

Privacy Policy (VET)

1. Purpose

1.1 This policy outlines Stanley College's processes to ensure the privacy of personal information of staff, students and clients.

2. Scope

2.1 This policy applies to:

- 2.1.1 all students
- 2.1.2 all staff; and
- 2.1.3 all clients of Stanley College.

3. Responsibility

3.1 The Quality & Compliance Manager and Deputy Vice President of VET are responsible for the oversight and implementation of this policy.

4. Definitions

DoHA	The Department of Home Affairs, which includes responsibility for immigration matters.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
Personal Information	Personal information on Stanley College staff and students, which may include, but is not limited to: <ul style="list-style-type: none"> • assignments • examinations • student results • identity documentation • financial information.
PRISMS	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.
Third Party	Any party that provides services on behalf of Stanley College but does not include a contract of employment between Stanley College and its employee.

5. Policy Provisions

5.1 As a Registered Training Organisation, Stanley College acquires, holds, uses or communicates personal information relating to students, staff or other persons. At all times, Stanley College will treat this information with the highest standards of confidentiality and privacy. Personal information will only be used for the purposes for which it has been disclosed to the College.

5.2 Stanley College will not disclose personal information to any third party without the person's express consent, unless required to do so by law.

5.3 Information collected, as part of the admissions process may include a person's:

- 5.3.1 name;
- 5.3.2 address;
- 5.3.3 contact details (including residential and telephone number/s);
- 5.3.4 emergency contact details;
- 5.3.5 date of birth;
- 5.3.6 gender;
- 5.3.7 country of birth;
- 5.3.8 language spoken at home;
- 5.3.9 level of English spoken;
- 5.3.10 disability information;
- 5.3.11 highest secondary schooling completed;
- 5.3.12 other qualifications completed;
- 5.3.13 current employment status; and
- 5.3.14 Indigenous status.

5.4 Information requested from students is as required by AVETMISS VET Provider Collection Specifications. The *Application Form* completed by students contains Stanley College's Privacy Notice, which states:

5.4.1 "Under the Data Provision Requirements 2012, Stanley College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on your Student application form), may be used or disclosed by Stanley College for statistical, administrative, regulatory and research purposes. Stanley College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised

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agencies. Please note 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au). For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>".

Agents, Contractors and Other Third Parties

5.5 Our agents, contractors and other third parties, who require personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that all client and participants personal information remains protected at all times.

Use of Internet

5.6 The internet, including emails, may be used to transmit client and participants personal information to authorised persons. Security of data transmitted to state and territory registering bodies is managed by the respective bodies and Stanley College have taken all reasonable steps to protect and secure personal information when using the internet.

Data Quality

5.7 Stanley College will ensure that personal information is accurate, complete and up-to-date.

5.8 Student and employees are encouraged to help the College keep their personal information accurate, complete and up-to-date by contacting the College to inform it of any changes. In addition, Stanley College has a *Student Contact Details Verification Policy (VET & ELICOS)*, which requires Stanley College to contact students regularly to verify their contact details.

Collection and Use of Personal Information

5.9 Stanley College collects personal information in a number of ways including:

- 5.9.1 directly from students or employees, such as application forms, resumes, the Student Portal, phone or in written correspondence; and
- 5.9.2 from third parties such as ApprentiCentre and other educational institutions, where consent is provided to relay personal details.

5.10 Stanley College uses this information in a number of ways, including to:

- 5.10.1 provide information about our courses to prospective students;
- 5.10.2 establish and maintain client and participant relationships;
- 5.10.3 provide educational and support services to current students;
- 5.10.4 administer and manage those services including admission, enrolment, assessments scholarships, billing and collection of fees and charges;
- 5.10.5 meet its data provision requirements, required by the National Regulator (ASQA) and the Department of Training and Workforce Development (DTWD);
- 5.10.6 review and develop our services; and
- 5.10.7 authenticate information provided as part of the College's admissions process.

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Storage and Security of Personal Information

- 5.11 The majority of personal information is stored in the student management system, Accounting Software, Employment Hero software and/or in student and employee files.
- 5.12 All Stanley College Staff have access to personal information only as required to carry out their duties. They include:
- 5.12.1 executive and senior managers;
 - 5.12.2 academic and administrative staff; and
 - 5.12.3 members of student complaints and appeals committees.

Disclosure of Personal Information

- 5.13 Personal information collected from students and employees is confidential. Stanley College will not disclose any personal information provided except under the following conditions:
- 5.13.1 where the student has nominated an authorised representative to act on their behalf;
 - 5.13.2 to meet government, legal or other regulatory authority requirements e.g. Australian Taxation Office, Department of Education, Centrelink, ApprentiCentre, DoHA directly or via PRISMS, and Superannuation Funds;
 - 5.13.3 where there are reasonable grounds to believe that a threat to life or health can be prevented;
 - 5.13.4 to out-sourced service providers who support Stanley College in providing services to students (for example, mailing houses and debt recovery agencies). In these cases, the provider agrees to preserve the confidentiality of personal information and to use it only for the purposes of providing that particular service; and
 - 5.13.5 where the student or employee has provided written approval to provide specific information to a nominated third party.

Accessing and Updating Personal Information - Students

- 5.14 Providing accurate and up-to-date personal information to Stanley College is the responsibility of the student. In addition, Stanley College has a *Student Contact Details Verification Policy (VET & ELICOS)*, which requires Stanley College to contact students regularly to verify their contact details.
- 5.15 The Stanley College Student Portal provides 24 hour access to personal information and can be accessed from computers on campus, from home or from other off-campus sites (for example, libraries or internet cafes). Access is via a login screen and the student will be required to enter a username and password. Students can update their personal details including contact information via the Student Portal.
- 5.16 Students may also request details of personal information in person, by completing a *Student Request Form*, or via email to the Student Services Team (studentservices@stanleycollege.edu.au)
- 5.17 At all times information will only be provided to the requesting student once their identity has been verified. Access to information must be controlled, and on request, only copies of information held can be provided to authorised persons. Original documentation cannot be removed by the student or authorised third party.

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Accessing and Updating Personal Information - Staff

5.18 Providing accurate and up-to-date personal information to Stanley College is the responsibility of the employee. Employees can access and update their personal information via Employment Hero or email to People and Culture (HR@stanleycollege.edu.au).

5.19 Access to information must be controlled, and on request, only copies of information held can be provided to authorised persons. Original documentation cannot be removed by the employee or authorised third party.

Verification of Details

5.20 Before providing personal information to students, staff or third parties, Stanley College employees are required to verify the identity of the requesting person and their authority to request information.

5.21 Approved ID verification processes include:

5.21.1 provision of photo ID (including drivers licence, passport or student ID); and

5.21.2 answering verification questions including date of birth, address, telephone details as well as a specific question relating to the student/employee (for example, the last unit studied or superannuation fund nominated).

5.22 Provision of information to third parties can only be completed with the approval of the President and/or if the student has provided a written authority, which can be in the form of an email received from the student's nominated email account or Stanley College email account, a signed letter, completion of a *Student Request Form* or an *Education Agent Nomination of Application Form*.

6. Policy Information

Policy Area	Academic
Authorised Officer	Deputy Vice President VET
Supporting documents, procedures & forms of this policy	<i>Student Contact Details Verification Policy (VET & ELICOS)</i> <i>Privacy Statement</i> <i>Student Handbook International</i> <i>Student Handbook Local</i> <i>Student Handbook General English</i> <i>Application Forms</i> <i>Student Request Form</i> <i>Education Agent Nomination of Application Form</i>
Related Legislation and Codes of Practice	Standards for Registered Training Organisations (RTOs) 2015 National Code of Practice for Providers of Education and Training to Overseas

	Students 2018 Privacy Act 1988 National VET Data Policy Privacy Bill 2007 (WA) Data Provision Requirements 2012
Audience	Public