Privacy Policy

Purpose

Care Training Institute (CTI) is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Care Training Institute is committed to maintaining the privacy and confidentiality of all student and personnel records.

Policy and Procedure

Care Training Institute will comply with the Privacy Act 1988 (C'Wlth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth), in the following ways:

1. Open and transparent management of personal information
   a. Care Training Institute will publish this policy on its website
   b. The policy will be included in the CTI Student handbook, Staff handbook and made available on request.

2. Anonymity and pseudonymity
   a. Individuals have the option to not identify themselves when dealing with Care Training Institute, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
   b. Individuals who wish to undertake nationally recognised training with Care Training Institute will be required to disclose information of a personal nature as outlined in this policy.

3. Collection of solicited personal information
   a. Care Training Institute will collect information students provide on enrolment into a nationally accredited course and staff on commencement of employment. Care Training Institute may also collect information students provide on websites, enrolment forms, course materials and assessments.
   b. Care Training Institute may sometimes collect information, with the student’s consent, from their employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
   c. Care Training Institute collects information of a personal and sometimes sensitive nature. Information Care Training Institute collects may include:
      i. Full name of individual,
      ii. date of birth,
      iii. residential address,
      iv. contact details,
V. demographic information,
VI. ability/disability,
VII. employment details,
VIII. educational background,
IX. indigenous background,
X. concession status,
XI. language, literacy and numeracy skills and
XII. educational/course progress.

Care Training Institute may also collect information on the individual’s next of kin or parents/guardians.

4. Dealing with unsolicited personal information
   a. Care Training Institute only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
   b. Information which is received that is not related to training and assessment or employment with Care Training Institute is destroyed in a safe and secure manner.

5. Notification of the collection of personal information
   a. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations (for students) and referee and verification of qualification authorities (from employees and contractors).

6. Use or disclosure of personal information
   a. Care Training Institute only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
      i. Registering bodies - ASQA (National), VRQA (Victoria) or TAC Western Australia),
      ii. Government funding bodies in each state and territory and/or Commonwealth Government
      iii. Apprenticeship Centres,
      iv. Employers and Job Services Providers,
      v. External auditors and consultants,
      vi. The Australian Taxation Office,
      vii. Other entities required by law and in accordance with the Privacy Act 1988.
   b. Care Training Institute will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.
7. Direct marketing
   
a. Student personal information will never be sold to any marketing company or third party,
   
b. Care Training Institute may use student personal information to market directly to them only for the provision of further training and assessment.
   
c. Care Training Institute will only use student information if the student has provided consent to use their information for this purpose and they have opted-in to this type of communication.

8. Cross-border disclosure of personal information
   
a. Care Training Institute will not disclose an individual’s personal information to any entity outside of Australia unless the individual has provided their express written consent to do so,
   
b. All records will be kept in Australia.

9. Adoption, use or disclosure of government related identifiers
   
a. Care Training Institute is required to collect, in some circumstances, government related identifiers. Care Training Institute will not use these identifiers for any reason or purpose except for the explicit reason it is required (eg. Concession numbers, Tax File Numbers, Drivers Licence Number, etc) and will not use these numbers as an identifier of individuals.
   
b. Care Training Institute will only disclose government related identifiers where required by law or express consent has been given by the individual to disclose this information.

10. Quality of personal information
   
a. Care Training Institute collects information and ensures it is accurate, up to date and complete,
   
b. Care Training Institute will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

11. Security of personal information
   
a. All personal and sensitive information is kept safe and secure at all times. Only people who are authorised may access this information.
   
b. Personal and sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
   
c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.
12. Access to personal information
   a. Individuals may request copies of information which is kept about them at any time free of charge. Care Training Institute may charge for printing and postage in some circumstances.
   b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
   c. All requests must be made to:

   The General Manager
   Care Training Institute
   20 Mason Street
   Dandenong Vic 3175
   Email: rk@caretraininginstitute.edu.au

13. Correction of personal information
   a. Individuals who feel that the information the RTO uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such requests for corrections must be in writing.

Persons affected by this policy
- Students
- Employees
- Contractors
- General Manager
- The Head of Compliance is responsible for the control and issuance of this policy.

Relevant documents and forms
- Enrolment Form

Relevant standards
Standards for RTOs 2015
- Standard 3.4, 5.2, 6.5, 8.1, 8.5, 8.6

Legislation
- The Privacy Act 1988 (C’Wlth)
- The Australian Privacy Principles (APP), 2014 (C’Wlth)