QAT Policy P025

Personal Information and Record Keeping Policy

References: ESOS Act, 2000 *Part 3 Division 1 21 Record Keeping*
Higher Education Support Act 2003 Clause 23
Privacy Act 1988(amended July 2018)
Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement for Certificate 3 Guarantee
Clause 8.5

1.0 Purpose

This policy is to outline the ways in which Queensland Academy of Technology ensures the security and integrity of students' personal information. It has also been defined as a requirement to meet the ESOS Act 2000, the HESA Act 2003, and the clause 8.5 of the Standards for Registered Training Organisations (RTOs) 2015. It will also be available to and followed by all QAT (Queensland Academy of Technology) staff members involved in the delivery of ELICOS and VET courses to international and domestic students.

2.0 Background

Queensland Academy of Technology complies with the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to Students, in addition to the references listed below.

ESOS Act 2000 Part 3 Division 1 21 Record Keeping

Records of students' details

(1) A registered provider must keep records of each accepted student who is enrolled with the provider or who has paid any tuition fees for a course provided by the provider.

(2) The records must consist of the following details for each accepted student:
- (a) the student's current residential address;
- (b) the student's mobile phone number (if any);
- (c) the student's email address (if any);
- (d) any other details prescribed by the regulations.

(2A) A registered provider must have a procedure to ensure that, at least every 6 months, while the student remains an accepted student of the provider:
- (a) the provider confirms, in writing, the details referred to in subsection (2) with the student; and
- (b) the records are updated accordingly.

Clause 23, Higher Education Support Act 2003 Procedures relating to personal information

*(1) A * VET provider must comply with the information privacy principles set out in section 14 of the Privacy Act 1988 in respect of * VET personal information obtained for the purposes of Part 2 of this Schedule or Chapter 4.*

*(2) A * VET provider must have a procedure under which a student enrolled with the provider may apply to the provider for, and receive, a copy of * VET personal information that the provider holds in relation to that student.*

(3) The provider must comply with:
- *(a) the requirements of the * VET Guidelines relating to * personal information in relation to students; and*
- *(b) the procedure referred to in subclause (2).*

Clause 8.5
The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

3.0 Definitions

Student/s: refers to all persons enrolled with Australia Moreton Education Group Pty Ltd trading as Queensland Academy of Technology, including persons enrolled or seeking to enrol in a unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.
Acknowledgment Form: refers to a form used by QAT staff to gather feedback and contact details from the student during orientation.
QAT administration staff: refers to any member of QAT's administration team designated by management to perform the required task.
SMS: refers to short message service, or texting.
TEAMS: refers to the software system used by QAT to store student records.
Census date: This is the date after which students are unable to obtain a refund for any fees paid in advance for the remainder of the course or for that instalment period.

4.0 Policy

4.1 Context

The ability to keep and access accurate student records, and to contact students who are enrolled at QAT is important in terms of conveying critical information to students and stakeholders, including Government departments and agencies, in a reliable manner.

Queensland Academy of Technology will allow any Student to apply for and receive a copy of the personal information that the provider holds in relation to that Student.

At all times, QAT will comply with the Information Privacy Principles (IPPs), set out in section 14 of *The Privacy Act 1988 (last amended 1 July 2018),* when handling personal information.

4.2 Collection of Information

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Queensland Academy of Technology will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or the Tuition Assurance Scheme Provider).

Where Queensland Academy of Technology solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

4.4 Storage and Security of Personal Information

Queensland Academy of Technology will ensure that a Student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse.

Queensland Academy of Technology will ensure that if it is necessary for a Student's personal information to be given to a person in connection with the provision of a service to Queensland Academy of Technology, everything reasonably within the power of Queensland Academy of Technology will be done to prevent unauthorised use or disclosure of that personal information.

Queensland Academy of Technology will not use a Student's personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. Queensland Academy of Technology will not use a Student's personal information except for a purpose to which the information is relevant.

4.5 Review and Access

An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.

Individuals are able to access their own records by requesting in writing to the CEO at Queensland Academy of Technology, Ground Floor, 333 Adelaide Street, Queensland Brisbane 4000. There is no charge for an individual to access personal information that Queensland Academy of Technology holds about them; however Queensland Academy of Technology may charge a fee to make a copy.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

4.6 Disclosure

Students are advised that their personal details may be disclosed to relevant government authorities if QAT is compelled to do so. This is communicated to students via the enrolment form, and through the Student Handbook.

4.7 Maintaining accurate records

- When students enroll, records of all required details, such as, but not limited to, contact details, visa details, tax file numbers and payment details, are captured on the appropriate form, then checked and kept in both hard copies on the student's file and on TEAMS by the QAT Enrolments Coordinator. An exception is made for the Request for VET FEE-HELP assistance form; only a hard copy will be kept on file. Forms are not processed unless they are complete and accurate.
- Contact details are captured for a second time during the student's orientation on the first day of their course on the appropriate Acknowledgement Form, and recorded as above.
- Academic progress and attendance details are captured and recorded as per the relevant QAT Academic Progress or Attendance Policy for the course concerned (see References below).

- Every month, QAT administration staff, acting under the direction of the Executive Director and Compliance Team, will identify and contact students (under the ESO's Act) who have been enrolled continuously at QAT for 6 months in order to update the students' email, mobile phone and address details.
- Students who are enrolling in a second course at QAT will always be directed to attend the relevant orientation and to fill out a new student acknowledgement form. They will also need to fully complete the new written agreement and enrolment form, which includes a question regarding their current contact details.

4.8 Timeframes for the retention of records

- All VET students' assessment and results data are kept on file, in accordance with ASQA's General Direction on Retention requirements for completed student assessment items.
- All records required to be kept under the ESOS Act and Regulations for students on a Student Visa will be kept for a period of 2 years from the time the student ceases to be an accepted student of QAT.
- All VET students who are studying where QAT is operating in the capacity of a Pre-qualified Supplier, will have their records under Section 9 of the Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement for Certificate 3 Guarantee kept for 6 years.

5.0 Procedures

- The QAT Enrolments Coordinator ensures that all enrolment forms containing student details are checked for accurate and complete details.
- The Enrolments Coordinator ensures the details are entered into TEAMS and also filed in hard copy in the student's file.
- The orientation day administrator ensures that all relevant Acknowledgement Forms are fully completed on the student's orientation day.
- The relevant administration person then files the acknowledgement form in the student's file.
- Every month a list is generated of students who have been enrolled in a course at QAT for 6 months, and those students are sent an SMS by the designated administration person, requesting an update of their contact details.
- If there is a change, the student's details are updated on TEAMS.
- When a student enrols in a second course, they are directed to fully complete a new enrolment form and written agreement and to complete the relevant Acknowledgement Form on their first day, at orientation.
- Any new contact details are then updated on TEAMS by the administration person.

6.0 Forms

- F030 ELICOS and VET Acknowledgement Form V5
- F031 VET Acknowledgement Form V5
- F031 QAT Enrolment Form V4

7.0 References

1. Standards for Registered Training Organisations (RTOs) 2015
2. HIGHER EDUCATION SUPPORT ACT 2003 - SCHEDULE 1A
3. Education Services for Overseas Students Act 2000
4. Privacy Act 1988

Version History

Date	Version	Author	Status	Reviewers
06/12/13	1	A Black	Combined P025 (see archive) and VET FEE-HELP Policy 3d, Added references and formatting	J Hunt
14/01/13	1.1	S Mok	Reviewed procedures and maintaining accurate records. Procedures are to remain the same for both domestic and international students.	
23/4/14	2.0	A. Black	Updated policy with respect to amended Privacy Act 1988 and retention of records information	M Wang
09/07/2015	2.1	M Dodunski	Updated ASQA Standards	
16/08/2018	2.2	J.Hunt	Amended Link to Privacy Act 1988, updated details and footer	R. Campbell