

<p>Purpose and Scope</p>	<p>The purpose of this Privacy and Confidentiality policy and Procedure is to:</p> <ul style="list-style-type: none"> • Clearly communicate how Armstrongs Driver Education will handle personal information • Provide staff and other individuals a better understanding of the type of personal information that Armstrongs Driver Education holds • Enhance the Transparency of Armstrongs Driver Education’s operations <p>Scope This Policy and Procedure encompasses all Armstrongs Driver Education’s electronic and hard copy versions of personnel and student records. Armstrongs Driver Education will ensure a secure and effective information management systems exists within the RTO to support the processes of communication, data storage, retrieval of information to enable the privacy and confidentiality of personnel and student records.</p>
<p>Responsibility</p>	<p>Armstrongs Driver Education’s CEO and Administration Manager is responsible for the implementation of this Policy and Procedure. Ensure that all staff, students and clients are aware of its application and staff implement the requirements.</p>
<p>Definitions or Reference Documents</p>	<p>Definitions</p> <ul style="list-style-type: none"> • VET Quality Framework – outlines the standards for achieving consistency in the way Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises: <ul style="list-style-type: none"> o The Standards for RTOs 2015 (The Standards) o The Australian Qualifications Framework (AQF) o The Fit and Proper Person Requirements o The Financial Viability Risk Assessment Requirements o The Data Provision Requirements • Australian Qualifications Framework (AQF) – The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework • National VET Regulator (NVR) – The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation • VET - Vocational Education and Training • Compliance to Legislation – there is evidence of systems and processes in place to identify relevant legislation, regulations, and guidelines as well as monitoring systems to ensure compliance • Relevant legislation – Acts of Parliament • Regulatory Requirements – Validation, Moderation, Reporting • Statutory Requirements – approvals, licenses, permits, etc. required for the delivery of nationally recognised training • Non-compliance – failure to provide evidence of systems and processes in place to meet the expected outcomes • VRQA - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator • VRQA Guidelines – The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent

	<p>approach to VET regulation. The Guidelines align Victoria’s regulatory settings to the national Standards for Registered Training Organisations 2015.</p> <ul style="list-style-type: none"> ● AQTF Essential Standards and Conditions – a national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training (VET) system ● Quality Indicators – A set of three indicators that are part of the AQTF Essential Conditions and Standards for Continuing Registration. The quality indicators are: <ul style="list-style-type: none"> ○ Employer Satisfaction ○ Learner engagement ○ Competency Completion Rate ● Student – a person being trained and or assessed by Armstrongs Driver Education Pty Ltd
<p>Policy Statement</p>	<p>This Policy focuses on Armstrongs Driver Education’s commitment to protecting the privacy of its personnel and students. Outlines the various ways in which it ensures this protection. This Policy ensures that Armstrongs Driver Education complies with its obligations under the Privacy Act 21988 (Cth) and the thirteen (13) Australian Privacy Principles (APPS) set out under that Act.</p>
<p>Procedure</p>	<ol style="list-style-type: none"> 1. Collection of personal information - Staff <ol style="list-style-type: none"> 1.1. Staff personal information will be collected in accordance with Armstrongs Driver Education’s HR policies. Specific information may include Personal details, Taxation details, superannuation details, resumes, medical information, Certificate of Qualifications, Police and/or Working with Children checks if required. This information is collected directly from the individual. 1.2. Upon commencement of employment with Armstrongs, all staff are required to sign a VicRoads confidentiality and statement of obligation document which has been signed by an Authorised Witness. 1.3. Personal Information is filed in a staff member’s file and kept in a secure location in the Administration Manager’s office. 2. Collection of personal information – Students <ol style="list-style-type: none"> 2.1. Armstrongs Driver Education is required to collect personal information from Students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable, information may also be required to comply with AVETMISS standards as specified by government regulators. 2.2. Armstrongs Driver Education is required to collect personal information from Students in order to create a USI which will be linked to the national VET collection as per Armstrongs Driver Education’s USI Policy. This personal information, once collected will be discarded by the RTO when no longer required as per Armstrongs Driver Education’s Records Management Policy. 2.3. Armstrongs Driver Education is required to collect and retain personal information. This personal information once collected will be discarded by the RTO when no longer required as per Armstrongs Driver Education’s Record Management Policy.

- 2.4. Information collected includes general personal details and may include details of any disability or health issue that may affect the Student's ability to undertake training and/or assessment activities
- 2.5. Armstrongs Driver Education will only collect personal information that is required for the purposes of employment or education, or in meeting both Federal and State government reporting requirements and Vicroads and WorkSafe Victoria requirements - ***Refer to Armstrong Driver Education VicRoads and Worksafe Privacy and Confidentiality Policy and procedure.***
- 2.6. Armstrongs Driver Education collects all personal information in writing from a personal details form, or an enrolment form and/or other forms required by Armstrongs Driver Education which require the Student to provide personal details or directly from the person whom the information is about. (Where applicable information may be collected from the parent or guardian of a Student under the age of 18).
- 2.7. Students must advise Armstrongs Driver Education of any changes to personal details. Students are to advise of any changes by completing the Changes to Student Details form which contains a Privacy statement. The Student Management System will be updated to reflect changes to personal details. Changing of students details are kept confidential and filed in the Student's file.

3. Collection of personal information by others

- 3.1. Personal information may be collected from some other person in the following circumstances:
 - From individuals, agents and representatives (e.g., employment consultants
 - Through Armstrongs Driver Education website
 - Through publicly available information services (e.g., social media, local councils, telephone listings, LinkedIn
 - Through the participation in competitions
 - When Armstrongs Driver Education conducts training and/or assessment on behalf of another organisation

4. Use and disclosure of personal information – Staff

- 4.1. Armstrongs Driver Education uses personal information of its staff for the purposes of meeting employment requirements of Armstrongs Driver Education.
- 4.2. Personal information will not be used in any other way than those outlined in the Privacy & Confidentiality policy, and any other ways that might be reasonably expected.

5. Use and disclosure of personal information – Students

- 5.1. Armstrongs Driver Education uses personal information of its Students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant as specified by government regulators.
- 5.2. Personal information as collected through the enrolment form or through other means will be passed onto government regulators as per legal data

collection requirements. This personal information may also be accessed for the purposes of an audit by VRQA.

5.3. Personal information will not be used in any other way than those outlined in this policy, and any other ways that might be reasonably expected.

5.4. Students are required to sign a Declaration on their Enrolment form agreeing/providing permission to Armstrongs Driver Education to provide their personal information to government regulators for reporting purposes.

6. Consequences if personal information is not provided

6.1. Should an individual object to Armstrongs Driver Education collecting their personal information, Armstrongs Driver Education may not be able to provide effective services, or at all, to that individual. Further information regarding the consequences of the non-disclosure of personal information may be obtained from the Administration Manager.

7. Access to personal information

7.1. Staff and Students are allowed access to their personal files at any time upon written request as per Armstrongs Driver Education's **Records Management Policy**.

7.2. Staff and Students may access their files by submitting a **Request to Access Records Form** to the Administration Manager.

8. Storage and security of personal information

8.1. Armstrongs Driver Education will take all reasonable steps to maintain the privacy and security of personal information.

8.2. Information stored electronically is kept on a secure server and access is restricted to authorised employees. The server is regularly backed up and kept in a secure location.

8.3. Paper based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises. – Refer to Armstrongs Driver Education's **Record Management Policy and Procedure**.

8.4. Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.

8.5. Student files are not permitted to be taken off site by staff and/or trainers/workplace assessors.

8.6. Student/staff files must be returned to their secure location at the end of each day.

8.7. Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose by placing in secure bins for shredding.

8.8. Non active files are archived at a secure location for 7 years and electronic records are archived for 30 years.

9. Confidential Information

9.1. Armstrongs Driver Education will make all reasonable efforts to protect confidential information received from students or partner organisations

	<p>during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.</p> <p>10. Notification of Privacy arrangements</p> <p>10.1. Students will be provided with Armstrongs Driver Education’s Privacy Statement at induction/orientation - refer to Appendix A</p> <p>10.2. Students and Clients will be advised of:</p> <ul style="list-style-type: none"> • Armstrongs Driver Education’s Privacy Policy via the website www.armstrongsdrivereducation.com.au and the Student’s Course Handbook • Armstrongs Driver Education’s Privacy Statement at Induction and/or Orientation • Armstrongs Driver Education’s Privacy Declarations and consent forms via the enrolment process and Student’s Course Handbook • Consent to collect and create USI information via the consent form at induction and the Student’s Information Handbook and Students Course Handbook <p>10.3. Students will be required to read, acknowledge and understand the Privacy statements outlined on the enrolment form by signing the declaration on the enrolment form.</p> <p>10.4. Students will be required to read, acknowledge, understand and consent to the RTO gathering personal information which will be used for the purposes of</p> <ul style="list-style-type: none"> • creating a USI by signing the Students identifiers Registrars’ Privacy Notice • fulfilling AVETMIS reporting Requirements <p>11. Privacy Statement</p> <p>11.1. Armstrongs Driver Education’s Privacy Statement identifies the way in which personal information is handled – refer to Appendix A, the Student Course Handbook and the website www.armstrongsdrivereducation.com.au</p> <p>12. Complaints</p> <p>12.1. Students who wish to make a complaint about a privacy matter are to refer to Armstrongs Driver Education’s Complaints and Appeals Policy and document their complaint on Armstrongs Driver Education’s Complaint/grievance Form and submit it to the Administration Manager. The complaint will be investigated as per Armstrongs Driver Education’s Complaints and Appeals Policy.</p>	
<p>Related/Relevant Legislative/Policy Frameworks</p>	<p>Legislation/Policy Frameworks</p>	<p>Relevant Website</p>
	<p>Privacy Act 1988 (2014 update)</p>	<p>www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au</p>

	Privacy Act And National Privacy Principles (2001)	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Vocational Education and Training Act 1990	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	National Vocational Education and Training Regulator Act 2011	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Tertiary Education Act 1993	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Standards for Registered Training Organisations (RTOs) 2015 Cth	www.asqa.gov.au
	Disability / discrimination Act 2005	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Child Safe Standards	http://www.education.vic.gov.au/school/principals/spag/safety/Pages/childsafestandards.aspx
	AQTF Essential Conditions and Standards for Continuing Registration	http://www.vrqa.vic.gov.au/Documents/VETEssecondstandrdscont.pdf
	Data Provision Requirements 2012	http://www.comlaw.gov.au/Series/F2013L00160
	The Australian Consumer Law (ACL) - Schedule 2 of the Competition and Consumer Act 2010	www.austlii.edu.au/au/legis/cth/consolact/caca2010265/sch2.html
	Education and Training Reform Act 2006	https://education.vic.gov.au/
Associated Documents	<ul style="list-style-type: none"> • USI Policy and Procedure • Complaints and Appeals Policy and Procedure • Disciplinary policy and Procedure • Records Management Policy • Request to Access Records Form • Student Handbooks • Armstrongs Driver Education Privacy Statement • Assessment Policy and Procedure • Student Enrolment Form • Inductin Policy and Procedure • Orientation Policy and Procedure • Training and Assessment Policy and Procedure 	

Managing records kept on the basis of this document				
Record Name	Code	Storage retention time	Storage Location	Responsibility
	QMSxxx	2 years	Document mapping	Name

Document change history			
Date	Version	Document Name	Description of change
15/9/2022	3	Privacy & Confidentiality P&P	Grammar check. Amending to current processes. Changing Privacy officer to Administration Manager.

Appendices	
Appendix 1	Document Name