

Overview of Privacy Policy

The Institute of Skills and Training Australia Privacy Policy outlines the circumstances in which personal information about students, staff and clients is collected, used and shared with others.

Student information and privacy policy is based on suggested wording from the Department of Education and is based upon:

- The National Code 2018 – Standard 3.3.6
- The ESOS Act 2000 – Sections 19 and 175
- The ESOS Regulations 2001 – Regulations 3.01, 3.02 and 3.03
- The Privacy Act 1988, Section 14 – Australian Privacy Principles
- Australian Privacy Principles quick reference tool 1- 13

The objective of the policy is:

- To ensure the privacy of held personal data.
- To clarify circumstances where personal information is provided to third parties.
- To ensure the security of personal information within Institute of Skills and Training Australia.

Students - Types of Personal Information Collected

The type of personal information Institute of Skills and Training Australia will be required to collect from ALL students includes:

- full name, gender, date of birth
- enrolment and course information
- fees information
- medical conditions where it has been supplied by student.
- Photo ID

International Students - Types of Personal Information Collected

In addition, the type of personal information Institute of Skills and Training Australia will be required to collect from International Students includes:

- about the student: full name, gender, date and country of birth and nationality; and once the student has established an address in Australia, the student's residential address.
- about the course: the CRICOS course code, agreed starting date and if the student didn't begin the course when expected; the expected completion date, and any termination of the student's enrolment prior to the expected completion date; and any change to the identity or duration of the course.
- about course money: the amount of money the provider has received prior to issuing a CoE, and an estimate of the total amount the student will be required to pay to undertake the full course.
- about health insurance: whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts.
- about English language proficiency: whether the student has undertaken a test to determine his or her level of understanding of English, the name of the test and the score the student received for the test.

- about the student's visa: the DHA (Department of Home Affairs) office where the application for a student visa was made or is expected to be made; and if the student already holds a student visa, the number of the visa; and once studying in Australia, the student's local Immigration office.
- about the student's passport: if the student was in Australia when he or she became an accepted student, the student's passport number.
- about any breaches of student visa conditions.

ESOS Regulations

Providers must give information about accepted students as follows:

- the student's residential address, phone number and email address
- when a student changes their course, in addition to the student's contact details, providers must give the day the student changes their course.
- when a student's course changes duration, in addition to the student's contact details, providers must give the day the change takes effect.
- when a student's course changes location, in addition to the student's contact details, providers must give the day the change takes effect.
- when a student's studies are deferred or suspended, in addition to the student's contact details and the expected duration of the deferment or suspension, providers must give the date deferment or suspension starts.
- if the provider gives particulars of a student's breach of their student visa conditions, providers must give the student's contact details and residential address in Australia and their residential address overseas, and
- when a student's studies are terminated (whether by the student), in addition to the student's contact details, providers must give the day the student's studies are terminated and the last day of the student's studies.

Staff and Client - Types of Personal Information Collected

All data that is held for staff members and clients is limited to that required for Institute of Skills and Training Australia to conduct its business and services to clients and employment of staff.

What is information used for?

Under the Data Provision Requirements 2012, Institute of Skills and Training Australia is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students' personal information (including the personal information contained on an application and enrolment form, letter of offer and training activity data) may be used or disclosed by Institute of Skills and Training Australia for statistical, regulatory and research purposes. Institute of Skills and Training Australia may disclose students' personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER*;
- Organisations conducting student surveys; and
- Researchers.

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The personal information held by Institute of Skills and Training Australia is strictly limited for Institute of Skills and Training Australia to conduct its business of enrolment, training and certification of students and employment of staff. It may be shared between the Australian Government and designated authorities where relevant. Circumstances where it may be used or disclosed is for the following purposes:

- issuing a statement of attainment or qualifications and populating authenticated transcripts.
- facilitating statistics and research relating to education, including surveys.
- understanding how the market operates, for policy, workforce planning and consumer information; and
- administering, including program administration, regulation, monitoring and evaluation.

**You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).*

Information may also be used to check your details on VEVO, if required. VEVO is Visa Entitlement Verification Online, which is fast and convenient way to view and email visa details and conditions. This may be used to check your suitability for a course. For more information about the VEVO service, visit the Department of Home Affairs: www.homeaffairs.gov.au/.

Gaining access to your information

Any individual can gain access to their personal information held by Institute of Skills and Training Australia. This request can be made in writing and with relevant form of identification.

Government access to your information

Information collected about you during your studies can be provided, in certain circumstances, to the Australian or Northern Territory Government and designated authorities.

Third party (non-Government) access to your information

Personal information will not be disclosed to any third party without the consent of the individual or as otherwise provided by law.

In a situation where the permission is not possible i.e. an emergency, or a legal situation, information may be shared at the discretion of the Institute of Skills and Training Australia RTO Manager or delegate.

Keeping of Data

Institute of Skills and Training Australia respects the individual's right to privacy and undertakes careful steps to keep personal information in confidence.

Institute of Skills and Training Australia will hold student, staff and client data in storage deemed by Institute of Skills and Training Australia as secure to protect the integrity of the personal information.

All Institute of Skills and Training Australia staff are made aware of their responsibility to keep student, staff and client data confidential and to only use this data as relevant in their daily operations and proper course of their work at Institute of Skills and Training Australia. This includes both during and

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post their employment with Institute of Skills and Training Australia. All Institute of Skills and Training Australia staff are required to sign a strict confidentiality agreement.

If in any doubt of their responsibilities of personal data, staff take responsibility to request further information or guidance from the Institute of Skills and Training Australia RTO Manager or delegate.

Students collecting third party information.

Some courses require students to undertake activities such as case studies, student clinics or practical placements in which the student will be responsible for third party personal information e.g. a student may take a case history of person to complete a case study assignment.

In these cases, students are responsible to keep this third-party data confidential and to only use this data as relevant to their course requirements. This includes both during and post their enrolment with Institute of Skills and Training Australia.

Statement of Privacy Policy and Data collection

Whilst all the policies and procedures included in this Student Handbook are referenced and accepted by students enrolling into courses at Institute of Skills and Training Australia, the following notices are displayed on specific enrolment information to reaffirm uses of private information:

General notice

Institute of Skills and Training Australia is committed to the responsible collection and handling of students' personal information in accordance with relevant legislation. The personal information collected by Institute of Skills and Training Australia and the additional documentation supporting students' applications will be used by Institute of Skills and Training Australia and may be provided to third parties for the purposes of assessing and processing students' applications and managing their enrolment.

Students have a right to access personal information that Institute of Skills and Training Australia holds about them. See Institute of Skills and Training Australia's Privacy Policy for details, which can be accessed via the student resources page on the Institute of Skills and Training Australia's website.

International Student Notice

Information about students is collected on this form and during enrolment to meet Institute of Skills and Training Australia's obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about students on this form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances, information collected on this form or during enrolment can be disclosed without students consent where authorised or required by law.

Photos, Videos and Other Media

From time to time, Institute of Skills and Training Australia takes photos and video recordings on campus that may be used for marketing and social media purposes e.g. a photo of graduation event. As a condition of enrolment, students grant permission to use their likeness that may appear in these photos, videos or other media without payment or other consideration. This does not include images and videos taken in public spaces or at public events. Institute of Skills and Training Australia is committed to privacy and if students do not wish for their images to be taken and published, student may notify us at any time.

Consumer Protection

Institute of Skills and Training Australia has a reputation as a safe, progressive and dynamic place to study. Institute of Skills and Training Australia aims to provide an environment to support quality education and training to benefit individuals, industry, business and the wider community.

As a student you have the right to expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations, be informed about personal information that is collected about you and the right to review and correct that information, access to Institute of Skills and Training Australia feedback and complaints handling process.

With rights come responsibilities and as a student in Institute of Skills and Training Australia your responsibilities include:

- Agree and abide by Institute of Skills and Training Australia policies and procedures.
- Providing accurate and complete information to Institute of Skills and Training Australia
- Behaving in a responsible and ethical manner

Working with Children Requirements

Some courses require students to obtain a Police Check and/or a Working with Children Card to undertake certain activities in the course.

These checks will be a pre-requisite to participate in some activities, which means failure to provide one may mean the student is unable to participate in that section of the course and be required to defer or cancel their course.

Institute of Skills and Training Australia will instruct the student when and how they will need to obtain a check/card. The cost of these is at the expense of the student.

Keeping your Details up to date

It is the student's responsibility to update Institute of Skills and Training Australia of any changes and/or corrections to your personal details including name, address, phone numbers and email address within 7 days of a change. Please contact the Institute of Skills and Training Australia Administration staff to update your details.

Students must enable email accounts to accept email sent from Institute of Skills and Training Australia

Institute of Skills and Training Australia communicates regularly with all students via email. Students need to ensure they have enabled the email system they are using to accept any email from Institute of Skills and Training Australia including automatic emails that are sent from our student management system to the email address they have nominated. In the case of these automatic emails from Institute of Skills and Training Australia, students with manual approval spam filters take the responsibility to set their email setting to accept these emails from Institute of Skills and Training Australia.