

## 1. PURPOSE

METS is committed to protecting the privacy of personal information under the *Privacy Act 1988*. This policy sets out the way we handle personal information that includes its use and disclosure, as well as the rights of students to access their personal information. This information is in accordance with the requirements in accordance with the *Standards for NVR Registered Training Organisations 2012* (SNR 15.1, 16.1, 16.3, 16.5, 16.6, 16.7, 17.4, 19.1, 23.4)

## 2. POLICY

METS only collects personal information by fair and lawful means and not in an unreasonably intrusive manner. In order to provide assessment and training services METS is required to collect personal information regarding students. This information is reported to state/territory registering bodies under the requirements of the Australian Vocational Education and Training Management Information Statistical System (AVETMISS). The information collected is as follows:

- Name;
- Address;
- Contact details (telephone);
- Date of Birth;
- Gender;
- Country of birth;
- Citizenship;
- Whether Aboriginal or Torres Strait Islander;
- Language spoken at home;
- Disability information;
- Education details;
- Previous qualifications; and,
- Employment status.

## 3. SCOPE

This policy and procedures applies to all information collected from students of METS. This policy only applies to METS databases and files and does not cover any State, Territory or Commonwealth Government database or file.

## 4. DEFINITIONS

**AVETMISS** - Australian Vocational Education and Training Management System

## 5. REFERENCES

QMP 01 – Administration and Records Management  
QMP 07– Audits and Reviews  
QMP 18 – Risk identification and Management  
QMP 19 – EEO  
QMP 20 – Access and Equity  
Commonwealth Privacy Amendment (Private Sector) Act 2002  
Commonwealth Privacy Act 1988

## 6. PROCEDURES

### 6.1 Disclaimers

The Release of Information form and/or enrolment form completed by students contains a disclaimer outlining why the personal information is collected and how it is used. Students are required to sign the disclaimer as their agreement to the use of their personal information.

### 6.2 Sources of personal information collected

- METS collects personal information directly from each student or guardian at the time of referral or enrolment.
- METS collects information that may be of an identifying nature directly from students.
- METS does not collect personal information from any other source.

### 6.3 Advice provided to clients

At the time METS collects personal information we will take reasonable steps to ensure that students are made aware of:

- METS identity and how to contact us;
- Their rights in regard to accessing their personal information;
- The purpose for which the personal information was collected;
- To whom we disclose personal information;
- Any law that requires us to collect particular personal information; and
- The main consequences, if any, for the student if they do not provide all or part of the information we require.

### 6.4 Use and Disclosure

METS will use its best efforts to ensure that the information provided to us remains private and is used only for the purposes the student agrees to.

METS will not reveal, disclose, sell, distribute, rent, license, share or pass personal information on to a third party, other than those that we have a binding agreement with, ensuring that the third party affords the personal information similar levels of protection as we do.

In order to provide students with assessment and training services, we are required to disclose personal information to third parties such as:

- State/Territory Registering Bodies; and,
- National Centre for Vocational Education Research
- Commonwealth Department of Family and Community Services
- Commonwealth Department of Education
- VET FEE-HELP
- Unique Student Identifier Registry
- NSW State Training Services

We are required to disclose personal information for the purposes of AVETMISS reporting and claiming public funds for the delivery of training and assessment services under contracts such as Smart & Skilled.

### **6.5 Data Quality**

METS will take reasonable steps to ensure that personal information is accurate, complete and up-to-date. Students are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting our delivery site or METS to inform us of any changes to details.

### **6.6 Data Security**

METS is committed to protecting the privacy of personal information. We take reasonable steps to protect personal information from misuse, loss and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

- Individual password access to systems and databases
- Secure file cabinets
- Taking reasonable steps to destroy or permanently de-identify personal information if it is no longer required for any purpose.

### **6.7 Access and Correction**

Students are provided with the opportunity to access the personal information we hold and where appropriate, may be able to correct that information if they determine that it is incorrect.

### **6.8 Identifiers**

METS will not adopt as its own identifier an identifier that has been assigned by a government agency.

Where practicable METS will not use or disclose an identifier assigned to an individual by a government agency.

## 6.9 Resolving Privacy Concerns

Students are able to raise any concerns they may have regarding our personal information handling practices.

## 6.10 Privacy statement

METS has a Privacy Statement that is displayed in the reception area of the METS office and on the METS website.

## 7. DOCUMENTATION

|              |  |
|--------------|--|
| External     | Commonwealth Privacy Act 1988<br>(H:\Admin\Quality Assurance Management\privacy act 1988)                                |
| QSMD 002     | METS Privacy Statement<br>(H:\Admin\Quality Assurance System\Quality Manual\Documents\QSMD 002 - METS Privacy Statement) |
| QSMD 003     | Web Privacy Statement<br>(H:\Admin\Quality Assurance System\Quality Manual\Documents\QSMD 002 - Web Privacy Statement)   |
| RTO Form 037 | Authority to release information   |
| QMS Form 013 | Record of complaint  |
| QMS 011      | Grievance reporting and action form  |

| <b><u>Revision History</u></b> | <b><u>DESCRIPTION</u></b>   | <b><u>DATE</u></b> |
|--------------------------------|---|--------------------|
| 01                             | Initial Issue   | 03/12/02           |
| 02                             | Addition of 6.11, 6.12 and 7.   | 11/12/02           |
| 03                             | Addition of SNRs and addition to Documentation  | 08/08/13           |
| 04                             | Added USI & NSW STS reference to 6.4.<br>Removed reference to User Choice & ATTP and added reference to Smart & Skilled | 03/12/14           |
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