

VET Data and Privacy Policy



Policy Objective

As a registered training provider, we are required to collect, hold, use and disclose personal and sensitive information on participants in nationally recognised training courses.

At **KnowledgeSpace**, we are committed to protecting your privacy in accordance with the [Privacy Act 1988](#), the [National VET Data Policy](#), and the [Australian Privacy Principles](#).

Policy Statement

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide your personal information to us, as required by the National VET Data Policy, we will not be able to officially enrol you as students.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

If your personal information may be disclosed to persons who are not in Australia e.g., third-party individuals who may conduct online sessions with you who are residing in other countries, we will ensure that these individuals do not breach the Australian Privacy Principles.

How the NCVER and other bodies manage your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

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The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to overseas recipients.

For more information about how the NCVER will manage your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act to collect, use, and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>. If you are not able to access DEWR's VET Privacy Notice via [this link](#), please contact us and we will provide you a downloaded or hard copy of the notice.

We are also bound by various State Government Acts requiring similar information collection, use and disclosure e.g., Education Act(s), Vocational Education and Training Act(s), and Traineeship and Apprentices Act(s) relevant to state jurisdictions of our training operations.

These State Governments may use the information provided to them for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the States' Department of Education (the Department) may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

If you study in Victoria, you may be contacted and request to participate in the Departments' endorsed projects, or audits, or reviews. The Education and Training Act 2006 requires us to collect and disclose your personal information for several purposes including the allocation of a Victorian Student Number (VSN) and updating your personal information on the Victorian Student Register. It should be noted that with these legislative requirements, we deliver services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection, and disclosure requirements.

If you consent to us applying for a [Unique Student Identifier](#) (USI) on your behalf, the personal information you provide in connection with an application for a USI is collected by the Student Identifier Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating [authenticated VET transcripts](#).

The personal information you provide 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 VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the NCVER for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics;
- researchers for education and training related purposes; any other person or agency that may be authorised or required by law to access the information; and any entity contractually engaged by the Student Identifier Register to assist in the performance of their functions in the administration of the USI system.

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The personal information you provide will not be disclosed without your consent unless authorised or required by law. The [Student Identifiers Registrar's Privacy Policy](#) contains information about how you may access and seek correction of the personal information held about you and complain about a breach of privacy and how such complaints will be dealt with.

Due to legal requirements, we disclose information on individuals for lawful purposes to:

- Governments and various Government agencies (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Workforce Australia Providers, schools, guardians;
- work placement employers (and their representatives);
- service providers such as credit agencies, background check providers, tuition assurance schemes, marketing agents, brokers, and
- our HR, IT, and legal service providers.

Personal information collected and held

We collect, depending on the need for service the following types of information:

- Name, date of birth and gender
- Indigenous status
- Contact details
- Employment details including career aspirations
- Education and qualification details
- Skills and areas of interest
- Demographic information
- Financial billing information
- Disability status and individual needs

How we collect personal information:

- Use of forms e.g., application/registration/enrolment forms, pre-training review forms, declaration forms
- Use of web-based electronic forms e.g., enquiry forms, web portals
- Via our student services support teams
- Survey responses
- Use of social media

Information collected is held:

- As soon as practicable, converted to electronic means
- Stored in secure, password protected systems
- Stored in an appropriately secure place to which only authorised individuals have access
- Monitored for appropriate authorisation

Only authorised personnel are provided with login information. Destruction of paper-based records occurs using secure shredding services. We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to personal information

Where we hold personal information about an individual, we provide that individual access to their information on their request, we:



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- Ensure via confirmation of the individual's identity that the request is made by the individual concerned or by another person who is authorised to make a request their behalf.
- Respond to a request for access within thirty calendar days.

Cross-border disclosure of personal information

We take reasonable steps to ensure that the recipient does not breach any privacy matters before we disclose personal information about an individual to any overseas recipient.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. You may opt out of the survey at the time of being contacted.

Our contact information

You may contact us to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been managed
- ask a question about this Privacy Policy

Head office address:

Level 4, 99 Queensbridge Street

Southbank VIC 3006

Phone: 1300 471 660

Email: admin@keycompany.com.au

We open every weekday (excluding public holidays) from 9.00am to 5.00pm.

If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible.

Otherwise, send an email to: admin@keycompany.com.au

Document history

Version	Date Published	Description
1.0	January 2020	Original document
2.0	February 2024	Updated reference for NVETR, NCVET, and USI websites