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## 1. Policy Purpose

Q Academy values each student’s legal right for the secure collection, storage and retention of personal information. A requirement of operation as a Registered Training Organisation is that Q Academy follows the VET Data Policy, which includes the collection and reporting of information about students, to required government agencies.

It is important that students understand their personal information may be disclosed to Australian and State government authorities and agencies for Q Academy to comply with legislation.

All information collected as a result of your enrolment and continued study with Q Academy will be used for pre-agreed purposes only. These are contained within this document.

## 2. Policy Scope

This policy applies to all Q Academy sites, courses, learners and staff. All campuses, delivery methods and teaching sites.

### 3. Policy content

This document will outline the different reasons Q Academy will have to gather your personal information. This document also outlines who will have access to this information after it is provided to Q Academy.

Only authorised Academy officers and other authorised personnel outlined in this document will have access to this information. No further access to your personal information will be provided without your consent unless authorised by the student or as a requirement by law.

### 4. Collection of Health Information

As students have to participate in applying and receiving manual therapies, including massage and exercise activities, Q Academy will collect basic health information prior to these activities being undertaken.

During the provision of these services Q Academy may act as a health service provider, with the student being the client. During this process Q Academy and the students acting as massage therapists have a legal obligation to protect the privacy of their clients' personal information. This can include other students acting as clients. As of November 2001, the Federal Privacy Act 1988 was extended to cover the private sector throughout Australia. The legislation applies to the collection of personal information in the massage therapy setting. Activities will be conducted within the scope of this legislation.

### 5. Data Collection

Under the Data Provision Requirements 2012, Q Academy is required to collect personal information, such as information contained on the enrolment form and details of your training activity and outcome data. This will be used for statistical, regulatory and research purposes. Q Academy will only disclose your personal information for these purposes to the following third parties, including:

### 6. Reporting Data to Third Parties

In addition to Commonwealth and State or Territory government departments and authorised agencies including NCVER, Q Academy may also be required to report information to the following groups if applicable;

School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.

Employer – if you are enrolled in training paid by your employer.

### 7. Reporting to NCVER

Q Academy is required to report student details, including personal information disclosed during enrolment, to the National Centre for Vocational Education Research (NCVER) on an annual basis. This is reported for training that was undertaken during the calendar year. The personal details of any students who completed any nationally accredited training within a calendar year will be reported during the collection period the following year.

NCVER will use the data for the following;

- 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 program administration, regulation, monitoring and evaluation

NCVER will collect, hold, use and disclose your 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](http://www.ncver.edu.au)).

### 8. NCVER Contacting Students Directly

You may receive a NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

### 9. Unique Student Identifier (USI)

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). As an approved RTO, Q Academy can apply for a USI on behalf of students in accordance with sub-section 9(2) of the Student Identifiers Act 2014. To do so we gain authorisation of that individual on the enrolment form.

When we apply for a USI on the students behalf, we will confirm their identity using documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, Australian entry visa or ImmiCard. If this information is not provided, or is inaccurate, it may affect the Student Identifiers Registrar's ability to provide the individual with a USI and Q Academy will not be able to issue any certification.

### 10. USI Privacy Notice to Individuals

The personal information collected and provided to the Student Identifiers Registrar is subject to the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988 (Privacy Act). The collection, use and disclosure of USIs are protected by the Student Identifiers Act 2014.

You are advised, understand and consent that the personal information you provide in connection with an application for a USI is collected by the Student Identifiers Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts

These details 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 Vocational Education and Training (VET).

For further information about access and seek correction of the personal information held about them; and complain about a breach of privacy and how such complaints will be dealt with, visit the Student Identifiers Registrar's Privacy Policy.

<http://www.usi.gov.au/Pages/privacy-policy.aspx>

### 11. Retention and Destruction of USI Personal Information

Q Academy will ensure the security of USIs and all related documentation under our control, including information stored in our student management systems in accordance with the Privacy Act and the Student Identifiers Act 2014. In accordance with section 11 of the Student Identifiers Act 2014, Q Academy will securely destroy personal information that we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after you have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

### 12. Model Release

Upon enrolment when signing the enrolment form with Q Academy, you give consent to unconditional use of your images or video, for information, advertising and promotional purposes in various media including but not limited to website, newspaper, magazine, television and brochures by Q Academy. Q Academy will not sell or distribute these images to other organisations for use.

No remuneration or reimbursement will be paid to the student for use of the images.

### 13. Providing References

At a student's request Q Academy employees may provide written references on the students observed performance within a controlled industry specific environment.

It is at the Q Academy employees discretion if a reference can be provided.

### 14. Student Access to Personal Information

Q Academy has a process and a form for if a student wishes to access their own personal information or permit distribution of information to third parties at their own request.

The form must be completed in full and presented in person at a Q Academy campus. The student's identity must be verified using approved photo identification before any information is released.

The information students can request includes;

- Assessment portfolio and outcomes recorded, including RPL activities
- Incident Reports in direct relation to the student
- Enrolment contracts and Financial records
- Class schedules and Attendance record

To access the form "Request for information release" visit Q Academy's policies and forms page

<http://www.qacademy.com.au/policies-procedures-forms/>

### 15. Storage and Security of Information

Q Academy will store student data in a secure manner and retain information for the mandated retention time-frames for a maximum of 30yrs.