



055 Student Privacy and Confidentiality Policy

Eureka4WD Training is bound by the National Privacy Principles contained in the *Commonwealth Privacy Act*. This policy applies to all students of 4WD.

Policy Statement

Eureka4WD Training 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.

Information collected by Eureka4WD Training will not be disclosed to third parties. Students are entitled to expect that their personal and academic information will not be subject to unauthorised interference or use.

Eureka4WD Training will seek to ensure that the personal and academic information that the RTO collects maintains uses and discloses:

- is accurate, complete and up to date;
- is protected from misuse, loss, unauthorised access, modification or disclosure; and
- is destroyed or de-identified when and as required by the RTO governing body (ASQA).

Student Access

Students are entitled to have access to their student file that may contain forms, correspondence and any other items relating to the student.

An **Access Authorisation Form** will need to be submitted by the participant to the RTO Manager of Eureka4WD Training. The RTO Manager will then contact the applicant and make an appointment to view their file at a date and time suitable to both parties.

The student will be under supervision while perusing the file. The **original** file and/or contents may not be removed from the premises of Eureka4WD Training but copies are allowed to be processed for the student after the appointment has been completed.

No student may have access to another student's file, or to information from such a file or computer record.

Disclosing Personal Information

The RTO may disclose personal information, including sensitive information, held about an individual to:

Government departments;

Medical practitioners;

People providing services to the RTO, including specialist visiting lecturers;

Anyone the student authorises (in writing) the RTO to disclose information to.

Eureka4WD Training is required to have on record a variety of factual information about students both for internal use in connection with its training programs and for the compilation of statistical reports to meet the requirements of external bodies.

Should another training institution formally request verification of the student's qualifications, its transmission will be assumed to be authorised by the student.

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Version Number: 3	Location: RTO Framework, 4WD - POLICIES		
Reviewed: February 2021	Next review due: February 2022		
RTO Number: 52488	Written by Eureka	Page 1 of 4	



Management and Security of Personal Information and Assessment Records

Eureka4WD Training is required to respect the confidentiality of trainees' personal information and submitted records. Eureka4WD Training has in place steps to protect the personal information the RTO holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and access rights to computerised records.

Any records that leave the office of Eureka4WD Training must be scanned into our student management database prior to leaving the building.

Files or assessment records that leave the Eureka building **must not be left unattended or accessible by persons other than a member of the Eureka4WD Training team** while the records are out of the office. It is the responsibility of the individual holding these records to ensure that the records remain secure.

Management of Enrolment and Participation Records

Enrolment and attendance records of students undertaking courses will be maintained in both electronic and hard forms during the duration of the particular course. Copies of certificates and Statements of Attainment issued are kept within the Power Pro student management system.

Assessment Records

Records of qualifications and statements of attainment issued will be retained for 30 years in accordance with the standards. Eureka4WD Training also has a responsibility to report to the CQR. Records of all competencies achieved and qualifications issued are lodged via the Competency Completions Register.

Disclosure in an Emergency

Student record information may be released in the event of an accident or an emergency or where Eureka4WD Training believes the use or disclosure of the information is necessary to respond to, lessen or prevent a serious and imminent threat to a student's life, health, safety or welfare or a serious threat to the health, safety or welfare of the public.

Student record information may also be released where the student becomes incompetent to manage his/her affairs, on the authority of a power of attorney, or of a parent or guardian in the case of a minor, or of a legal guardian.

In such circumstances personal information may be released to the police, medical or hospital personnel, civil emergency services, the student's legal representative or nominated emergency contact person or such other person where the University reasonably believes this would address the identified threat.

It is essential to establish the credentials of any person to whom information is to be released. Permission to release student information to a third party in an emergency must be authorised by the Director or RTO Supervisor of 4WD, unless to do so would cause unreasonable delay in the circumstances.

All policy and procedures are authorised and/or approved by the Director on behalf of Eureka 4WD Training Pty Ltd, as a national RTO

Date	Version	Amended by:	Notes
Feb 2015	1.0	Eureka 4WD Training	Policy created
Feb 2017	1.1	Tanja Van Haght	Updated to ensure compliance with RTO Standards, version control table added
April 2019	1.2	eureka	Rebrand, review, add footer, add to document register
February 2021	2	Eureka	Annual Review and Amend. Included Privacy Notice NCVER

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RTO Number: 52488	Written by Eureka	Page 2 of 4	

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), Eureka 4WD Training collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do provide adequate information as requested, Eureka 4WD Training may not be able to process your application.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) [NVETR Act]) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER for purposes that include:

- populating authenticated VET transcripts
- administration of VET
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation Eureka 4WD Training RTO Provider No 31193 15 December 2020 Changes to National VET Data Policy (Privacy Notice) as of 1 January 2021 Page 2 of 2
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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RTO Number: 52488	Written by Eureka	Page 3 of 4	

If you would like to seek access to or correct your information, in the first instance, please contact Eureka 4WD Training who will be able to provide the requested information or access.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Please refer to the additional State or Territory Authority Privacy Notice included in this application process should this be relevant to your application.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Eureka 4WD Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For information about how Eureka 4WD Training collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Eureka 4WD Training privacy policy which can be found within the Student Handbook and on the web at www.eureka4wd.com.au.

Eureka 4WD Training retains a record of personal information about all individuals with whom we undertake any form of business activity. Eureka 4WD Training must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes.

Identification Evidence

As a government registered training organisation, regulated by the Australian Skills Quality Authority, Eureka 4WD Training is required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments.

Eureka 4WD Training must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of services delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs.

Important

In providing your personal information as requested and signing this notice, you are providing your consent for the collection, storage, use and disclosure of your personal information as outlined and confirming your receipt of, and understanding of these details.

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