



Student Privacy and Personal Information Policy

Policy purpose

The *National VET Provider Collection Data Requirements Policy (2012)*, outlines the requirements on all Registered Training Organisations (RTOs) to collect and submit comprehensive data on their delivery of Nationally Recognised Training.

North Regional TAFE (NRT) must comply with the Australian Privacy Principles (APPs) in section 14 of the Privacy Act 1988, and the requirements of the Higher Education Support Act 2003.

The purpose of this policy is to direct all North Regional TAFE employees of their obligation when they collect information relating to students and how they handle personal information.

North Regional TAFE ensures that:

- personal information is collected in line with APPs
- suitable storage arrangements, including appropriate filing procedures, are in place
- suitable security arrangements exist for all records containing personal information
- access to a student's own personal information held by the provider is made available to the student at no charge
- records are accurate, up-to-date, complete, and not misleading
- where a record is found to be inaccurate, the correction is made
- where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record
- the personal information is only to be used and disclosed for the purposes for which it was collected, or for other purposes where expressly allowed by APPs.

Policy Scope

This policy applies to all NRT employees, whether permanent, temporary, full-time, part-time, contract or casual, and covers all personal information provided by students in the course of their enrolment with the College.

Collection of information

Personal information will not be collected unless:

- the information is collected for a purpose directly related to students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication North Regional TAFE will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the student concerned is generally aware of:

- the purpose for which the information is being collected
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required
- with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where North Regional TAFE solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:



- the information collected is relevant to that purpose and is up to date and complete
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

Storage and security of personal information

North Regional TAFE will ensure:

- that students records are protected by such security safeguards as it is reasonable in the circumstances to take against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- that if it is necessary for the record to be given to a person in connection with the provision of a service everything reasonably within NRT's power will be done to prevent unauthorised use or disclosure of information contained in the record.

North Regional TAFE will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper
- the purpose for which each type of record is kept
- the classes of individuals about whom records are kept
- the period for which each type of record is kept
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- the steps that should be taken by persons wishing to obtain access to that information.
- North Regional TAFE will not use the information without taking reasonable steps to ensure that the information is accurate, up to date and complete. NRT will not use the information except for a purpose to which the information is relevant.

Disclosure of personal information

Generally, the information we collect about you stays within the College and is shared between your teaching department, the Student Management Department, the Finance Department, and other support services such as the Learning Resource Centre and Support Services. Sometimes NRT is required to disclose information to other organisations. Your personal information (including the personal information contained on our enrolment form and your training activity data) may be used or disclosed by North Regional TAFE for statistical, regulatory and research purposes. North Regional TAFE may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- If you are under 18 information is available to parents/guardian
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies;
- National Centre for Vocational Education Research (NCVER).

Where NRT discloses information to another person, body or agency, they are also required to respect your privacy and only use the information for a purpose which the information was provided.

Applying for a copy of personal information

Any current or past student of NRT may apply to receive a copy of their personal information held by NRT. To do so the student must apply in writing to the Client Services Manager who will ensure that the requested information is provided within 10 working days. The College reserves the right to apply a fee if the information has been archived.



VET Student Loans – informed student consent

Students applying for VET Student Loans must give informed consent to their information being provided to the Commonwealth. North Regional TAFE will ensure that students are given appropriate privacy notices at the time they provide their personal information, for example, via application forms, websites and phone admission methods, and the VET Student Loans Request Form (CS013FRM).

Privacy complaints

Refer to the Complaints Management Policy (QM001POL) and Complaint Procedure (QM002PRO) for information on how to lodge a complaint or grievance.

Publication

This policy will be made available to students enrolled or intending to enrol with North Regional TAFE through publication on its website. It will also be provided in course induction packs where applicable.

QMS details

Responsible committee	Executive Management Team
Category	Student Information and Services
Policy owner	Director Organisational Services
Policy number	CS004POL
Date approved	12 March 2018
Date of next review	12 March 2021
Related policies and documents	Privacy Act 1988 Higher Education Support Act 2003 VET Student Loans Act 2016 Authorisation to Release Information CS009FRM Complaints Management Policy QM001POL Complaint Procedure QM002PRO NRT Our Privacy Statement CS028REF NRT Code of Conduct - HR027POL Privacy Notice and Student Declaration – Department of Education and Training (Commonwealth) National VET Data Policy – Department of Education and Training (Commonwealth)