

PURPOSE

Skills Strategies International is committed to protecting the privacy of your personal information. This policy outlines how we handle your personal information and comply with the [Privacy Act 1988](#), [Australian Privacy Principles \(APPs\)](#) and [Standards for Registered Training Organisations \(RTOs\) 2015](#).

This policy explains how Skills Strategies International collects, uses, discloses and otherwise handles personal information relating to learners. It also explains how learners can ask to access and correct the personal information we hold about them or complain about any suspected privacy breach.

SCOPE

This policy explains how Skills Strategies International staff and third party partners must protect the privacy of personal information and how learners can access and correct their personal information.

VERSION

Version	Date	Update Details	Author
1.0	Jun 2019	Created	
2.0	Mar 2020	Reviewed and updated details and format	C. Damer

TERMS AND DEFINITIONS

APP	Australian Privacy Principles
NCVER	National Centre for Vocational Education Research
RTO	Registered Training Organisation
SSI	Skills Strategies International
Third Party	Any party that provides services on behalf of the RTO
VET	Vocational Education and Training

RELATED DOCUMENTS

Internal

Learner Handbook
Marketing Consent Form
Marketing Consent Form (Under 18)
Policy – Complaints and Appeals
Privacy Notice
Procedure – Complaints and Appeals
Procedure – Enrolment
Procedure – Marketing and Advertising
Procedure – Records Management
Procedure – VET in Schools Data

External

[Standards for RTOs 2015, Clause 4.1 – Provide accurate and accessible information to prospective and current students](#)
[Standards for RTOs 2015, Clauses 5.1 to 5.3 – Informing and protecting students](#)
[Standards for RTOs 2015, Clause 8.5](#)
[Australian Privacy Principles \(APPs\)](#)
[Data Provision Requirements 2012](#)
[National VET Data Policy](#)
[Privacy Act 1988](#)
[Privacy Notice at Schedule 1](#)

POLICY

Compliance

Skills Strategies International protects the privacy of your personal information by reviewing, implementing and maintaining policies, procedures and systems that comply with:

- [Privacy Act 1988](#)
- [Australian Privacy Principles \(APPs\)](#)
- [Standards for RTOs 2015, Clause 4.1 – Provide accurate and accessible information to prospective and current students](#)
- [Standards for RTOs 2015, Clauses 5.1 to 5.3 – Informing and protecting students](#)
- [Standards for RTOs 2015, Clause 8.5](#)
- [Data Provision Requirements 2012](#)
- [National VET Data Policy](#)
- [Privacy Notice at Schedule 1](#)

These policies, procedures and systems include:

- *Complaints and Appeals Policy*
- *Complaints and Appeals Procedure*
- *Enrolment Procedure*
- *Marketing and Advertising Procedure*
- *Records Management Procedure*
- *Risk Management Procedure*
- *VET in Schools Data Procedure*

Collection and Notification

Skills Strategies International is required to collect personal information only by lawful and fair means. Where possible, we will collect personal information directly from you, the learner or client.

We may collect personal information through the following means:

- From you directly, including written and verbal communications
- Course enrolment forms
- Third parties with whom we partner with
- Other training information where we are required to do so by law

Where we collect personal information, we take reasonable steps to notify you of:

- The purposes for which we are collecting the information
- The third parties to whom we may disclose the information of that kind
- How to access and correct personal information and make privacy complaints

We will only collect sensitive information where it is reasonably necessary for our core functions or activities as a training provider. For example, we may collect:

- Information about employment status for appropriate allocation of course fees
- Information about dietary requirements for training catering
- Identification as Aboriginal or Torres Strait Islander for enrolment into qualifications that are on our scope of registration

Where it is practical and lawful for us to do so, we will enable you to access our website and make general telephone enquiries without having to identify yourself or by using a pseudonym.

Use and Disclosure

Personal information may be used by us to:

- Provide you with quality training and assessment services
- Collect payments and to administer your accounts
- Maintain and update our student management systems

National VET Data Policy

The [Privacy Notice at Schedule 1](#) of the [National VET Data Policy](#) sets out privacy information a student needs to know before they enrol with a Registered Training Organisation (RTO). The RTO is responsible for providing this *Privacy Notice* to students, usually as part of the enrolment process.

The *Privacy Notice* explains how personal information provided by the student may be collected, held, used or disclosed, together with training activity information. It also assists to establish a student's expectations of how their personal information and training data may be handled.

The *Privacy Notice* also makes it clear that the notice is in addition to any other specific requirements RTOs are obligated to provide to their students, for example, under state or territory privacy laws.

The following is minimum mandatory content for inclusion in a *Privacy Notice* and can be found in these documents:

- *Learner Handbook*
- *Privacy Notice*

Privacy Notice

Under the [Data Provision Requirements 2012](#), *Skills Strategies International* is required to collect personal information about you and to disclose that personal information to the [National Centre for Vocational Education Research Ltd \(NCVER\)](#).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by *Skills Strategies International* for statistical, administrative, regulatory and research purposes. *Skills Strategies International* may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Marketing and Advertising

Skills Strategies International may at times take photos and videos of learners and clients participating in our courses and events. These photos and videos may be used for marketing purposes.

It is a requirement of the *Standards for RTOs 2015, Clause 4.1 – Provide accurate and accessible information to prospective and current students*, that we gain written consent from the individual or organisation for the inclusion of any photos, videos, testimonials or other items in our marketing materials. Written consent is obtained through the completion of either the following:

- *Learner Handbook Acknowledgement Form*
- *Marketing Consent Form*
- *Marketing Consent Form (Under 18)*

All efforts are made to ensure that no individual or organisation is identified by name in any media or other publication without the expressed consent of the student and/or parent/guardian. Any individual or organisation is able to request no media coverage by completing one of the above documents or writing to us directly.

We may provide you with updated or new information about our training products and services from time to time. If you do not wish to receive this information you may decline at any time by contacting our office on the contact details provided at the end of this policy.

Access and Correction

You can access your personal information that we hold with some exceptions as allowed by law. To obtain a copy of your personal information please write to Skills Strategies International requesting the information. We will assess your request and provide you with a response within 10 working days. We reserve the right to charge a reasonable fee for the provision of this information.

If we refuse a request, or if we refuse to give access in the manner requested, it is Skills Strategies International policy to provide you with written confirmation of the reasons for our refusal and the available complaint process.

Prior to accessing your personal information, verified identification and USI is required. Any incorrect information will be corrected immediately.

If you have any queries, or you wish to access or correct the personal information held by Skills Strategies International, please contact our office on the contact details provided at the end of this policy.

Complaints

If you have a complaint about how Skills Strategies International has handled your personal information, please contact our office on the contact details provided at the end of this policy.

We will address your complaint and take any steps necessary to resolve the matter within 10 business days. If your complaint is unable to be resolved within 10 business days, Skills Strategies International will advise you in writing including letting you know when we expect to provide our response.

Disputes with our response can be referred to the [Office of the Australian Information Commissioner](#).

For more information please refer to our *Complaints and Appeals Policy*.

Contact Details

Head Office

Address: 5/199 Balcatta Road, Balcatta WA 6021

Phone: (08) 6143 2180

Email: info@skillstrategies.edu.au