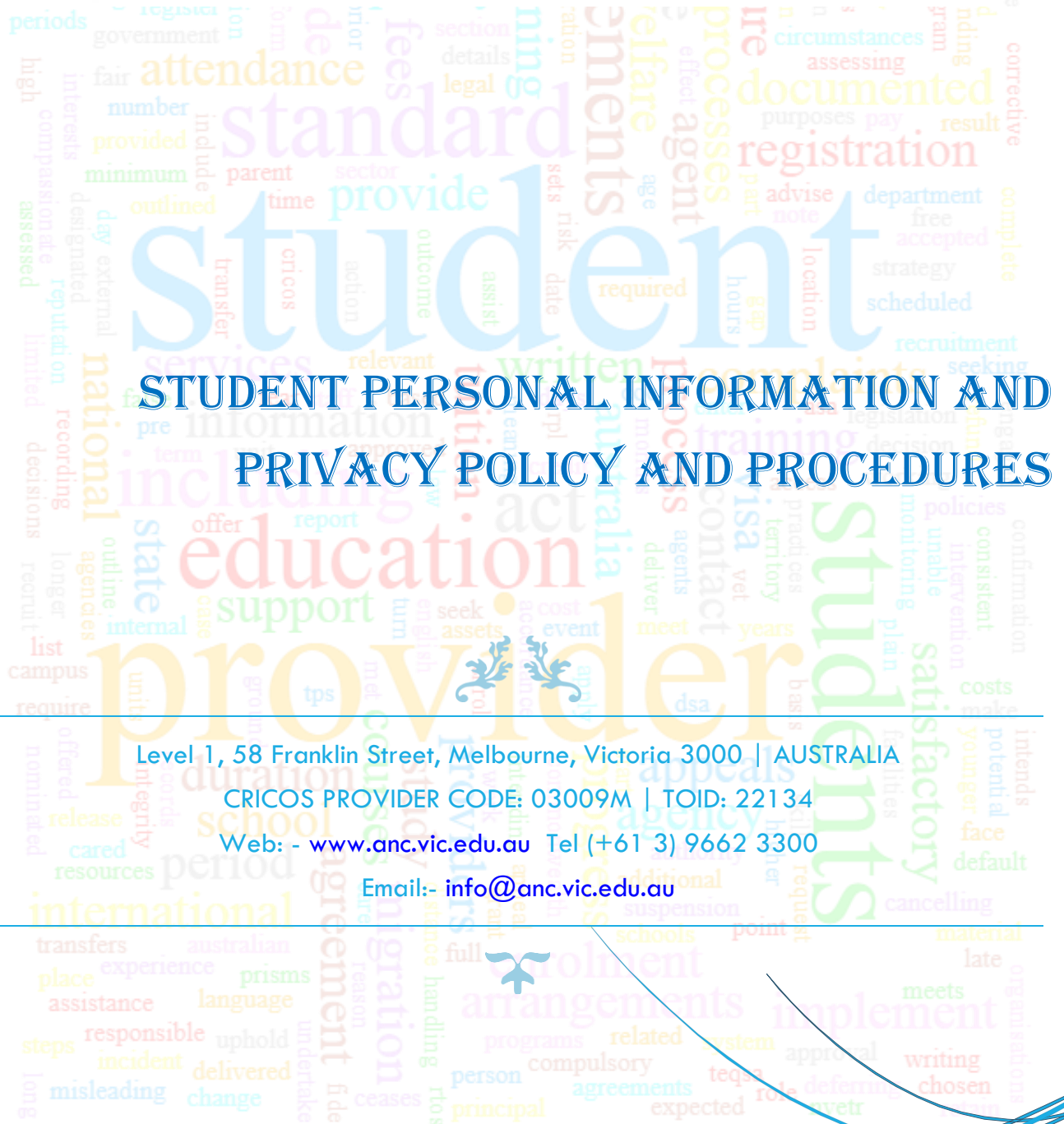




AUSTRALIAN NATIONAL COLLEGE



STUDENT PERSONAL INFORMATION AND PRIVACY POLICY AND PROCEDURES

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STUDENT PERSONAL INFORMATION AND PRIVACY POLICY AND PROCEDURES

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PURPOSE:

All records maintained by ANC are subject to the laws of privacy and regulatory requirements. This policy applies to the release of a student's personal information collected by ANC. ANC will allow a Student to apply for and receive a copy of their personal information that the provider holds in relation to that Student. (This Policy must be read in conjunction with Privacy Policy Statement-Attached Appendix)

SCOPE:

- This policy applies to all the current students enrolled at ANC and prospective students
- Privacy and access procedures are made clear to all parties at induction (staff), orientation (students) or during course information sessions/Orientation Program for intending students.

PROCEDURES:

All records collected and maintained by ANC are subject to the laws of privacy and regulatory requirements. As such, it is a requirement that records be held in a secure environment, safeguarded against loss, damage, unauthorised access, modification or disclosure, and any other misuse.

(I) COLLECTION OF INFORMATION

- Information is collected by ANC only if it is deemed necessary by the CEO or directly related to its function and activities as a VET provider, and do not unreasonably intrude into student's personal affairs.
- Individuals will be informed of the purpose of collecting information as if it is required by law, and to whom ANC will disclose this information to.

(II) ACCESS, STORAGE AND SECURITY OF PERSONAL INFORMATION

- Individuals will be given access to their records and ANC will ensure any corrections, deletions and additions that were requested are completed. If records could not be amended

as requested as they are found to be accurate, ANC will keep evidence of this request on individual's file.

- All individuals have a right to view their own files and may do so upon request and proof of identification to student administration.
- Students may gain access to and make amendments to their personal details at any time through TEAMS (Student Management System) on the ANC website (go to web address – Student Login – Update your personal details).
- ANC will endeavour to make sure that records are accurate, up-to-date, complete and not misleading.
- ANC will check the accuracy and completeness of student's personal information before use.

(III) DISCLOSURE OF PERSONAL INFORMATION

- Student files may only be accessed by the administration team for the purpose of updating those student files, or by the auditor appointed by the ASQA, for the purpose of reviewing training participation and progress.
- Access to a file by a third party other than as above can only be provided with the written consent of the individual.
- Staff files may only be accessed by the CEO or an auditor appointed by the ASQA.
- ANC will only disclose information if it believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person. In such situations, ANC CEO or a delegate will include in the record containing that information note of the disclosure.

COMPLAINTS AND APPEALS

If an individual believes that ANC has breached their privacy, they can access to the ANC complaints and appeals process. For more information, refer to ANC Complaints and Appeals Procedures available on the ANC website.



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REFERENCE:

This policy/procedure supports:

- Standard 6 - Standards for Registered Training Organisations (RTOs) 2015, Standard 3. clause 3.6 of National Code of Practice for Providers of Education and Training to Overseas Students 2018.

DOCUMENTS/FORMS:

1. Complaints and Appeals Form
2. Enrolment Application Form
3. Privacy Policy Statement
4. Privacy Notice for NCVER
5. Privacy Notice for USI

APPENDIX: - PRIVACY NOTICE- NCVER

Under the Data Provision Requirements 2012, ANC 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 (Student) personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by ANC for statistical, regulatory and research purposes. ANC 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;
- 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.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You (Student) 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 VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>).

APPENDIX:- PRIVACY POLICY STATEMENT

PRIVACY STATEMENT

ANC respects the privacy of your personal information. ANC is subject to the National Privacy Principles (“NPPs”) under the Privacy Act 1988 (Cth). The following Privacy Policy outlines the type of information that is collected by ANC and how we use and protect that information.

WHAT IS PERSONAL INFORMATION?

Personal information is any information or an opinion, whether true or not, which identifies an individual (includes health information and sensitive information). When personal information concerns certain matters it is considered sensitive information. Sensitive information is information or opinion about an individual’s:

- Membership of a political association;
- Racial or ethnic origin;
- Health or disability;
- Membership of a professional or trade association or membership of a trade union;
- Political opinions;
- Religious beliefs, affiliations or philosophical beliefs;
- Criminal record;
- Sexual preferences or practices.

WHO DOES THIS PRIVACY POLICY APPLY TO?

ANC collects personal information from a variety of sources. This privacy policy applies to any personal information collected by ANC about:

- prospective employees;
- individuals who are customers of ANC’s clients;
- clients;
- business partners;
- suppliers;

- contractors;
- shareholders;
- students
- Other people who may come into contact with ANC.

ANC is not bound by the NPPs in relation to its treatment of employee records if the treatment is directly related to a current or former employment relationship between ANC and an employee.

HOW ANC COLLECTS PERSONAL INFORMATION

Generally, ANC will collect personal information directly from you, when you deal with ANC by telephone, fax, letter, email and includes any information provided to us by application form. The type of personal information that ANC collects depends on the circumstances of collection and on the type of service you request from ANC. The particular purpose for which personal information is collected by ANC is generally either specified or reasonably apparent at the time the information is collected. ANC usually collects information such as your name, address, contact number, occupation, gender, date of birth, email address and credit card details and in the case of students, academic results and student welfare information. It is not ANC's general practice to collect sensitive information and we will only collect sensitive information with your consent.

On occasions, ANC may collect personal information about you from another individual and/or organisation. For example, ANC may collect personal information from:

- Commonwealth and State agencies;
- A company for whom you work;
- Other individuals and/or organizations with whom you have any dealings;
- An employment recruitment agent or agency;
- A student related recruitment agent or agency.

HOW ANC USES PERSONAL INFORMATION

ANC uses personal information for the primary purpose for which it was collected, or for secondary purposes which are related to the primary purpose. Generally, ANC uses personal information for the following purposes:

- To conduct its business as an education provider;
- To communicate with you;
- To assist in the management and improvement of services, including analysis of future employee and student needs;
- To provide products and services that have been requested or previously agreed to;
- To undertake marketing activities;

- In the case of students, to comply with the specific reporting requirements of the Education Service for Overseas Students Act 2000 (ESOS) and the revised national code 2018.

WHAT HAPPENS IF AN INDIVIDUAL DOES NOT PROVIDE PERSONAL INFORMATION

If you do not provide the personal information ANC requests, ANC may not be able to provide you with the relevant products or services.

ANC MAY DISCLOSE PERSONAL INFORMATION

ANC may disclose your personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected.

Depending on the circumstances, ANC may disclose personal information to:

- Its insurers;
- Its service providers and specialist advisers including but not limited to services relating to student welfare;
- Any person with a lawful entitlement to obtain the information;
- In the case of students, information provided by students may be made available to relevant commonwealth and state agencies and the Insurance fund manager of the education service for overseas students and, if applicable, the Tuition Assurance Scheme in compliance with the ESOS Act 2000 and the revised national code 2018.

If ANC engages a third party contractor to perform services which involves handling personal information, ANC will ensure that the contractor will be subject to the same privacy obligations as ANC to protect your personal information. ANC will also take reasonable steps to prohibit the contractor from using personal information, except for the purposes for which it was supplied.

DIRECT MARKETING AND PRIVACY

ANC may periodically use the personal information it collects about you to assist in identifying particular products and services which it believes may be of interest and benefit to you. ANC may then contact you to let you know about these products and services and how they may benefit you. If you do not want to receive any of this information, you should contact ANC immediately.

ACCURACY OF YOUR PERSONAL INFORMATION

If ANC has accurate personal information about you, it enables ANC to provide the best possible service.

ANC will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

Please advise ANC as soon as possible if the personal information held is inaccurate, incomplete or out of date. ANC will take reasonable steps to ensure your personal information is corrected.

SECURITY OF PERSONAL INFORMATION

ANC will take reasonable steps to ensure your personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. ANC uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures.

When ANC no longer requires personal information, it will safely destroy the information and delete it from its systems.

ACCESS TO PERSONAL INFORMATION

You or a third party nominated by you in writing may request access to any of the personal information ANC holds about you. Upon your written request, ANC will provide access to the personal information it holds about you, unless there is an exemption which applies under the Privacy Act.

Your request for access will be dealt with in a reasonable time. ANC may charge you a fee to cover the reasonable cost of retrieval and the supply of the information to you.

If ANC refuses your request for access, it will provide you with reasons for the refusal.

ANC may provide access to personal information without your consent only in certain prescribed circumstances, including but not limited to:

- Emergency situations;
- Specified commonwealth and state agencies and to comply with legislative requirements;
- Law enforcement;
- Lessening or preventing a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety.

ANC may disclose your personal information to Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to Vocational Education and Training (VET) for:

- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- 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 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 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; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

TRANSFERRING PERSONAL INFORMATION OVERSEAS

ANC does not transfer your personal information overseas unless it is authorised by law to do so or you have consented to it as part of the services to ANC (arranging ELICOS from other institute).

HOW TO CONTACT US

If you wish to gain access to or correct your personal information or make a complaint about a Breach of your privacy, you should contact:

Telephone: +61 03 9662 3300



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Mail: Level 1, 58 Franklin Street
MELBOURNE, VICTORIA 3000
Email: enquiries@anc.vic.edu.au

ANC will respond to your query or complaint as soon as possible.
ANC reserves the right to change this Privacy Policy at any time.

APPENDIX:- PRIVACY NOTICE TO CREATE USI

If you do not already have a Unique Student Identifier (USI) and you want ANC to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, ANC will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear
- in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- Your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa. If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask ANC to make an application for a student identifier on your behalf, ANC will have to declare that ANC has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that ANC has given you the following privacy notice:



STUDENT PERSONAL INFORMATION AND PRIVACY POLICY AND PROCEDURES

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - 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 Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - 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 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 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; and
 - Will not otherwise be disclosed without your consent unless authorised or required by or under law.

PRIVACY POLICIES AND COMPLAINTS

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (<http://usi.gov.au/Pages/privacy-policy.aspx>) or by contacting the Registrar on 13 38 73 or usi@industry.gov.au. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.



STUDENT PERSONAL INFORMATION AND PRIVACY POLICY AND PROCEDURES

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf. For information about how ANC collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to ANC's privacy policy which can be found at RTO website (<http://www.anc.vic.edu.au>).

“(Signature of acceptance by the Student)” _____

Name of the Student:- _____

Student Number :- _____ **Date:-** _____