

Privacy Policy and Procedure

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Policy

1. This policy supports the Standards for Registered Training Organisations (RTOs) 2015 – Standard 3 and 8.5, and ESOS National Code 2018 Standard 3.
2. Australian Centre of Further Education takes the privacy of our students/clients, agents, staff and other stakeholders very seriously and complies with all legislative requirements including:
 - a. The Privacy Act 1988 (Privacy Act) (Cth) and the Australian Privacy Principles (2014).
 - b. The Australian Skills Quality Authority (ASQA) requires students/clients information to be reported under the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).
 - c. The Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 and the ESOS National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 requires that Australian Centre of Further Education collects students /clients information to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. Information collected about students/clients can be provided, in certain circumstances, to the Australian Government and designated authorities.
3. The Written Agreement (Letter of Offer) for overseas/ international students sets out the circumstances in which personal information about the student may be disclosed by the Australian Centre of Further Education, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
4. Australian Centre of Further Education maintains the privacy of personal information provided by staff, students/ clients, agents and other stakeholders.
5. In some cases, as required by law, we will need to make stakeholders' information available to others. In all other cases, we ensure that we will seek the written permission of the relevant stakeholders.
6. Australian Centre of Further Education ensures that 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 unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Australian Centre of Further Education if you consider that your personal information has been mishandled.
7. The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Procedures

Data Collection

Australian Centre of Further Education collects personal information from staff and students/clients in order to provide training and assessment. Students' information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- Name
- Address
- Contact details (telephone)
- Date of Birth
- Gender
- Country of birth
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Other qualifications completed
- Current employment status
- Indigenous Status

Australian Centre of Further Education will only collect personal information lawfully for the purpose of training and assessment. The International/Domestic Student Application Form contains a disclaimer outlining why the personal information is collected and how it is to be used. Students are required to sign the disclaimer as the agreement to the use of their personal information.

Use and Disclosure

The information collected for the purpose disclosed above will not be used for any other purpose without first obtaining consent from the students/ clients/staff/ agents/ other stakeholders, unless authorised or required by law.

Australian Centre of Further Education will only use and disclose personal information to:

- Establish and maintain relationships
- Provide the courses and services as required by the students
- Administer and manage those courses and services
- Report to the Commonwealth including the TPS, VET Regulator, or state or territory agencies the VET regulator in relation to training services provided

Agents, Contractors and Other Third Parties

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 students' personal information remains protected at all times.

Use of Internet and Acceptable Use of IT Computers

The internet may be used to transmit client and participants' personal information from delivery sites to other sites and to state registering bodies. Security of data transmitted to state and territory registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

Data Quality

We will ensure that personal information is accurate, complete and up-to-date. Students are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

Access to Records

Individuals have the right to access or obtain a copy of the information that Australian Centre of Further Education (ACFE) holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Australian Centre of Further Education 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.

Correction to records

If an individual considers the records that Australian Centre of Further Education holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended. This should be done by sending an email to the Student Support Officer (sso@acfe.edu.au) with the updated information. The Student Support Officer will confirm the receipt and update of the record via email within 7 days.

Complaints

Students can raise any concerns they may have regarding personal information handling practices by contacting Australian Centre of Further Education. The students also have access to Australian Centre of Further Education's Complaints and Appeals Policy and Procedures on website www.acfe.edu.au

Document Control

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