

## Privacy and Confidentiality

NIET is committed to maintaining the privacy and confidentiality of its RTO, clients and staff. NIET complies with the Privacy Act 1988 including the Australian Privacy Principles (APPs), as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2014. NIET implements practices and procedures that ensures our compliance with the APP, as NIET only collects personal information that is required for the purposes of employment or education, or in meeting Government reporting requirements.

NIET retains a record of personal information for individuals with who we undertake any form of business activity. NIET collects, holds, uses and discloses information from our clients and stakeholders for a range of purposes. NIET is required by multiple bodies to ensure privacy and confidentiality is held to the utmost importance, including ASQA, Skills First and the Standards for RTO's 2015.

### 1. Students

In particular, NIET is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in Nationally Recognised Training programs. The information required is outlined in the National Vocational Education and Training Regulator Act 2011, and associated legislative instruments.

NIET will collect the following information on students:

- First and surname
- Gender
- Date of birth
- Address (including postal)
- Contact phone numbers
- USI details
- Emergency contact details
- Victorian Student Numbers (if applicable)
- Employment industry (if applicable)
- Employment status
- Country of birth
- Highest school level completed
- When they completed high school
- Highest qualification
- Residency, citizenship or visa status
- Collection of ID (various)
- Spoken languages
- Aboriginal and Torres Strait Islander status
- Information on education history
- Language, literacy and numeracy
- Disability status
- Relevant health information
- School status
- Prior qualifications

NIET provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter where practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual's information is not required to complete a request. Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. NIET only stores and links pseudonyms to individual personal information in cases where this is required for service delivery or once the individuals' consent has been received.

Personal Information is collected using the Enrolment Application Form and during the Pre-Training Review. Supporting documents including reasonable adjustment and RPL, Credit Transfer application forms may also ask for further information on the individual to support them with their training. Information is collected for:

- Determining funding eligibility
- Purposes of entering information onto our Student Management System (SMS) for generating of personal files and training plans (but not limited too)
- Allowing internal staff and trainers to make initial contact, and further maintain contact during their studies
- Ensuring contractual requirements are met.

Information is held in locked storage rooms based at NIET's offices, and is also stored on the SMS, which is safeguarded and protected by appropriate computer and server protection.

Full course enrolment application forms, evidence of participation and all course related work completed by the individual are held at NIETs Frankston office in hard copy, in a secure room. Records are destroyed

after three years. For contractual obligations VETtrak manages all electronic records required for the purposes of training for a period of thirty years.

In the event our organisation ceases to operate, the required personal information on record for individuals undertaking Nationally Recognised Training with us would be transferred to the Australian Skills Quality Authority, as required by law and Skills First Funding contract obligations. If students request to transfer to another training organisation, NIET will hand over all available training documentation, with a request in writing from the student granting permission to do so.

If students require access to their personal records held at NIET, they must make the request in writing to NIET Administration Team. The individual will be notified within 14 days. If the application is refused the reasons for refusal will be given in writing, and the complaint mechanisms available to the individual. Providing information access is free of charge.

## 1.1 Third Party Arrangements – Students

In some cases, NIET may be required to provide personal information to third parties. Third parties may include:

- Job Services Providers
- Victorian Government Departments (e.g. Skills Victoria, Australian Vocational Education and Training Management of Information Statistical Standard - AVETMISS) – for the purposes of uploading information to their specific individual needs on commencement of service delivery)
- ASQA
- Law enforcement agencies
- Employers (traineeship contracts only)

In all cases where access is requested, NIET will ensure that:

- Parties requesting access to personal information are identified and vetted
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter) and
- Only appropriate authorised parties, for valid purposes, will be provided access to the information.

Each enrolment form contains NIET's Privacy Statement. Under Victorian and Federal Privacy Legislation, students must be provided with this notice informing them about the ways their personal information will be collected and handled when they enrol. The statement also includes information on photos, videos, social media and complaints process if the student feel's NIET has breached their privacy and confidentiality obligations.

The Pre-Training Review and the Student Handbook makes students aware that they may be invited to participate in the NCVET survey, or be contacted by the department (or authorised persons) for audit purposes.

## 2. Staff

Part of the induction process for staff is to inform and educate on the privacy and confidentiality requirements set by NIET to protect all clients associated with NIET (e.g. students, staff, and businesses).

## 3. Further controls

NIET has measures in place to ensure the correct information is collected, maintained and used for appropriate conditions. This includes, but not limited to:

- Individuals are asked on the enrolment application form whether they wish to receive marketing and promotional material
- Individuals and businesses are given the opportunity to 'opt out' from any email distribution lists
- A security bin is placed in the administration area for any private and confidential material to be destroyed
- On request, correcting personal information held, and notifying any third parties of corrections made to personal information.