



National Provider Number: 90537

PRIVACY POLICY

Purpose

Network of Community Activities (Network) is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation. This policy focuses on Network's RTO obligation and commitment to protecting the privacy of its learners and outlines the various ways in which it ensures this protection.

For the purpose of this policy personal information is described as follows:

'Information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details.'

All RTOs must collect a range of data from their students and report all their delivery activity (known as Total VET activity) to the National Centre for Vocational Education Research (NCVER), at least annually.

All RTOs including Network must collect AVETMISS-compliant records for all students, and all competency enrolments delivered and outcomes achieved throughout the calendar year.

Early in the following year, Network must report this data to NCVER.

Considerations

- Privacy Act 1988 and the subsequent Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Health Records Act 2001
- Standards for Registered Training Organisations 2015: Standard 5, 7 and 8
- Network of Community Activities Learner Handbook
- National VET Data Policy V3 2021 visit for the updated version
<https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>

Procedure

Collection of personal information

Network, as a Registered Training Organisation (RTO), is required to collect personal information from learners in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by government regulators.

Information collected includes general personal details and may include details of any disability or health issue that may affect the learner's ability to undertake training and/or assessment activities.

Network will only collect personal information that is required for the purposes of employment or education or in meeting government reporting requirements.

Network collects all personal information in writing, either from a professional development application and personal details form, or an enrolment form, directly from the person whom the information is about. (Where applicable information may be collected from the parent or guardian of a learner under the age of 18.)

Use and disclosure of personal information

Network is 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.

Network uses personal information, of its learners, for the purposes of meeting VET requirements for the awarding of national qualifications and to comply with reporting requirements where relevant, as specified by government regulators.

Personal information, as collected through the enrolment form or through other means, will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by the Australian Skills Quality Authority (ASQA). This information is also required to prove your identity, eligibility for training and for the issues of any certifications.

Personal information will not be used in any way other than those outlined in this policy and any other ways that might reasonably be expected.

Access to personal information

Network will allow access to personal files at any time to the person to whom those files relate, upon written request.

Learners may access their files by submitting a written application to the Manager, Professional Learning and Education.

At any time, you may contact Network 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

Storage and security of personal information

Network will take all reasonable steps to maintain the privacy and security of personal information.

Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.

Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or archive box.

Reasonable steps will be taken to destroy or permanently dis-identify personal information when it is no longer required for any purpose.

Confidential Information

Network will make all reasonable efforts to protect confidential information received from learners or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the learner or partner organisation.

Privacy Statement

A privacy statement is available for all persons to identify the way in which personal information is handled by Network - (Appendix A)

This policy must be read in conjunction with the National VET Data Policy. This can be accessed here <https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>

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Review Date:	1/10/2015, 1/10/2016



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APPENDIX A

RTO PRIVACY STATEMENT

Network is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information. This statement only applies to Network's databases and files and does not cover any State, Territory or Commonwealth Government database or file.

Your Personal Information

In order to provide you with training, employment and associated services, Network may need to collect personal information such as your name, address, work history, qualifications, USI, health status, etc.

If you decline to provide your personal information, Network may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

Collection of personal information

Where practicable, Network will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, Network may collect personal information from such government departments and agencies.

Network may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer.

Use and disclosure

Network will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

Network will only disclose personal information to a third party where one or more of the following apply:

- You have given consent (verbal or written)
- It is authorised or required by law, or necessary for enforcement of law
- It will protect the rights, property or personal safety of another person
- The assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information Network holds on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Manager, Professional Learning and Education in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security

Network will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- Storing electronic information on a secure server with restricted access
- Storing paper-based documents securely on our premises
- We will take reasonable steps to destroy or permanently dis-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter should contact the Manager, Professional Learning and Education.

Please read this Privacy Statements together with the Department of Skills, Education and Employment National VET Data Policy 2021

<https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>

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