

Privacy Policy and Procedure

Policy

1. This policy supports Standard 3-Clause 3.6.d of the Standards for Registered Training Organisations (RTOs) 2015 and Standard 3.3 of the ESOS National Code 2018.
2. The College takes the privacy of our students/clients, agents, staff and other stakeholders very seriously and complies with all legislative requirements including:
 - a. The Privacy Act 1988 (Privacy Act) (Cth) and the Australian Privacy Principles (2014).
 - b. The Education and Training Reform Act 2006 requires the College to collect and disclose students personal information for a number of purposes including the allocation of a Victoria Student Number and updating information on the Victorian Student Register.
 - c. The Standards for RTOs 2015 requires data provision where students/clients information is to be reported under the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS)
3. The Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 and the ESOS National Code 2018 requires that the College collects students/clients information to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. Information collected about students/clients can be provided, in certain circumstances, to the Australian Government and designated authorities. Student's Information may be disclosed by the College, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
4. The College's written agreement with students sets out the circumstances in which personal information about the student may be disclosed by the College, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
5. The College maintains the privacy of personal information provided by staff, students/ clients, agents and other stakeholders.
6. The College ensures the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.
7. In some cases as required by law, we will need to make stakeholders' information available to others. In all other cases we ensure that we will seek the written permission of the relevant stakeholders.
8. The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Procedure

1. Data Collection

The College collect personal information from staff, students/clients and third parties that provide services on behalf of the College including education agents in order to provide training and assessment.

Students' information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- Name

- Address
- Contact details (telephone, emails)
- Date of Birth
- Gender
- Country of birth
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Other qualifications completed
- Current employment status
- Indigenous Status

Other information collected and provided to ASQA includes student's emergency contact, Student's USI No and course and unit enrolment and completion.

The College will only collect personal information lawfully for the purpose of training and assessment. The enrolment and application form completed by students/clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Students are required to sign the disclaimer as the agreement to the use of their personal information.

2. Use and Disclosure

The information collected for the purpose disclosed above will not be used for any other purpose without first obtaining consent from the students/ clients/staff/ agents/ other stakeholders, unless authorised or required by law.

The College will only use and disclose personal information to:

- a. Establish and maintain relationships
- b. Provide the courses and services as required by the students
- c. Administer and manage those courses and services
- d. Report to ASQA or state/territory registering bodies in relation to training services provided

3. Agents, Contractors and Other Third Parties

Our agents, contractors and other third parties, who require personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that students' personal information remains protected at all times.

4. Use of Internet and Acceptable Use of IT Computers

The internet may be used to transmit client and participants personal information from delivery sites to other sites and to state registering bodies. Security of data transmitted to state and territory registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

5. Data Quality

We will ensure that personal information is accurate, complete and up-to-date. Students are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

6. **Access to Records**

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Students can apply in writing to the College to view their records.

Students personal information is available through the College via submission of an Access Authorisation Form. Access to personal information will be controlled at all times, and will only be provided if written consent is obtained by the student or is required to be disclosed by law.

Depending on the nature of the request, the College will endeavour to respond within 10 working days.

7. **Privacy Concerns**

Students can raise any concerns they may have regarding personal information handling practices by contacting the College.

The students also have access to the College's Complaints and Appeals Policy and Procedures and the Complaint form available on the website.