

## Purpose

To outline Tubal's commitment to respect the privacy and confidentiality in relation to the collection, maintenance, use, archive or disposal of student records and information. This information will not be disclosed to a third party without the prior consent of the student.

Tubal is required to gather information from students for the primary purpose of providing them with the courses of study for which they enrol. Related purposes of collection include correspondence with students, day-to-day administrative matters, provision of information about courses and events, the provision of information about associated services made available to and used by students (such as information technology), and compliance with legislative reporting requirements.

In collecting personal information, Tubal will comply with the privacy requirements of the Australian Privacy Principles (APPs) set out in the *Commonwealth Privacy Act 1988* and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

At the time information is collected, students or potential students will be advised at induction of our Privacy Policy, and availability of this information in our Student Handbook.

## Scope

This policy applies to the personal information of students and potential students.

The Training Manager and RTO Quality & Administration Manager are responsible for ensuring that all records are managed in accordance with this policy.

Tubal Trainer/Assessors are responsible for ensuring any student records containing private student information, training and assessment information, and the like are returned the administration for processing within a *reasonable timeframe*.

## Compliance

This policy relates to the following 2015 SNR's: 3.3, 3.4, 7.5 and 8.1.

This policy relates to the following 2012 SNR's: 17.4, 19.1(e), 23.3 and 23.4

This policy relates to the [Vocational Education and Training \(General\) Regulations 2009](#).

Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

For supporting information see *P-004 Records Management and Maintenance Policy*

## Definitions

**Personal information:** The *Privacy Act* defines personal information as information or an opinion, whether true or not and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

**Sensitive Information** - Information or opinion about an individual's: racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record that is also personal information.

## Policy

Student information gathered by Tubal will not be disclosed to third parties. Student are entitled to expect that their personal and academic information will not be subject to unauthorised interference or use.

All records are kept in a manner that will ensure privacy of student information.

Tubal will seek to ensure that the personal and academic information collected will be:

- accurate, complete and up-to-date
- protected from misuse, loss, unauthorised access, modification or disclosure, and
- is destroyed when and as required by the governing body.

Tubal staff (including contractors) are not to distribute any information about a student to others unless they have received written approval from the student concerned. The students' privacy will be protected at all times. All student files and records are confidential and for use within the RTO only.

Certain circumstances such as audits may require the disclosure of student information. These circumstances will be preceded with written notification from the relevant authority. These exceptions are outlined in detail in this policy.

## Exceptions

Tubal is obligated to disclose personal and academic information about an individual to Governing Departments at their request:

- we release statistical information to the Commonwealth Department responsible for the administration of the Data Provision Requirements: NVR Act), which may in turn provide this information to other departments (i.e. ASQA, State or Territory Government agencies, and other bodies authorised under the NVR Act), but only for the purposes permitted in the NVR Act and in accordance with the procedures set out in the NVR Act and the Australian Privacy Principles;

- if you transfer to another institution we may release to that institution information about your academic progress, although we will only release this information if you consented to the release of the information to the new institution;
- disclosure as necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person.

Should another Training Organisation formally request verification of a student's qualification, its transmission will be assumed to be authorised by the student.

## COMPLETED STUDENT FILES

The RTO Administration Manager will audit all student records submitted by Tubal trainer/assessors to ensure timeframes for evidence return has been met, all evidence and assessment records (including electronic files) correspond with the units of competency on the Student Management System prior to being issued to the student, USI has been obtained at enrolment, and applicable enrolment fees have been settled.

The Administration Team will raise the appropriate Certification and produce three copies of each:

1. Original - for the student
2. Copy – for the student file
3. Copy – for the certificate master file

## ARCHIVING

All records that record information about evidence collected during assessment must be scanned and stored electronically prior to archiving. These records will be processed by the Administration Team.

Completed training records will be retained onsite for a minimum period of one year in case the file needs to be recalled. After this time the archive boxes will be relocated to the designated storage area.

Any student records that need to be archived or destroyed will be done so in a secure manner through a reputable document destruction company.