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### STUDENT PRIVACY POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

Allan Bartlett

FACT Policy 12.02

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## Privacy

FACT considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of FACT are made aware of the confidentiality procedures and privacy policies prior to commencing work with FACT.

FACT will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (2014). [www.privacy.gov.au](http://www.privacy.gov.au). FACT ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded

## Security

FACT ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. FACT enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

FACT software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (6) months in accordance with FACT CEO's directions.

## Ceasing Operation

In the event that FACT ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. FACT will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

A refund may not be granted if the student fails to comply with all relevant terms and conditions.

The student has the right to appeal the decision if they can supply additional evidence. All new evidence will be considered, and a decision will be made. The student will be notified of that decision via email.

Refunds will not be granted if any student is removed from the premise for any reason no exemptions.

## Student Information

FACT will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with FACT. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the FACT student handbook, available as PDF document on FACT website: [www.factadelaide.com](http://www.factadelaide.com)

FACT will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
  - estimated duration of the services
  - expected locations at which the services will be provided
  - expected modes of delivery
  - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that FACT requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, FACT will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements

## Disclosure of Personal Information

FACT may be required to supply personal information to the follow government agencies in accordance to the RTO conditions of registration:

- ASQA (AUSTRALIAN SKILLS QUALITY AUTHORITY)
- ORGANISATIONS REQUIRING STUDENT SURVEYS
- SAFEWORK SA
- NCVER (NATIONAL CENTER FOR VOCATIONAL EDUCATION RESEARCH)
- USI (UNIQUE STUDENT IDENTIFIER REGISTER)

## Disclosure of Personal Information to PCBU (Person Conducting Business or Undertaking)

Any student or PCBU requiring any personal information including but limited to a copy of SOA (Statement of Attainment) invoices, copies of training materials or any other documentation are required to complete a third-party form.

The Third-Party Form can be downloaded from the website or requested via email, both parties are required to complete the form. Failure to complete the form correctly will mean FACT will not be able to supply the required information.