



Student Handbook

WELCOME

Thank you for choosing TrueLearning Australia Pty Limited, we look forward to working with you to achieve your training and career goals.

TrueLearning Australia Pty Limited is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

TrueLearning Australia Pty Limited will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about TrueLearning Australia Pty Limited's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager.

We sincerely hope your time at TrueLearning Australia Pty Limited is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

CONTACT DETAILS:

Phone: 02 4773 9902

Mobile: 0477 747 763

Email: admin@truelearningaustralia.com.au

Web: www.truelearningaustralia.com.au

Head Office: 151 Park Rd Wallacia NSW 2745

RTO ID: 45538

CEO: Inge Crosson inge@truelearningaustralia.com.au

SCOPE OF DELIVERY

Qualifications

CHC30113 - Certificate III in Early Childhood Education and Care

CHC50113 - Diploma of Early Childhood Education and Care

CHC30121 - Certificate III in Early Childhood Education and Care

CHC50121 - Diploma of Early Childhood Education and Care

Standalone Units

CHCPRT001 - Identify and respond to young people at risk

CODE OF CONDUCT (T&S)

TrueLearning Australia Pty Limited is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of the RTO complies with the requirements of the VET Quality Framework, which includes the following:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements 2011
- the Financial Viability Risk Assessment Requirements 2011
- the Data Provision Requirements 2012

TrueLearning Australia Pty Limited will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register (<http://www.training.gov.au>). (5.3)

TrueLearning Australia Pty Limited has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

STUDENT RESPONSIBILITIES

As a student with TrueLearning Australia Pty Limited, you are responsible for your own actions, this includes:

- Complying with the policies and procedures within the Student Handbook
- Participating in all training activities by asking questions and interacting with other students
- Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.
- Thinking of the work placement as your workplace, are you are good work colleague?
- Dressing appropriately for the work placement, as if you would dress for your workplace
- Using your brain and challenge yourself in the work placement, you will thank yourself later when you have a better understanding of the training that was delivered
- Completing all assessment requirements required to determine your competency
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment
- Pay all course fees prior to course commencement
- Finding ways to relate to your reading and writing. What original thoughts and experiences can you bring to the course to make it come alive for yourself?
- Being in the training, participate, don't jeopardise your own learning by not participating
- Surround yourself with other students who can help you. You don't have to be best friends with everyone you seek advice from but find friends or acquaintances that will help you to be the best of you.

UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

SUPPORT SERVICES

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e. change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO manager at the first available opportunity.

DELIVERY AND ASSESSMENT PLAN (DAP)

The **Delivery and Assessment Plan** outlines how the RTO plans to deliver and assess and should be developed for each full qualification or skill set. The Delivery and Assessment Plan includes:

- Delivery – An outline of how each unit will be delivered, including the resources required to deliver that unit and any instructions to the trainer on how to set up the training
- Assessment – A list of all the assessments for each UOC, including proposed training duration for each UOC.

The Delivery and Assessment Plan should be distributed to each Trainer/Assessor responsible for the delivery of the course. Trainers/Assessors are responsible for following the DAP and suggesting any improvements to Senior Management through an Opportunity for Improvement Form.

The DAP can also be distributed to students, providing them with a plan for their training and assessment.

DAP's can be customised for specific employer clients to meet the needs of the employer; this should be done in consultation with the employer. Customisation can include changes to:

- Delivery methods
- Delivery sites
- Assessment methods

WORK PLACEMENT

There are two main types of Work Placement requirements, firstly there is the Compulsory Work Placement requirement and secondly it may be a requirement by the RTO that the student undertakes work placement as a key component of their training to assist them to gain employment upon completion or to provide a simulated workplace environment. For Compulsory Work Placements, students may be required to complete a set number of hours in order to meet the minimum requirements of a qualification according to the Training Product requirements.

Work placement requirements for all courses is based on 35 hours per week. This is made up of 7.5 hours per day which includes a 30 min lunch break. We are flexible with work placement options. They can either be carried out in a block, or set days per week, as long as the hours and workplace tasks are met and completed.

As we are unable to visit some Centres for workplace observation visits due to COVID and the closure of State borders, some workplace assessment tasks may need to be recorded or third party/supervisor reports will need to be completed. Students will be required to do recordings of their on-the-job tasks and upload these via the student learning portal.

The trainer will also conduct Zoom meetings or phone calls with the student and the Centre every 3 months to keep the personal connections and support going during this time.

As part of professional development and maintaining personal connections with our students, we will offer students regular In Services/Professional Development sessions via Zoom on certain topics. This will be free of charge.

This keeps up industry currency, personal connection with the students, facilitates group work between students and keeps students motivated to continue with their studies.

Previous students can also access these sessions for a reduced cost. Please advise Admin if you are interested.

RECOGNITION OF PRIOR LEARNING (RPL)

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Agreement Form and on the course booklet.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current formal and informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third-party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

Our RPL policy requires the student to have performance evidence for each unit in working with children. An Assessor will need to observe the student's workplace skills and completed workplace tasks on the workplace observation visit. Other evidence may include a job description, service statement, signed resume etc.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Payment for RPL will be based per unit. Each unit is at a cost of \$100 per unit. If the cost of the units exceed \$1500, a payment plan is offered.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

RPL PROCESS

The RPL process is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL booklets:

- Student to contact the RTO and advise that they wish to apply for RPL.
- Consultation by phone or zoom to discuss the RPL process prior to sending the booklet.
- RTO to supply the RPL Step 1 booklet and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required signed evidence, for example: job description, service statement, signed resume etc, along with the completed RPL Kit
- Assessor to review the RPL booklet and determine whether the student has the required skills and knowledge against each Unit of Competency.
- Students will be asked to attend an interview, in person or on an online zoom platform. The purpose of the interview is to allow you the opportunity to confirm the evidence to support your claim. The RPL Assessor may require you to demonstrate or answer direct questions regarding the performance criteria of the unit.
- The assessor will visit the workplace to complete the RPL Step 2 booklet. We will ask questions and observe the student. Their workplace supervisor will be required to sign off this booklet.
- If there is no possibility of workplace observations by a trainer, the learner will need to be able to provide other evidence to prove working with children experience, skills and knowledge which is current (last 3 years) and provide at least 3 references of persons who worked with him/her the RTO can verify.

- Once Step 2 is completed, RPL Step 3 booklet will be completed. If any skills gap training has been identified, the student will have to complete the gap (theory or workplace). This will be individualised for each student and will come at a cost of \$100 per unit. However, this cost will be assessed on a case-by-case basis.
- Once the eligibility of the student has been determined by the Assessor, it is to be forwarded to the RTO for Certificate issue.

CREDIT TRANSFER

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by TrueLearning Australia Pty Limited, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer, the student is required to complete the following steps:

1. Attach a certified copy of the authenticated VET transcript and certificate (if required) from the other RTO and highlight the units you wish to have applied to your current enrolment
2. Submit authenticated VET transcript and certificate to the RTO
3. Units are verified on www.usi.gov.au, only applicable if student completed the units after 1 January 2015. Permission from the student will need to be gained prior to verification
4. If the units were completed prior to 1 January 2015, then TrueLearning Australia will contact the other RTO to verify the units completed
5. TrueLearning Australia will also accept verification via Training Desk by scanning the QR code on the certified certificate
6. The **RTO** in consultation with relevant Trainer and Assessor will review and confirm whether student is eligible for Credit Transfer (CT)
7. If the student is eligible and all evidence has been collected from the student, the result of the CT should be applied to the unit within the Student Database. Trainer and Assessor to complete credit transfer form.
8. The **RTO** to advise the student in writing of the outcome of the credit transfer application:
 - a) Student is eligible for CT and the result has been entered into the Database
 - b) Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the Peace or someone within the RTO can sight the originals and authenticate a copy.

COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION

1. Please refer to the course booklet for information on course fees, including any required deposit; enrolment fees; materials fees and any other charges (if applicable). Please be aware that if a student is unable to meet their payment commitments, access to the student portal will be denied until the student is able to meet their financial obligations.
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
 - a) Participants have overpaid the enrolment charge
 - b) Participants enrolled in training that has been terminated by the RTO

- c) Participant advises the RTO prior to course commencement that they are withdrawing from the course
 - d) If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
 - e) In the event that the RTO fails to provide the agreed services
 - f) 4 weeks' notice in writing is to be submitted if you would like to withdraw from the course. Your payment plan will stop 4 weeks after notice has been given.
 - g) Submitted payments made are non-refundable excluding cooling off period.
5. A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. The deposit is non-refundable after the 10-business day Cooling Off period following enrolment. Please refer to the Course Booklet for the deposit amount required.
 6. Four weeks' notice in writing is to be submitted if you would like to withdraw from the course. Your payment plan will stop 4 weeks after notice has been given.
 7. Participants who have paid upfront and want to withdraw from the course must provide 4 weeks' notice in writing. Any pre-paid course fees are non-refundable, unless it falls within the 10 day Cooling Off period.
 8. Students are required to be up to date with their course payments. Units will not be marked and unlocked if students do not meet their payment schedule.
 9. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$40 will be charged.
 10. The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion.
 11. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
 12. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
 13. There will be no reassessment fee, unless stipulated on the course booklet. If a reassessment fee is applicable, this fee will be included on the course booklet.
 14. If a student is deemed not yet competent in all units of the course by the third attempt, they will be required to withdraw from the course.
 15. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given up to 12 weeks extension period to undertake reassessment if required and attendance at weekly meetups are compulsory. Special conditions apply for Traineeships and the Diploma Upgrade.
 16. PLEASE NOTE: A minimum 10% deposit is required on enrolment. Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment (this is the Cooling Off period), unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.
 17. If you choose a payment plan, you have the option of making weekly or fortnightly payments until course completion. In the case of a missed payment, the following units' access will be withheld until payment is received.

18. If required, students may defer a course by completing a 'Student Deferral Form' which may be requested from admin@truelearningaustralia.com.au. Students may defer a course for a period of up to 12 months. TrueLearning Australia will take action to withdraw an enrolment where a student does not return to training within the specified 12-month timeframe.
19. If a student defers and they have already used their extension time, they will be given one month once returned from their deferral to complete all tasks. If they do not complete it, then they will have to pay the weekly applicable extension fee. Students will be locked out of the student portal if they do not pay, or once extension period is over. Trainers will have consistent interaction with supervisors throughout your course, it is part of our process.
20. If a student has still not been active in their course for a period of 12 months, after the additional 12-week extension date, and have not completed a deferral form, then TrueLearning Australia will take action to withdraw an enrolment where a student does not return to training within the specified 12-month timeframe.
21. TrueLearning Australia Pty Ltd offers a weekly 3-hour face-to-face online session. It is encouraged that students attend these classes and TrueLearning Australia Pty Ltd requires that they give one week's notice if they plan to attend this class. Zoom meetings will be recorded and used as tutorials for other students. The student's face can be blocked on request if they do not wish to be visible to others. For students who are studying CHC30121 and CHC50121, it will be compulsory to attend one tutorial per month as part of their studies.

COOLING OFF PERIOD

TrueLearning Australia Pty Limited protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

A deposit is required on enrolment. The deposit includes a non-refundable enrolment fee. Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment (this is the Cooling Off period), unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

PAYMENT PLAN

A deposit is to be paid prior to course commencement of up to \$1,500.

For fees that are \$1,500 or more, a payment plan will be offered.

If you choose a payment plan, you have the option of making weekly or fortnightly payments until course completion. In the case of a missed payment, the following units' access will be withheld until payment is received.

Students who are suffering financial hardship may arrange an alternative payment plan with TrueLearning Australia.

COMPLAINTS POLICY

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the RTO
- c) Student wishes to raise a complaint about a Third Party
- d) RTO staff wishes to raise complaint about a Third Party
- e) Staff wishes to raise a complaint about another staff member or a student

COMPLAINTS PROCESS

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the **RTO manager** for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received by the complainant to the RTO
2. If not already submitted with the complaint, a *Complaints and Appeals Form* is completed and submitted to the RTO Manager
3. A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant following receipt by the RTO Manager within 5 business days
4. The Complaint is discussed with ALL parties involved in the grievance, and ALL parties are notified in writing of the complaint, which will ensure that order to meet the requirements of natural justice and procedural fairness
5. Grievances should be kept confidential, in order to protect the complainants
6. All *Complaints and Appeals Form* are to be reviewed at the monthly Quality and Compliance Meetings.
7. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommended Action Required for Improvement".
 - a. An initial meeting is to be held within 10 business days
 - b. If further investigation is required, this should be completed within 60 calendar days
8. Each appellant:
 - a. Has an opportunity to formally present his or her case
 - b. Is given a written statement of the complaint outcomes, including reasons for the decision
9. If the Complainant wishes to appeal the Complaint outcome, the student can bring the complaint before senior management for resolution, agreeable to all parties.
10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO
12. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.

13. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
14. If the RTO determines that the complaint process cannot be finalised within 60 calendar days the RTO Manager will:
 - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
 - b. Will regularly update the complainant or appellant on the progress of the matter

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the *Complaints and Appeals Register* and a scanned copy saved onto the student file in the database.

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)
- Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)

There is no cost involved with lodging a complaint with TrueLearning Australia Pty Limited.

ASSESSMENT APPEALS PROCEDURE

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “Complaints and Appeals Form” within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completed a *Complaints and Appeals Form*
3. The *Complaints and Appeals Form* is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the *Complaints and Appeals Form*
5. The RTO Manager will consult with the trainer/assessor and student individually

6. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under “Recommend Action Required for Improvement”
7. An initial meeting should be held within 10 business days
8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made
11. All *Complaints and Appeals Forms* received are to be entered onto the Complaints and Appeals Register

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.

PRIVACY PROTECTION ACT 2012 & PRIVACY ACT 1988

The RTO respects the importance of securing any form of personal information which is collected from the student (s) and/or other Stakeholders. The RTO promotes and conducts the following policy in accordance with the privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

AUSTRALIAN PRIVACY PRINCIPLE 1 – OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

TYPES OF INFORMATION WHICH WILL BE COLLECTED AND WHERE IT IS HELD

The RTO collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in the RTO’s AVETMISS database includes;

- Student Name
- Age, sex
- Contact information
- Record progress
- For more information, please refer to Clause 17.4 on page 90 for Records Management – paper-based Policy and Procedure

HOW INFORMATION IS GATHERED

This information is collected for statistical purposes by the Government & regulating bodies. How the RTO gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTF feedback form.

AUSTRALIAN PRIVACY PRINCIPLE 2 – ANONYMITY AND PSEUDONYMITY

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

AUSTRALIAN PRIVACY PRINCIPLE 3 – COLLECTION OF SOLICITED PERSONAL INFORMATION

PERSONAL INFORMATION OTHER THAN SENSITIVE INFORMATION

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities.

SENSITIVE INFORMATION

Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to student's health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

AUSTRALIAN PRIVACY PRINCIPLE 4 – DEALING WITH UNSOLICITED PERSONAL INFORMATION

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified. The RTO will also, within a reasonable period after receiving the information, determine whether or not it could have been collected under APP 3.

AUSTRALIAN PRIVACY PRINCIPLE 5 – NOTIFICATION OF THE COLLECTION OF PERSONAL INFORMATION

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

- The identity of the RTO and contact details
- If the RTO collects or has collected person details from someone other than the individual
- If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.
- The purpose for which the RTO has collected the information
- The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO
- Whom the RTO discloses the personal information too
- How the individual may access the personal information and seek correction of such information
- Please refer to Clause 16.6 on page 72 for access to records Policies & Procedures
- How the individual may complain due to any form of breach
- Please refer to Clause 16.1 on page 74 for the Complaints and Appeals Policies & Procedures

AUSTRALIAN PRIVACY PRINCIPLE 6 – USE OR DISCLOSURE OF PERSONAL INFORMATION

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

AUSTRALIAN PRIVACY PRINCIPLE 7 – DIRECT MARKETING

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another organisation unless it is a government department.

AUSTRALIAN PRIVACY PRINCIPLE 8 – CROSS BORDER DISCLOSURE OF PERSONAL INFORMATION

The RTO will only transfer personal information to an individual or someone overseas if;

- The receipt of the information is subject of law
- The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

AUSTRALIAN PRIVACY PRINCIPLE 9 – ADOPTION, USE OR DISCLOSURE OF GOVERNMENT RELATED IDENTIFIERS

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

- The identifier is prescribed by the regulations
- The organisation is prescribed by the regulations
- The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identified with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment.

AUSTRALIAN PRIVACY PRINCIPLE 10 – QUALITY OF PERSONAL INFORMATION

All personal information collected by the RTO must be accurate, up to date, complete and relevant. Refer to Clause 16.6 on page 72 for the Policies & Procedures.

AUSTRALIAN PRIVACY PRINCIPLE 11 – SECURITY OF PERSONAL INFORMATION

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

AUSTRALIAN PRIVACY PRINCIPLE 12 – ACCESS TO PERSONAL INFORMATION

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.