



AMA SKILLS TRAINING

PRIVACY Policy & Procedure

Objective

This policy describes the practices and procedures by which AMA Skills Training will ensure the compliance with the relevant privacy legislation to protect the personal information and right to privacy of those which are detailed within this policy.

Scope

This policy applies to all students and also persons employed by or contracted to AMA Skills Training.

Responsible Parties

The Chief Executive Officer (CEO) is responsible for the control and issuance of this policy (this may be delegated).

AMA Skills Training will appoint a Privacy Officer whose duty will be to administer this policy.

Procedure

AMA Skills Training will ensure that it respects the privacy of staff, prospective staff, students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Amendment (Privacy Sector) Act 2000 sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

AMA Skills Training will ensure it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended.

Review

The CEO will review the policy annually or earlier. Should there be relevant amendments to the respective Act or changes to the operation of AMA Skills Training or educational environment, these changes will be analysed and updated in the policy.

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Purpose of Collecting Information

The purposes for which AMA Skills Training collects personal information of students includes: satisfying legal obligations, administration, to keep employers informed of the student's progress in the course of study, allow AMA Skills Training to discharge its duty of care.

The purposes for which AMA Skills Training collects personal information of job applicants, staff members and contractors includes: satisfying legal obligations, insurance purposes, administering the individuals contract of employment.

Release of Information

AMA Skills Training must have the student's permission in writing with reference to release of information, a form titled "Authority to Release Information" (Form HA). This will need to be signed prior to the course starting.

AMA Skills Training is required to ask for the staff member's permission in writing with reference to release of information. This is included in the staff employment agreement, which must be signed prior to employment.

Information Collected

AMA Skills Training collects personal information solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority who is the National VET Regulator (NVR). The requirements of the NVR may mean the release of students or staff member's personal information for the purposes of an audit.

The type of information AMA Skills Training collects and holds includes (but not limited to) personal information, including sensitive information, about: Students and parents and/or guardians before, during and after the course of a student's enrolment, Job applicants, Staff members and contractors; and other people that come into contact with AMA Skills Training.

The information media may take the form of: interviews, feedback surveys, email correspondence, telephone calls, third party information, and application forms. Data will be uploaded to AMA Skills Training' Client Management System (CMS).

Provision of Information

Student or staff information will not be provided to anyone unless AMA Skills Training has the permission from the student or staff member or is specifically required to provide the information by law.

For example student information is only given to the following bodies where required:

- ASQA: Australian Skills Quality Authority
- STA: State Training Authorities
- Employers where the student is a Trainee.

While students are undertaking the training program, there will be times when AMA Skills Training and/or its Training Consultant, Business Development Consultant, Administration Officer may need to

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discuss the students program with internal RTO staff and the National VET Regulator – ASQA and the student’s employer.

Access to Information

Under the National Privacy Principles the student or staff member can access his/her personal information and may correct inaccurate or outdated information about them.

Students

Students will have access to all information held on them. AMA Skills Training will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are enrolled students. The appropriate form is titled, Student Records Access (Form SAR1) and may be requested from the Training Manager or is available on AMA Skills Training’s website.

For access to records, the student must meet with the Training Manager and provide identification (such as licence, passport) and the completed form.

Staff

Staff will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the staff member has given permission.

Staff members who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are employed at AMA Skills Training. If the person is no longer an employee of AMA Skills Training, and they request access of information there may be a fee involved, the cost must be paid in advance of access. The appropriate form is titled, Staff Records Access (Form SAR2) and may be requested from the Training Manager.

For access to records, the staff member must meet with the Training Manager and provide the completed form.

Privacy Principles

AMA Skills Training abides by the National Privacy Principles and will not pass on students or other staff member’s information to anyone in any way that may be considered as breaching the Privacy Principles.

The following National Privacy Principles (NPP) were downloaded from:

<http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles> on 20th November 2013.

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NPP 1: collection

Describes what an organisation should do when collecting personal information, including what they can collect, collecting from third parties and, generally, what they should tell individuals about the collection.

NPP 2: use and disclosure

Outlines how organisations may use and disclose individuals' personal information. If certain conditions are met, an organisation does not always need an individual's consent to use and disclose personal information. There are rules about direct marketing.

NPPs 3 & 4: information quality and security

An organisation must take steps to ensure the personal information it holds is accurate and up-to-date, and is kept secure from unauthorised use or access.

NPP 5: openness

An organisation must have a policy on how it manages personal information, and make it available to anyone who asks for it.

NPP 6: access and correction

Gives individuals a general right of access to their personal information, and the right to have that information corrected if it is inaccurate, incomplete or out-of-date.

NPP 7: identifiers

Generally prevents an organisation from adopting an Australian Government identifier for an individual (e.g. Medicare numbers) as its own.

NPP 8: anonymity

Where possible, organisations must give individuals the opportunity to do business with them without the individual having to identify themselves.

NPP 9: transborder data flows

Outlines how organisations should protect personal information that they transfer outside Australia.

NPP 10: sensitive information

Sensitive information includes information such as health, racial or ethnic background, or criminal records. Higher standards apply to the handling of sensitive information.

AMA Skills Training will appoint a staff member responsible for the management and updates to the Privacy Policy. This person will be the Training Manager.

Policy developed by:-

Signature: Date:

Print name:

Checked and confirmed by:-

Signature: Date:

Print name:

Comments:
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