VET FEE-HELP PERSONAL INFORMATION
MANAGEMENT POLICY

PURPOSE

To ensure that TAFE Queensland North (TQN) complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 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 TQN and whose personal information is collected in connection with a course/s of study at TQN, irrespective of whether or not the person has chosen to access VET VEE-HELP assistance for their tuition fees. It will allow a person to apply for and receive a copy of the personal information that TQN holds in relation to that person. It also allows for information to be amended in certain circumstances.

DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>HESA</td>
<td>Higher Education Support Act 2003</td>
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<tr>
<td>SNR</td>
<td>Standards for NVR Registered Training Organisations 2011</td>
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<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>
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<tr>
<td>TQN</td>
<td>TAFE Queensland North</td>
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<td>TDA - ASTAS</td>
<td>TAFE Directors Australia- Tuition Assurance Scheme - is an approved Tuition Assurance Scheme pursuant to the Higher Education Support Act 2003. Membership of the scheme satisfies all provider consumer protection and tuition assurance obligations under the FEE-HELP legislation.</td>
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<tr>
<td>The Act</td>
<td>Refers to the High Education support 2003</td>
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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 TQN 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 TQN 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 TQN.

Personal information about students studying with TQN 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.

TQN 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. TQN 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, TQN 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 TQN can assess an individual’s entitlement to VET FEE-HELP under the Higher Education Support Act 2003 (HESA). TQN will disclose this information to the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) for these purposes. DIISRTE will store the information securely in the VET FEE-HELP IT System (VITS). DIISRTE 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

TQN will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete. TQN 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 TQN 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 TQN holds about them; however TQN 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 TQN should be sent to:

Manager, Customer Services
TAFE Queensland North
PMB 1
CAIRNS QLD 4870

Publication

This Policy will be made available to students and persons seeking to enrol with TQN by publication on the website (http://tafenorth.edu.au/). 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, TQN will advise students on enrolment about this information through the Privacy Statement on the Enrolment Selection Form and in the current Student Diary distributed to all students on initial enrolment for each year of study at TQN.

ACCOUNTABILITIES

General Manager is responsible for:

- approving the destruction schedule of all records
- providing archival storage space.

Director Education and Training is responsible for:

- approving and review of this policy.

Staff are responsible for:

- all staff of TQN are responsible for applying and adhering to this policy consistently.

VET FEE-HELP Coordinator is responsible for:

- the implementation and ongoing management of this policy as it relates to VET FEE-HELP students at TQN.

Portfolio and Support Units who receive personal information are responsible for:

- 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 (PR08_05).
The Records Coordinator or nominated Officer is responsible for:

- 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.

DOCUMENTATION

PR08_05  Records Management Procedure
PR08_14  Records Retrieval Procedure Between Corporate Services and TQN

REFERENCES

- Privacy Act 1988 (The Act), view at www.comlaw.gov.au
- Information Privacy Act 2009, view at www.legislation.qld.gov.au
- Right to Information Act 2009, view at www.legislation.qld.gov.au

DOCUMENT AUTHORISATION

THIS POLICY HAS BEEN APPROVED BY THE GENERAL MANAGER:

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<tr>
<th>Policy Owner(s):</th>
<th>Director Finance and Performance</th>
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