

# **PRIVACY POLICY STATEMENT**

## **In Compliance with the Privacy Act 1988**

The College will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act set out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

The College will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that it necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information we hold on them. We will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or to whom the student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student, or are specifically allowed or required to provide the information by law.

For example student information is only given to the following bodies where required:

- Australian Skills Quality Authority (ASQA); Board of Studies, Teaching and Educational Standards (BOSTES); National ELT Accreditation Scheme of Australia (NEAS); Department of Immigration and Border Protection (DIBP), Australian Government Department of Education and Tuition Protection Service (TPS)
- Australian National Training Authority (ANTA)
- State Training Authorities
- Other stakeholders where the student has given written authorisation.

All employer information obtained will be treated as “commercial confidence” whether so marked or not. This means it will not be revealed to others without the employers express permission.

Students who request access to their information will be given full access to the details they want. When they make a general enquiry about what information we keep and why, they will be offered a detailed explanation and if they so request, printed copies of our information. No cost will be charged for them accessing their information.

If any student or employee who wants to complain about ‘Privacy Matters’, the student, teacher or other office staff can contact the Academic Manager, Principal, Head of VET Department or Registrar who will make the best efforts to meet with the student, teacher or other staff within one week. If this does not solve the problem, the student, teacher or other staff is notified to write a letter to the Chief Executive Officer. The Chief Executive Officer attempts to reply to the student, teacher or other office staff within one week.

Each complaint and appeal and its outcome is recorded.

## **Customer Service Policy Statement**

The College is committed to providing efficient and professional customer service.

Professional customer service means that we will provide accurate and reliable information to our customers in a timely fashion.

We will also advise prospective students or clients when we do not believe that our courses best suit their needs, and refer them to a more appropriate provider.

### **Customer Feedback**

Customer feedback will be actively sought to enable us to gauge the actual level of service we are providing.

### **Teachers' Obligations**

To aid in the delivery of customer service of the highest standard.

A person independent to the issue at hand will be authorised to hear and resolve the matter. The customer or student will be afforded the opportunity to formally present their case. In all cases the rules of natural justice will apply.

Once a decision is made the results of the matter will be conveyed to you in writing giving full and open disclosure of the reasons.