WEST COAST INSTITUTE
INFORMATION STATEMENT
2015

This statement is published in accordance with the requirements of the
Freedom of Information Act 1992
CONTENTS

1. Introduction ........................................................................................................................................... 3
2. West Coast Institute ................................................................................................................................. 4
3. Applicable Legislation .............................................................................................................................. 6
4. Organisational Structure ......................................................................................................................... 7
5. Overview of Key Functions and Sections ............................................................................................... 8
6. Documents held by the Institute ............................................................................................................... 10
7. Access to Institute Documents ............................................................................................................... 11
8. Personal Information .............................................................................................................................. 13
1. Introduction

This Information Statement is produced by West Coast Institute in accordance with Part 5, Section 96 of the *Freedom of Information Act 1992* and is correct as at July 2015. The FOI Act provides a right of access to information held at West Coast Institute.

This statement is available from the Records Management section at the Joondalup Campus, 35 Kendrew Crescent and can be accessed from the Institute’s website at [www.wcit.wa.edu.au](http://www.wcit.wa.edu.au)
2. West Coast Institute

West Coast Institute is a multi-campus Institute that was established in 1992 and formally known as the North Metropolitan College of TAFE, West Coast College of TAFE and West Coast TAFE. Campuses are located in Joondalup (Kendrew Crescent, McLarty Avenue and the Motor Trade Association of WA) and Trades North in Clarkson.

A range of courses in a variety of disciplines are on offer to local and international students.

- Accounting and Finance
- Access to Education
- Allied Health
- Automotive
- Beauty
- Bricklaying
- Business & Management
- Carbon Management
- Carpentry
- Children’s Services
- Community Services, Youth Work and Mental Health
- Conservation and Horticulture
- Education
- Electrotechnology
- Events
- Fitness
- Health Services Assistance
- Hospitality
- Human Resources
- Information and Communication Technology
- Marketing
- Metal Fabrication
- Multimedia and animation
- Nursing
- Police Preparation
- Retail
- Security Risk Management and Investigations
- Software Development
- Spoken and Written English
- Tiling and Plastering
- Training and Assessment
- Website Design
- Work Health and Safety
Vision

To be the first choice of students and industry

Our Role

Through industry and community partnerships, West Coast Institute will provide world-class training for:

- Sustainable employment
- Workforce development
- Achieving personal aspirations

Our Goals

West Coast Institute’s major goals are to:

- Address the skills requirements of individuals and industry
- Enhance our customers’ experience
- Ensure our operations are sustainable

Our Values

Ethics – we will behave in a manner that demonstrates respect for one another and display honesty, fairness and integrity in all that we do

Accountability – we are responsible for our own actions. We will demonstrate social, financial and environmental responsibility to stakeholders

Continuous Improvement – we believe in investment in technology, resources and people and do this in order for the Institute to evolve

Customer satisfaction – we believe in building and nurturing relationships that meet the needs and expectations of our internal and external customers

The West Coast Way

To achieve success, the Institute must continue to develop training that is characterised by being:

Resourceful – particularly in maximising the use of existing resources, such as existing industry equipment and facilities for the delivery of training products and services

Agile – particularly in finding ways of delivery of training products and services in a mode, manner and time to suit student and customer needs.

Partnered – delivery in partnership to improve the bottom line of all clients whether in industry, enterprise, the community or as an individual, frequently enhanced by other partnerships with other Institute Divisions, State Training Providers, higher education institutions and private providers.
3. Applicable Legislation

West Coast Institute complies with the following relevant legislation:

- Archive Act 1983, Commonwealth
- Classification Enforcement Act 1996
- Commercial Tenancy (Retail Shops) Agreements Act 1985
- Copyright Act 1968, Commonwealth
- Disability Services Act 1993
- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Education Services for Overseas Students Act 2000, Commonwealth
- Electoral Act 1907
- Equal Opportunity Act 1984
- Financial Management Act 2006
- Freedom of Information Act 1992
- Government Employees Superannuation Act 1987
- Higher Education Support Act 2003, Commonwealth
- Income Tax Assessment Act 1997
- Industrial Relations Act 1979
- Industrial Training Act 1975
- Library Board of Western Australia Act 1951
- Minimum Conditions of Employment Act 1993
- Occupational Health and Safety Act 1984
- Privacy Act 1988, Commonwealth
- Public Sector Management Act 1994
- Spam Act 2003, Commonwealth
- State Records Act 2000
- State Supply Commission Act 1991
- Vocational Education and Training Act 1996
- Workers Compensation and Injury Management Act 1981
- Working with Children (Criminal Record Checking) Act 2004
- Workplace Relations Act 1996, Commonwealth
4. Organisational Structure

Minister
Training and Workforce Development

Governing Council

Managing Director

General Manager
Student & Business Services
- Executive Director
eBusiness
- Manager
Finance
- Manager
Workforce Services
- Manager
Student Services
- Manager
Facilities & Sustainability

General Manager
Industry Skills Training
- Executive Director
Trades & Hospitality
- Executive Director
Education & Social Sciences
- Director
Health Services
- Director
Technology & Commerce

Executive Director
Strategic & Business Development
- Director
Business Development
- Manager
Marketing Services
- Coordinator
Business Information
- Coordinator
Quality & Course Management
5. Overview of Key Functions and Sections

The Institute's functions as described in part 5 of the Vocational Educational and Training Act 1996 are:

- To provide vocational education and training consistent with a College Training Profile referred to in Section 42(2)a
- To provide to an employer, a group of employers or any other persons or authorities such fee for service training programs as are authorised by the Minister;
- To undertake training related research and development which has a direct, practical application to industry, commerce and the community;
- To provide equality of opportunity in the undertaking of vocational education and training;
- To provide or arrange for the provision of services to students
- To participate in initiatives involving the whole of the state training system and to collaborate with other Institutes and educational institutions to ensure the greatest effectiveness and economy in expenditure and the most beneficial relationship between the Institute and other Institutes and educational institutions throughout the State.
- To contribute to the general development of the community in the region of the Institute through such activities, including the provision of adult and community education, as may be authorised by the Minister
- To perform any other function conferred on it by this Act of by the Minister under subsection (4)

Governing Council

The governing authority of the Institute is the West Coast Institute of Training Governing Council. Under the Council come a framework of Key Result Areas and committees designed to encompass both administrative and academic components of the Institute’s management. Standards and quality are maintained by various monitoring processes and performance indicators. The responsible Minister for the Institute is the Minister for Training.

The Governing Council comprises of eleven appointees of the Minister for Training and the Managing Director of the Institute. Members are appointed for their experience and expertise in education, training, industry or community affairs and for their ability to contribute to the strategic directions of the Institute.

Functions of the Council

The Governing Council is the governing body to the Institute. It has the authority in the name of the Institute to perform the functions of the Institute and govern its operations and affairs.

In performing its functions the Council will:

- Prepare a College Training Profile for approval of the Minister as and when required by the Minister
Develop and implement strategic and management plans for the Institute

Ensure the Institute’s courses, programs and services are responsive to, and meet the needs of students, industry and the community, and

Ensure that the Institute’s commitments under its Resource Agreement and any other contractual arrangements are met.

Managing Director

Directs, controls and coordinates the development and delivery of services within the region. As a member of the Institute Executive, participates in planning and policy development for the Department of Training and Workforce Development.

Student and Business Services

The primary role of Student and Business Services is to provide services that support the training areas enabling them to focus on their core business of delivering quality training to industry, enterprise, individuals and the community. To achieve this, the division works closely with internal and external stakeholders to provide key services in:

- eBusiness
- Facilities and sustainability
- Finance
- Technology Services
- Library and bookshop, Records and Student support
- Workforce Services
- Student Services administration

Industry Skills Training

The Industry Skills Training division meets the workforce participation and development needs of industry, enterprise, individuals and the community through the provision of high quality training. Partnerships with industry are a pivotal function creating a strong foundation on which the division can:

- Ensure training will produce graduates with job ready skills
- Develop customised training to meet the short and long term needs of employers
- Foster innovation to assist business maintains relevance in the face of rapid technology advances
- Local and International business development
- Corporate communications and marketing

The four key learning areas comprise:

- Education and Social Sciences
- Technology and Commerce
- Health Services
- Trades and Hospitality

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6. Documents held by the Institute

Records held by the West Coast Institute relate to administration and operation, policies and processes of the Institute’s business activity; human resources and financial information.

Types of information available to the public

- Annual Report
- Internal Reports
- Financial Statements
- Institute Newsletters
- Strategic and Business Plans

These documents are available to view by members of the public at no charge.

Documents held at the Institute not available to the public

- Academic information
- Operations information
- Administrative information
- Staff information
- Contract information
7. Access to Institute Documents

West Coast Institute embraces the principle of openness and seeks to provide maximum access to its documents commensurate with the efficient operation of the Institute. Therefore, the Institute will meet reasonable requests for access to information without the need for an application under the Freedom of information Act. A written application to access or amend documents under the Freedom of Information Act 1992 is only required where, in the opinion of the relevant Manager, the person seeking access or amendment, would not, as a consequence of normal Institute administrative procedure, have their request approved.

Applications made under the FOI Act to access or amend documents must be in writing, they must be legible, concise, clearly describe what documents are requested, and contain a contact name and an address. Applications can be faxed or mailed directly to the FOI Coordinator. The FOI Coordinator will acknowledge receipt of the application in writing.

The decision to allow or refuse access to information is made by the FOI Coordinator who will consult with the relevant Manager and whenever necessary, a third party, depending upon the nature of the request.

Applications will be acknowledged in writing and the applicant will be notified of the decision within 45 days.

Fees and Charges

A scale of fees and charges are set under the FOI Act Regulations. Apart from the application fee for non-personal information, all charges are discretionary. The charges are as follows:

<table>
<thead>
<tr>
<th>Fees</th>
<th>Charges</th>
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<tbody>
<tr>
<td>Personal Information about the applicant</td>
<td>Charge for time dealing with the application (per hour or pro rata)</td>
</tr>
<tr>
<td></td>
<td>$30.00</td>
</tr>
<tr>
<td>Application fee (for non-personal information)</td>
<td>$30.00</td>
</tr>
<tr>
<td></td>
<td>Charge for access time supervised by staff (per hour or pro rata)</td>
</tr>
<tr>
<td></td>
<td>$30.00</td>
</tr>
<tr>
<td></td>
<td>Charge for photocopying</td>
</tr>
<tr>
<td></td>
<td>Transcribing from tape, film or computer (per hour or pro rata)</td>
</tr>
<tr>
<td></td>
<td>Duplicating a tape, film or computer information</td>
</tr>
<tr>
<td></td>
<td>Delivery, packaging and postage</td>
</tr>
<tr>
<td>Deposits: Advance deposit of the estimated charges may be required</td>
<td>25%</td>
</tr>
<tr>
<td>Deposits: Further advance deposit may be required to meet the charges for dealing with the application</td>
<td>75%</td>
</tr>
</tbody>
</table>
For financially disadvantaged applicants or those issued with prescribed pensioned concession cards, the charge payable is reduced by 25%.

**Notice of Decision**

As soon as possible but in any case within 45 days you will be provided with a notice of decision which will include details such as:

- The date which the decision was made
- The name and the designation of the officer who made the decision
- If the document is an exempt document the reasons for classifying the matter exempt; or the fact that access is given to an edited document
- Information on the right to review and the procedures to be followed to exercise those rights

**Access Arrangements**

Access to documents can be granted by way of inspection, a copy of a document, a copy of any audio or video tape, a computer disk, a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

**Rights of Review**

Applicants who are dissatisfied with a decision of the agency are entitled to request an internal review by the agency. Application should be made in writing within 30 days of receiving the notice of decision and you will be notified of the outcome of the review within 15 days.

If you disagree with the result you then can apply to the Information Commissioner for an external review. A request for external review should be submitted within 60 days of receiving the Notice of Decision of the internal review (3rd parties have 30 days).

No fees or charges are applicable to internal or external reviews.

**General enquiries about documents**

Informal enquiries about types of documents held by the Institute and how to apply for access to them may be made by contacting the FOI Coordinator.

Enquiries may be directed to the FOI Coordinator by fax or mail; or by telephone in office hours. Please mark mail clearly with the word 'Confidential' and address to:

The FOI Coordinator  
West Coast Institute  
Locked Bag 7  
Joondalup WA 6919  
Tel: 9233 1165  
Fax: 9233 1010
8. Personal Information

Members of staff and students may apply to inspect personal information about them held by the Institute by arrangement through the Manager, Workforce Services; or the Manager, Student Services.

A written application to access personal information under FOI is only required where, in the opinion of the relevant Manager, the person seeking access would not, as a consequence of normal Institute administrative procedure, have access to the documents concerned.

Applications made under the Freedom of Information Act 1992 to access personal information about the applicant, contained in documents held by the Institute, must be in writing. The application must be legible, concise, clearly describe what documents are requested, and contain a contact name and an address. Applications can be faxed or mailed directly to the FOI Coordinator who will acknowledge receipt of the application in writing.

The decision to allow or refuse access to information is made by the FOI Coordinator who will consult the relevant Manager, and a third party depending on the nature of the request.

Amendment to Personal

The right to amend personal information held by the Institute ensures information does not unfairly harm the person referred to, misrepresent facts about them or give a misleading impression.

The application must be in writing providing details, and if necessary, documents in support of their claim that the information they seek to have amended is inaccurate, incomplete, out of date or misleading.

Applicants must indicate whether they wish the amendments to be made by either altering, striking out or deleting, inserting information or inserting a note in relation to the information.

The Institute is required to give the applicant written notice of its decision within 30 days of receiving the application. The notice is to give details of the approved amendment or a statement of reason for the decision to refuse the amendment of the personal information and details of the applicant’s right to appeal the decision.