

# Privacy Policy and Procedure

## 1. Purpose

In accordance with relevant State and Commonwealth Privacy Acts, Melbourne Trades College [MTC] is committed to protecting the privacy and personal information of all its students. MTC will handle all information in accordance with the Privacy Act 1988 (Com) Privacy Act 2000, the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), Electronic Transactions (Victoria) Act 2000 and Freedom of Information Act 1982 and Student Identifiers Act 2014, for all personal information obtained in relation to its staff, Students, and participants.

MTC is required to collect personal information from all its participants in the way of enrolment, training, and records of assessments. State and Federal governing bodies and MTC may use the information gathered for statistical and reporting purposes. MTC will not disclose, sell or pass on any personal details in any way other than the purposes stated without the participants consent.

Students can request a copy of the information held about them by a written request (student request form).

## 2. Responsibility

All MTC Management, Administration, academic, trainer, and staff are responsible for this policy.

## 3. Related Standards: SRTO's 2025 – Compliance Requirements Section 20

## 4. Definition

The Privacy Act 1988 (Privacy Act) is an Australian law that regulates the handling of personal information about individuals. This includes the collection, use, storage, and disclosure of personal information. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 introduced many significant changes to the Privacy Act, including 13 Australian Privacy Principles (APPs) that apply to the handling of personal information.

## 5. Use and disclosure of personal information

Sensitive personal information will only be collected as required from students and treated as confidential within MTC and used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for MTC market analysis and course development.

MTC does not disclose sensitive personal information to other third parties without written permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the CEO.

MTC are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

MTC are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

# Privacy Policy and Procedure

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy) .

Department of Education, Skills and Employment (DESE) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice> .

Also, students may receive a student survey's which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Students will have an option of not participating in these surveys.

## 6. Information about students from third parties

MTC may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or where this is not possible, MTC will inform the student when such information is collected.

## 7. Receiving marketing information

With students' consent, MTC may provide them with information from time to time about new courses available to them.

Students' consent to this will be implied unless they notify MTC that they do not wish to receive this information. You may do this by advising the CEO that you do not wish to receive marketing information.

## 8. Security of personal information

In line with new technology, MTC continually improves the security of personal information collected. MTC takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period by a security bin / shredder.

# Privacy Policy and Procedure

- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- printing documentation to an office printer whereby documents are secure
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

## 9. Unique Student identifier

Under the Student Identifiers Act 2014 and the Privacy Act 1988, MTC will ensure all personal information that the student may provide is used in accordance with the provisions outlined in the above acts.

## 10. Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require MTC to amend the information.

To access this information students are required to contact the CEO and complete a request for access form. The CEO must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the CEO as an official record of the access and identity verification. There may then be a waiting period of up to 7 days before access can be granted.

## 11. Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the CEO.

### Staff Confidentiality

MTC complies with the Privacy Act 2000. Information collected on Students is only used for the purpose of delivery of our services. Staff must be aware of this act and its requirements and must at all times ensure student information remains confidential.

## 12. Student Information Requests

The CEO is responsible for the processing of all requests for student information from students.

These requests require the completion of a request for access form and the verification of the student's identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (national and/or international)
- Phone Number (national/or and international)

The CEO and the student must both sign the request form as an official record of identification. The CEO may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The CEO is to notify the student when access is available. The CEO and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

# Privacy Policy and Procedure

## 13. Third Party Information Requests

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

### *Authorised Third Parties:*

Students may nominate third parties they wish to access their records. This process is conducted by the CEO who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

### *Other Third Parties*

Staff must not release any information to any other third party requesting student information. In this situation the request should be transferred to the CEO who will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

## 14. Privacy Notice

Under the *Data Provision Requirements 2020*, Melbourne Trades College is required to collect personal information about students and are required to disclose personal information collected from the application form to the National Centre for Vocational Education Research Ltd (NCVER).

The personal information (including the personal information contained on the application form), may be used or disclosed by Melbourne Trades College for statistical, administrative, regulatory and research purposes. Melbourne Trades College 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](https://www.ncver.edu.au)).

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