PRIVACY LEGISLATION and ACCESS TO RECORDS

PURPOSE
AMBI collects personal information on clients (companies and employers) and students. Accurate records management and care of personal information is required to comply with privacy legislation as a business, and the Standards for RTO's 2015. Following policy and procedures for privacy will protect students and clients and manage risk in our business.

PROCESS
- Data is collected on all students enrolling in a course.
- The collection of this data is necessary to establish the identity of the student so that certificates issued to that person clearly identifies that person as the recipient.
- Names collected must be full names, (no nick names), and the certificate issued will reflect these details. This data is entered into the AVETMISS database.
- The signed enrolment form is the agreement between the Institute and the student.
- The Unique Student Identifier (USI) is required prior to the issuance of the certificate. Where feasible, the student is encourages and expected to register and provide the USI and the Institute will verify the details.
- All personal information must be destroyed once the details of the participant are verified and entered in the student management system.

Maintenance of Records
- The set up of course and student files is explained in the Student and Course Administration Policy and Procedure
- The Data and Document Management Policy sets down the controls and process for records management.

Retention of Assessment Items and Archiving Student Records
- All relevant records are filed at the conclusion of the training. There is a checklist in every student file that indicates the records that are retained.
- We comply with the ASQA general direction of Retention of Assessments.
- The files are housed in a lockable cabinet in the locked office.
- We retain these records for a minimum of 6 months from end of course and up to 2 years depending on the audit requirements of the funding and regulatory bodies.
- When the records are no longer required, they are shredded and disposed.
- The "close out" and archiving of course and student files is explained in the Student and Course Administration Policy

Use and Disclosure of Information
- Only staff has access to student records for the purpose of verifying log-in, verifying USI, AVETMISS personal details, progress , issuing or re-issuing certificates, contact of the student for re-certification or other relevant cause for contact within the boundaries of the business operations.
- Relevant regulatory bodies have access for auditing or other lawful purposes.
- Representative agencies of the Government have access for lawful reasons

Student Access to Records
- Unless it is unlawful to do so students can request access to their personal records.
- Students can contact the office through the website or by email.

- There may be an administration fee charged for locating and providing information within a defined number of days.

Identification checking process
- Staff will follow an identification checking process before releasing information. Confirmation of correct information from 3 forms of ID that is entered into our database from the application form and course details will be used to verify ID. This could be:
    i. Full name
    ii. Address
    iii. Date of birth
    iv. Date and location of course
    v. Student number
    vi. Payments for the course
    vii. Other questions about submission of documents for assessment that confirm the participant's participation in the course.
- Where possible, the files will be sighted by the participant on our premises or the premises of the employer with a representative in attendance.
- The files may not be removed or copied without prior request and permission granted by the office.

Student Identification – Unique Student and Certificate ID Number
- We use an AVETMISS database and all students are issued with a unique student identification number in that system. (This is NOT the same as UIS)
- This number is shown on the certificate and can be used to verify attendance and completion of the relevant course.
- This information is retained and archived in the database.

Employer and Other Organisation Access to Records
- Employers who pay for students to participate in training and who support workplace or distance training and assessment have the right to ask for access to records. But the student/employee will be advised before any information is released.
- Requests by other organisations for information relating to the student will only be provided as a verification of information provided by that organisation. A request to the student for release of information may be undertaken depending on the circumstances.
- This request and approval will be logged in the communication or case notes in the database or student file.