



Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)
ABN: 871 0929 9185 RTO No: 21784

WORKPLACE INSTRUCTIONS

AWFTC Privacy Policy and Procedures

AWFTC Privacy Policy and Procedures

1. PURPOSE

AWFTC treats the collection and handling of personal information of its stakeholders very seriously. The purpose of this policy is to ensure that AWFTC complies with the legislative and ethical guidelines and considerations in relation to collecting, storing and disclosing any personal information on its stakeholders, including students, staff (including contractors), clients and interactions with external organisations. The Privacy Act defines 'personal information' as: *"Information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *whether the information or opinion is true or not; and*
- *whether the information or opinion is recorded in a material form or not."*

2. REFERENCES

- 2.1 Privacy Act 1988 (Commonwealth)
- 2.2 Privacy Amendment (Private Sector) Act 2000 (Commonwealth)
- 2.3 Privacy Amendment (Enhancing Privacy Protection) Act 2012
- 2.4 Australian Privacy Principles
- 2.5 National Vocational Education and Training Regulator Act 2011
- 2.6 National VET Data Policy
- 2.7 Data Provision Requirements 2012
- 2.8 Student Identifiers Act 2014
- 2.9 Standards for Registered Training Organisations 2015

3. ACTIONS

- 3.1 AWFTC complies with both the Federal and Victorian Privacy Acts and adheres to the principles referred to in those Acts. AWFTC advises students of its privacy and procedures in the course confirmation emails, Course Information Booklet, AWFTC website and on the Enrolment Form.
- 3.2 All confidential information will only be used for legitimate purposes in accordance with regulatory guidelines and relevant legislation. AWFTC is committed to ensuring the confidentiality, integrity and security of all information.
- 3.3 In collecting personal information, AWFTC will comply with the requirements set out in the references 2.1- 2.9.



Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)
ABN: 871 0929 9185 RTO No: 21784

WORKPLACE INSTRUCTIONS

AWFTC Privacy Policy and Procedures

- 3.4 AWFTC does not collect personal information about an individual unless the information is necessary, and it will be fair, lawful and not intrusive to do so. AWFTC collects information from students, potential students, staff, clients making an enquiry with AWFTC and other industry stakeholders, in electronic or hard copy format, that includes details identifying individuals.
- 3.5 AWFTC only collects, by fair and lawful means, information that is necessary to conduct its business operations and to deliver training and assessment services. To ensure privacy and confidentiality requirements, only authorized personnel such as the management representatives or their delegates will be allowed access to these documents.
- 3.6 The information collected by AWFTC from various personnel will be used solely to identify study opportunities, staff recruitment, continuous improvement of its operations and quality of training and assessment services and allow for efficient administration of student, staff and client records. If an individual chooses not to provide certain information, AWFTC may not be able to offer them some services or provide appropriate information.
- 3.7 AWFTC also informs students on the enrolment form of the VicRoads requirements to record audio and visual footage of the practical assessment for VicRoads auditing purposes. This is agreed with the student on enrolment.
- 3.8 AWFTC only uses or discloses information for the purpose for which it was collected or to the State Regulating Body for RTO's. Personal information provided by students studying with AWFTC may be shared with the Australian Government and designated authorities such as the ASQA, Higher Education Skills Group (Victoria), and the National Centre for Vocational Education Research (NCVER). On some occasions, AWFTC will have auditors or compliance inspectors from different regulatory bodies (including, but not limited to, WorkSafe, VicRoads, ASQA and law enforcement agencies) at AWFTC premises observing students and staff, reviewing business operations and/or verifying various records that may contain personal information. AWFTC, by law, is required to comply with requests from these regulatory bodies to access records AWFTC maintains (for auditing purposes and as part of any investigations). AWFTC may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual safety. Information will only be disclosed to an unrelated third party if permission is first sought and received in writing from the individual concerned.
- 3.9 Students sign on the enrolment form to consent to be photographed in situations relevant to training and assessment, however, this stipulates that these photos cannot be published or used without signed approval from the student concerned. Where consent is required to use any materials such as photos, videos or testimonials for marketing and advertising purposes, students will be asked to sign and date the marketing consent form.



Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)
ABN: 871 0929 9185 RTO No: 21784

WORKPLACE INSTRUCTIONS

AWFTC Privacy Policy and Procedures

- 3.10 A Social Media Agreement is in place for AWFTC staff who use the company's social media platforms to ensure they understand the ethics and responsibilities they have while using the company accounts. All AWFTC staff agree to adhere to the Workplace Behaviour and Social Media Policy and Procedure in the Workplace Instruction document.
- 3.11 AWFTC will not disclose an individual's personal information to another person or organisation unless:
- a) the individual is already aware, or has been made aware, that such information is normally provided to that person or organisation;
 - b) the individual concerned has given written consent;
 - c) AWFTC genuinely believes that disclosure is necessary to prevent or lessen a threat to the health or life of the individual or another person;
 - d) the disclosure is required or authorised by or under law; or
 - e) the disclosure is necessary for the enforcement of criminal law, a law imposing a pecuniary penalty or the protection of the public revenue.
- 3.12 The personal information provided to any third-party person or organisation must not be used by them other than for the purpose for which the information was supplied.
- 3.13 AWFTC shall ensure that where personal information is disclosed for the purpose of enforcement of the criminal law, a law imposing a pecuniary penalty or protection of the public revenue that a note of the disclosure is included in the record containing that information.
- 3.14 AWFTC will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up-to-date and complete and is accurately recorded. AWFTC takes reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 3.15 AWFTC also adheres to its [Data Breach and Cyber Security Procedure](#).
- 3.16 Hard copies of various records such as staff and student files and RTO compliance documents are archived in boxes and stored for seven (7) years from the completion of the course at the AWFTC premises and are destroyed in a safe and secure manner to ensure privacy of document content.
- 3.17 Students can contact AWFTC to gain access to their personal training records. Depending on the nature of the request, this information will either be provided immediately, or they will be advised that the information will be available once it has been extracted from the recording system.



Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)
ABN: 871 0929 9185 RTO No: 21784

WORKPLACE INSTRUCTIONS

AWFTC Privacy Policy and Procedures

- 3.18 Student requests for access to their student file or to archived records must be made in writing to the management. The request must include:
- *Family name and first name of the applicant*
 - *Residential postcode*
 - *Date of birth*
 - *Enrolment/commencement date*
 - *Assessor*
 - *Code and title of course/unit*
 - *Assessment results*
 - *Credentials and date issued*
- 3.19 The student will need to provide proof of identification to gain access to their records and no other person or party will be granted access without authorisation.
- 3.20 Depending on the information being sought, the student may need to provide the management with a written request for information.
- 3.21 A student can request their personal information, held by AWFTC, to be amended if they consider it to be incorrect, incomplete, out-of-date or misleading.
- 3.22 Where a record is found to be inaccurate, a correction will be made. However, if a student requests a record be amended as it is inaccurate, and the record is then found to be accurate, the details of the request for amendment will be noted on the record.

4. DOCUMENTATION:

- 4.1 AWFTC enrolment forms located at "Dropbox(AWFTC Admin)\Quality Management Systems\Marketing, Pre-enrolment and Enrolment documents
- 4.2 Privacy Notice/Statement on the website
- 4.3 Course confirmation emails (templates are located at "Dropbox(AWFTC Admin)\Quality Management Systems\Marketing, Pre-enrolment and Enrolment documents
- 4.4 Course Information Booklet located at "Dropbox(AWFTC Admin)\Quality Management Systems\Marketing, Pre-enrolment and Enrolment documents