Purpose
To ensure that the TAFE Queensland East Coast complies with the requirements of Clause 23 of Schedule 1A of the Act and the current Information Privacy Act 2009 in relation to the collection of information relating to all VET FEE-HELP students.

Scope
This policy applies to all persons who have contact with TAFE Queensland East Coast and whose personal information is collected in connection with a course/s of study at TAFE Queensland East Coast, irrespective of whether or not the person has chosen to access VET FEE-HELP assistance for their tuition fees. It will allow a person to apply for and receive a copy of the personal information that TAFE Queensland East Coast holds in relation to that person. It also allows for information to be amended in certain circumstances.

Policy
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 TAFE Queensland East Coast 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 generally 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 Tuition Assurance Scheme).

Where TAFE Queensland East Coast 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.

Disclosure of Personal Information
The information that an individual provides may be disclosed to organisations that run courses in conjunction with TAFE Queensland East Coast.

Personal information about students studying with TAFE Queensland East Coast may be shared with the Australian Government and designated authorities, including the TDA Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes.

TAFE Queensland East Coast will not disclose an individual’s personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) TAFE Queensland East Coast believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or

e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, TAFE Queensland East Coast will include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Commonwealth Assistance

Personal information may be collected so that TAFE Queensland East Coast can assess an individual’s entitlement to VET FEE-HELP under the Act. TAFE Queensland East Coast will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual’s consent unless required or authorised by law (Refer section 2 above).

Security of Personal Information

TAFE Queensland East Coast will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it is collected, is up to date and complete. TAFE Queensland East Coast will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

Right to Access and Amend Records

Individuals have the right to access or obtain a copy of their personal information that TAFE Queensland East Coast holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that TAFE Queensland East Coast holds about them; however TAFE Queensland East Coast may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 business days of receiving their written request.

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 a student 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. Legal documentation must be presented to make amendments to legal names i.e. proof of application with Justice Department (Qld) for ‘Name Change’ (Registered ‘Change of Name Application’) or Marriage Certificate.

Written requests for access to, or to obtain a copy of, personal information held by TAFE Queensland East Coast should be sent to:

Manager, Student Services and Support
TAFE Queensland East Coast
PO Box 5252 SCMC
Nambour, QLD, 4304

Publication

This Policy will be made available to students and persons seeking to enrol with TAFE Queensland East Coast by publication on the TAFE Queensland East Coast website. In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, TAFE Queensland East Coast will advise students on enrolment about this information through the Privacy Statement on the Enrolment Selection Form and available on the TAFE Queensland East Coast internet page.
Responsibilities

General Manager
• approving the destruction schedule of all records
• providing archival storage space.

Manager, Student Services and Support
• approving and review of this policy
• the implementation and ongoing management of this policy as it relates to VET FEE-HELP students at TAFE Queensland East Coast.

All Staff
• all staff of TAFE Queensland East Coast are responsible for applying and adhering to this policy consistently.

Support Units who receive personal information
• accurate and timely data entry of all personal information
• secure storage of all supporting documentation containing personal data
• packing material into archive boxes for records to be archived
• completion of Archive Storage Register
• advising Archive Officer
• delivery of Archive boxes to the archive Officer
• destruction of records not listed for archiving within required timeframes
• not storing any documentation not required as per the Records Management Policy

The Records Coordinator or nominated Officer
• delivery of storage boxes into and out of archival storage
• storage and retrieval (distribution) of items in archives
• completion of Archive Retrieval Register/Archive Retrieval Request Form
• completion of Archive Storage Register
• recalling and retrieval of requested documents
• organising the supervised approved destruction of archived material at the designated timeline
• managing disposal of archived records.

Glossary

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Act</td>
<td>- Refers to the current Higher Education Support Act (HESA)</td>
</tr>
<tr>
<td>Standards for NVR Registered Training Organisations (SNR)</td>
<td>- These Standards are to ensure nationally consistent, high-quality training and assessment services for the customers of Australia’s vocational education and training (VET) system. SNR is part of the VET Quality Framework, which includes additional legislative instruments setting out specific requirements.</td>
</tr>
<tr>
<td>Students/Persons</td>
<td>- Refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under the Act who are, or may be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.</td>
</tr>
<tr>
<td>TDA - ASTAS</td>
<td>- TAFE Directors Australia - Tuition Assurance Scheme - is an approved Tuition Assurance Scheme pursuant to the Act. Membership of the scheme satisfies all provider consumer protection and tuition assurance obligations under the FEE-HELP legislation.</td>
</tr>
</tbody>
</table>
Related Documents

- File Management Guideline
- Educational Records Retention Guideline

References

Commonwealth legislation (www.comlaw.gov.au)
- Privacy Act 1988
- Higher Education Support Act 2003 [Clause 43 of Schedule 1A]
- Standards for NVR Registered Training Organisations 2011 [Part 2, SNR 6, section 6.4]

State legislation (www.legislation.qld.gov.au)
- Information Privacy Act 2009
- Public Records Act 2002
- Right to Information Act 2009

Other (www.archives.qld.gov.au)
- Queensland State Archives Retention & Disposal Schedule for Technical & Further Education
- Queensland State Archives General Retention & Disposal Schedule for Administrative Records

Enquiries

Enquiries in respect of this policy should be directed to the Manager, Student Services and Support