



PRIVACY AND CONFIDENTIALITY POLICY

Purpose

Signature Training College ensures that it meets legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals. with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

The Policy and Procedure contribute to compliance with Clause 3.6 and 8.5 of the Standards for Registered Training Organisation 2015, Standard 3 of the National Code of Practice for Providers of education and Training to Overseas Students 2018 as well as the legislative instruments Data Provision Requirements 2012 including the National VET Provider Collection Data Requirements Policy.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - 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.

Parramatta Campus

 Suite 1, 191 Church Street Parramatta NSW 2150

Camellia Campus

 Suite 2C L1, 1C Grand Avenue Camellia NSW 2142

International Students

 info@stc.edu.au

 1-800-STC-EDU (1800-782-338)
(02) 8806 3939 | +61 466 666 913

Domestic Students

 info@signaturetraining.edu.au

 (02) 8896 2036 | +61 452 232 813
+61 460 003 311



Definition

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body
Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and
- 'Whether the information or opinion is recorded in a material form or not.1

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

Sensitive information is information or an opinion about an individual's: racial or ethnic origin; or political opinions; or membership of a political association; or religious beliefs or affiliations; or philosophical beliefs; or membership of a professional or trade association; or membership of a trade union; or sexual orientation or practices; or criminal record; that is also personal information; or health information about an individual; or genetic information about an individual that is not otherwise health information; or biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or biometric templates.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Australian Government. Privacy Act 1988 (Cth). Accessed on 5th January 2019 at https://www.legislation.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

Unique Student Identifier, USI is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

CRICOS means the Commonwealth Registers of Institutions and Courses for Overseas Students. This is the official Australian Government website that list all Australian education providers that offer courses to people studying in Australia on student visa and the courses offered.

DHA means the Department of Home Affairs. Home Affairs brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency, management, multicultural affairs, settlement services and immigration and border-related

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functions, working together to keep Australia safe.

TPS means the Tuition Protection Scheme established to assist international students where the provider is unable to deliver their course in full because of provider default.

National VET Provider Collection Data Requirements Policy is Part B of the National VET Data Policy.

Policy

1. Privacy Principles

- In collecting personal information, Signature Training College complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which Signature Training College operates.
- Personal information, including sensitive information, is collected from individuals in order that Signature Training College can carry out its business functions. Signature Training College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Signature Training College if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual’s consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Signature Training College functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the

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matter.

- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Signature Training College ensures each student:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Signature Training College to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Signature Training College if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested.
 - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
 - Signature Training College retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.employment.gov.au/privacy-notice>

2. Collection of information

- Under the Data Provision Requirements 2012, Signature Training College is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI
 - for international students:
 - current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
 - Information about any terminations for change to identity and duration of the course
 - English language proficiency including the name of the test and the score received
 - visa information, including the DHA office where the visa application was made and current local DHA office
 - passport information including whether the student was in Australia when they became an accepted student

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Signature Training College upon enrolment.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants.
- The information provided by an individual in connection with their USI:

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- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - verifying a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student’s consent unless authorised or required by or under law

The consequences to the student of not providing a valid USI will be not being able to be issued a qualification or statement of attainment.

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4. Storage and use of information

- Signature Training College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about a student will only be used by Signature Training College to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Signature Training College may use the personal information provided by a student to market other internal products and services to them. A student may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the student.

5. Disclosure of information

- Signature Training College will not disclose student's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Signature Training College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - 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 public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the

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information was supplied to them.

- Personal information may be used or disclosed by Signature Training College for statistical, regulatory and research purposes. Signature Training College may disclose personal information for these purposes to third parties, including:
 - Commonwealth and State or Territory government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education, Skills and Employment, the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
 - NCVET
 - Organisations conducting student surveys
 - Researchers.
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Students have the right to access or obtain a copy of the information that Signature Training College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about a student must be made by contacting our office using the Request to Access Records Form. The student must prove their identity to be able to access their records.
- There is no charge for student to access the records that Signature Training College holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the students to access their

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records.

7. Complaints about privacy

- Any students wishing to make a complaint or appeal about the way information has been handled within Signature Training College can do so by following The Signature Training College’s Complaints and Appeals Policy and Procedure.

Roles and responsibilities for implementation of Performance Management Policy

- Chief Executive Officer is
 - responsible for the approval of the document.
 - executive oversight of the implementation of these procedures
- RTO Manager and Academic and Compliance Manager are responsible for creating goals, providing feedback regarding performance, providing resources for a successful work relationship and completion of the performance management forms.
- Human Resources Officer is responsible for providing guidance for the performance management process, tracking completed initial and annual performance reviews, creating performance management tools and consultation and training in performance management.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Human Resources Officer
Implementation Officer	Chief Executive Officer RTO Manager Academic and Compliance Manager Human Resources Officer
Last Approval	17 March 2022
Review Date	17 March 2023
Approved by	Chief Executive Officer
Associated Documents	
How to create USI (Manual) Complaints and Appeals Policy and Procedure	
Version Control	
Version 2.0	

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