and to the extent permitted by law, we exclude any liability in contract, tort or otherwise for any security breach.

Do we publish personal information on our website?

SAIT will only publish personal information on our website if it has been collected for this purpose with your knowledge and consent. For example; testimonials from candidates.

When giving such consent you should be aware that information published on our website is accessible to millions of users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that once the information is published on our website, SAIT will have no control over its subsequent use and disclosure.

Names and email addresses of SAIT staff appearing on our website (if required) are provided with their knowledge and consent.

Under no circumstances will SAIT sell or receive payment for licensing or disclosing your personal information.

What about external links?

This site contains links to other sites. SAIT is not responsible for the privacy practices or the content of such websites.

Can I access and correct my personal information?

You have the right to access your personal information held by SAIT on request, subject to limited exceptions in the Privacy Act. We will deal with your request within a reasonable time. We may recover from you our reasonable cost of providing you with access.

SAIT will take reasonable steps to ensure your personal information is accurate, complete and up-to-date. Should you wish to access or amend this information, or complain about a breach of the Privacy Act, please contact the SAIT Compliance Manager as follows:

The Compliance Manager
Scouts Australia Institute of Training
Scouts Australia House
Level 1, 8 Help Street
CHATSWOOD NSW 2067
Email: saitcompliance@scouts.com.au

We will make all reasonable attempts to respond to your complaints or requests.

If you are not satisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner at:

Website: <http://www.oaic.gov.au/>

Phone: 1300 363 992

Further information about the application of privacy law to the private sector generally can be found by contacting the Office of the Australian Information Commissioner (details above).

If you no longer wish to receive any communications, or want to be removed from any SAIT database, please contact the SAIT Compliance Manager on the details set out above.