

Privacy and Confidentiality Policy and Procedure

Purpose and Scope

To ensure that all information is safe and maintained in a manner that meets legislative compliance.

Policy

Lead Institute has undertaken to comply with the requirements of the Privacy Act 1988, including, in particular, the 13 Australian Privacy Principles (APPs) covered by this Act.

As a Registered Training Organisation, Lead Institute is required to report on data it obtains from its students to State and or Federal Government agencies for reasons such as research, statistical analysis and the generation of performance reports for RTOs so they may gain a better understanding of their standing with other RTOs in relation to customer satisfaction. Information RTOs are required to share includes the courses and subjects in which students are enrolled, their age and gender, details of where they were born and went to school.

The data collected by Lead Institute must conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). Following AVETMISS guidelines allows for there to be a benchmark in vocational education and training (VET) measurement that, in turn, provides a more accurate and defined picture of what is happening in the sector. It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. Lead Institute collects this information from students through the issuing of its Enrolment Form provided upon expression of interest in any of our courses.

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations 2015, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. Where a student/guardian consents to the disclosure of information, they will be requested to complete the Permission to Disclose Information Form, which provides specific information around what is to be disclosed and to whom. A copy of the completed form will be kept in their student file.

Student files are kept in secure facilities at Lead Institute offices with access restricted to key Lead Institute personnel. All Lead Institute personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Student assessment records are retained in a secure location for a period of 30 years in accordance with current Federal and State legislation, before being destroyed. Students are encouraged to keep Lead Institute abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

Student Access to Information

Lead Institute will provide students with copies of information held about them at their request. Please provide adequate notice (at least one week) in this regard.

Procedure

- The student to complete a Request for Information Form.
- Completed form to be submitted to Lead Institute's Administration Department.
- Allow one (1) week for processing.
- Lead Institute to contact the student when information is ready for collection.
- Administration to sign off that information has been collected.