Australian College for Excellence(ACE)

Achieve your goals through excellence

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ACE - Privacy Policy & Procedure

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PRIVACY POLICY & PROCEDURE

PURPOSE

This policy ensures that ACE meets its legal and ethical requirements in regard to the collection, storage and expose of the personal information its holds in regard to its marketing personals, education agents, staff, current and prospective students.

SCOPE

The policy applies to all the marketing personals, education agents, staff, current and prospective students.

OBJECTIVE

The policy and procedure contribute to compliance with Clause 3.6 (Participate in the Student Identifier Scheme) and 8.5 (Compliance and Reporting) of the RTO Standards 2015, as well as compliance with Standard 3 (Formalisation of enrolment and written agreements) of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY

PRIVACY PRINCIPLES

Personal information is collected from individuals by ACE in order to carry out its business functions. ACE only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment. In collecting personal information, ACE complies with the requirements set out in the Privacy Act 1988 (Cth). This means ACE ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.

- Is able to access their personal information upon request.
- Does not receive unnecessary information.
- Can ask for personal information that is incorrect to be corrected to update the system & to communicate in the time of need.
- Can make a complaint by sending an email to ACE, if they consider that their personal information has been mishandled by ACE.

COLLECTION OF INFORMATION

In general, personal information will be collected through student application form, agent application form, staff resume, staff personal data form, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- Personal and contact details
- Employment information, where relevant
- Academic history
- For international students, currently enrolled or studying course information including CRICOS code, course preferred to do at ACE with CRICOS Code, agreed starting date, expected completion date if the student did not start on the agreed date
- Information about any terminations for change to identify and duration of the course for international students
- English language proficiency for international students, including the name of the test and the score received
- Visa information for international students, including any rejections of previous visa applications.
- Passport information for international students including whether the student whether the student is currently residing in Australia and holding an Australian Visa.

- Background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- Training, participation and assessment information
- Breaches of student visa conditions relating to attendance and/or course progress
- Fees and payment information
- Information required for the issuance of a USI.

Unique Student Identifiers (USI)

All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to ACE upon enrolment. Alternatively, ACE can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When ACE applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on the Student Identifiers Registrar. This will include:

- Name, including first or given name(s), middle name(s) and surname or family name
- Date of birth
- City or town of birth
- Country of birth
- Gender
- Contact details (email address & phone number), so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, ACE will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar.

Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- Is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- Is collected by the Registrar for the purposes of:
  - Applying for, verifying and providing a USI
  - Resolving problems with a USI
  - Creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - the purposes of administering and auditing VET, VET providers and VET programs
  - education related policy and research purposes
  - to assist in determining eligibility for training subsidies
- VET Regulators to enable them to perform their VET regulatory functions
- VET Admission Bodies for the purposes of administering VET and VET programs
- Current and former Registered Training Organisations (RTOs) to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- Schools for the purposes of delivering VET courses to the individual and reporting on these courses
- The National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- Researchers for education and training related research purposes
- Any other person or agency that may be authorised or required by law to access the information

- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- Will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore ACE will be unable to issue a qualification or statement of attainment.

STORAGE AND USE OF INFORMATION

ACE will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets) and electronically in ACE Intranet & Axcelerate which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible student, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.

ACE may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting ACE. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

DISCLOSURE OF INFORMATION

The personal information about students enrolled in a course with ACE may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar, Department of Education and Training (DET), Department of Immigration and Border Protection (DIBP) and National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

- ACE will not disclose an individual's personal information to another person or organisation unless:
- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- ACE believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

ACCESS TO AND CORRECTION OF RECORDS

Individuals have the right to access or obtain a copy of the information that ACE holds about them including personal details, contact details and information relating to course participation, progress and AQF certificate and statements of attainment issued. Requests to access or obtain a copy of the records that ACE holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

COMPLAINTS ABOUT PRIVACY

Any individual wishing to make a complaint or appeal about the way information has been handled within ACE can do so by following ACE's Complaints and Appeals Policy and Procedure.

PROCEDURE

PRIVACY OF USI INFORMATION

ACE Administration team is responsible for collecting USIs on the Student Application Form. Where a student does not have a USI they may request for ACE to create one on their behalf. Students who request for ACE to create a USI on their behalf must sign the USI Authority Form and provide the required identification document/s. ACE will not create a USI for a student without the signed privacy notice. Once the USI has been generated and validated, the ID documents must be securely destroyed and not kept on file (See Student Administration Policy).

ACCESS TO RECORDS

ACE Administration team is responsible to access student records. Individuals may request to access their records by using the Request to Access Records Form. Written requests should be sent to the head office. Requests may be from past or current students or other individuals.

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 the 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 identify – such as a driver's license or utility bill. Where the 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. ACE will keep a note on how the records were access on the individuals file.

Amendment to Records

ACE Administration Team is responsible for amendment of records as per the student's request. Where an individual request for incorrect records held about them to be corrected or if it is a change of address or contact details, they can do so by filling in Change of Contact Details Form. ACE Administration Team will advise the individual accordingly of the actions taken to follow up their request.

Roles and Responsibilities

RTO Manager

Administration Team

Related Forms

Change of Contact Details Form

Student Application Form

Request to Access Records Form

Associated Documents

Student Handbook