

1. Purpose

This Policy sets out Calibre Training and Development's responsibilities in relation to the collection, use, disclosure and handling of personal information in compliance with the Federal *Privacy Act 1988* (Cth).

Personal information is defined as information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. It includes information, which is written, oral or electronic.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body
DET means Department of Education and Training

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and
- 'Whether the information or opinion is recorded in a material form or not.

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'
Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality

Framework which can be accessed at www.asqa.gov.au

Unique Student Identifier is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

2. Collection of Personal Information

Calibre Training and Development's is an approved Registered Training Organisation by the Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Calibre Training and Development to collect personal and sensitive information from its learners. This requirement is specified in the Data Provision Requirements 2012 which is one of five legislative instruments that Calibre Training and Development must comply with as a condition of its registration.

In collecting personal information, Calibre Training and Development's complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Calibre Training and Development operates. NCVER will collect, hold, use and disclose 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 www.ncver.edu.au).

This means Calibre Training and Development ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to and provided:
 - the mandatory Privacy Statement, Student Declaration and Consent as required under the Data Provision Requirements 2012
 - relevant State Government VET Student Enrolment Privacy Notice (VIC & TAS)
 - USI Privacy Notice
 - NCVER specific to the collection of statistical data gathered from student surveys
- 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 the RTO if they consider that their personal information has been mishandled.

Personal information, including sensitive information, is collected from individuals in order that Calibre Training and Development can carry out its business functions. Calibre Training and Development only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In general, personal information will be collected through course application, Pre- training review, enrolment forms, training and assessment records.

- The types of personal information collected include:

- personal and contact details
- proof of identification
- employment information, where relevant
- academic history
- Language Literacy and Numeracy proficiency for students, including the name of the test and the score received
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- breaches of student of conditions relating to attendance and/or course progress
- fees and payment information
- information required for the issuance of a USI.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015, are required to have a Unique Student Identifier (USI) and provide it to the RTO upon enrolment. Alternatively, the RTO can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When the RTO applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, the RTO will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
- applying for, verifying and giving a USI
- resolving problems with a USI
- 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 VET, VET providers and VET programs
- education related policy and research purposes
- 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

How personal information is collected and stored

Individuals may disclose information over the telephone, via email, in person and by the completion of relevant forms. Only information disclosed by the individual is used in the collection of information. Prior to the collection of personal information, the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.

Written and / or verbal consent is obtained prior to collection of personal information and stored appropriately (e.g. in the students / employee file or on the student management system). For individuals under 18 years of age parent / guardian consent is required.

Storage and use of information

- Calibre Training and Development will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- Calibre Training and Development may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), Calibre Training and Development collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide adequate information as requested, Calibre Training and Development 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 NCVER and other bodies handle your personal information

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.

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
- 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.

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

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

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

If you would like to seek access to or correct your information, in the first instance, please contact Calibre Training and Development using the contact details listed below.

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>.

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 Calibre Training and Development to:

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

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

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

Phone - 1300 283 287

Email - info@calibretd.com.au

Identification Evidence

As a government registered training organisation, regulated by the Australian Skills Quality Authority, Calibre 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.

Calibre 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.