

SC2: Privacy Procedures

Contents

Purpose.....	1
Definitions	1
Procedures	2
1. Privacy Notices	2
2. Marketing Privacy	2
3. Privacy of USI information	2
4. Access to Records	3
5. Amendment to Records	3
Supporting Documents	4
Document Control	4

Purpose

These procedures and the related policy ensures that the RTO meets its legal and ethical requirements regarding the collection, storage and disclosure of the personal information it holds about individuals.

This policy and procedure contributes to compliance with Clause 3.6 and 8.5 of the Standards, as well as compliance with any relevant Government funding contract arrangements.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

DET means Department of Education and Training

Personal information means *'information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *'Whether the information or opinion is true or not; and*
- *'Whether the information or opinion is recorded in a material form or not.¹*

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

TPS means the Tuition Protection Scheme established to assist international students where the provider is unable to deliver their course in full because of provider default.

Unique Student Identifier is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

USI means Unique Student Identifier as above.

¹ Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th June 2018 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

SC2: Privacy Procedures

Procedures

1. Privacy Notices

Procedure	Responsibility
<p>A. Privacy notices</p> <ul style="list-style-type: none"> Check privacy notices are included in relevant forms and information such as the Website and Enrolment Forms. This includes the suggested wording about privacy from the National Data provision policy requirements effective Jan 2018. Under the Data Provision Requirements 2012, The RTO is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER) for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties. Personal information disclosed to NCVER may be used or disclosed for the following purposes: <ul style="list-style-type: none"> Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts; facilitating statistics and research relating to education, including surveys; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation. 	<p>CEO Manager Quality and Compliance BDMs & Student Administration teams</p>

2. Marketing Privacy

Procedure	Responsibility
<p>A. Email marketing</p> <ul style="list-style-type: none"> Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing. 	<p>CEO Marketing Team</p>

3. Privacy of USI information

Relevant SRTOs: Clause 3.6

Procedure	Responsibility
<p>A. USI Authority and Identification documents</p> <ul style="list-style-type: none"> USIs are collected on the <i>Enrolment Form</i>. Where a student does not have a USI they may request for the RTO to create one on their behalf. Students who request for the RTO to create a USI on their behalf must sign the USI Authority Form and provide the required identification document/s. A USI must not be created for a student if the USI Authority Form which includes the privacy notice has not been signed. Once the USI has been generated and validated, the ID documents (where used only for the purposes of generating the USI) must be securely destroyed and not kept on file. Refer to the <i>Student Administration Policy and Procedure</i> for detailed instructions on the generation of USIs. 	<p>Administration Team</p>

SC2: Privacy Procedures

4. Access to Records

Procedure	Responsibility
<p>A. Request to access records</p> <ul style="list-style-type: none"> Individuals may request to access their records by using the <i>Request to Access Records Form</i>. Written requests should be sent to the head office. Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued AQF certification document – refer to the <i>AQF Certification Policy & Procedure</i>. Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents. Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc. Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request. Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver's license or utility bill. Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records. Keep a note on how the records were accessed on the individuals file. 	Administration team

5. Amendment to Records

Procedure	Responsibility
<p>A. Request for records to be amended</p> <ul style="list-style-type: none"> Where an individual requests for incorrect records held about them to be corrected, they can do so by filling in an <i>Amendment to Records Request Form</i>. If it is a change of address or contact details of a current student, they can use the <i>Change of Details Form</i>. Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly. Do not update records if they are found to be correct already. Advise the individual accordingly of the actions taken to follow up their request 	Administration team

SC2: Privacy Procedures

Supporting Documents

- SC2.1 - Access to Records Request Form
- SC2.2 - Amendment to Records Request Form
- SC6.2 - Enrolment Form
- SC6.7 - USI Application Form
- SC6.6 - Student Agreement & Letter of Offer
- SC4.1 - Complaints Register
- SC4.3 - Complaints and Appeals Flow Chart
- SC4.4 - Complaints and Appeals Form

Document Control

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