

Privacy Policy (Student Data)

A VTES are committed to protecting their client's privacy. It is our policy to protect all personal information and ensure its confidentiality.

How do we collect student information?

The personal details we collect include information required for the enrolment of a student into a training program of their choice. These details are sourced from the completed Enrolment Form and/or details provided by the Dept of Education, Science & Training.

Details are also collected which relate to a student's progress throughout a training program or Recognition of Prior Learning Application. These details are primarily sourced from the student as unit requirements but may also include second and/or third party contributions related to the program requirement.

From time to time we also ask students to participate in surveys. These help us to improve our level of service and to maximise the opportunities and benefits students can enjoy.

How do we store this information?

All students' personal details are stored in a single secure database on our premises. Access is controlled and limited to staff who manage enrolments, results and certification, accounts, training and assessment.

How accurate is the information we hold?

We make every effort to keep student and client details accurate and up-to-date. Information is immediately updated if errors or changes are brought to our attention which is why we recommend that students –

- *let us know straight away if they find errors in their personal information; and*
- *keep us informed of changes to such personal information as their name, address or telephone number or any anomalies which have occurred during the enrolment process.*

Do we disclose these details to anyone else?

No personal information is taken off-site or otherwise disclosed to any third party except when required to report statistical and program progression information as stipulated by legislative regulations, eg. the completion details of training programs for new trainees. In such cases, information is protected by the confidentiality principles practiced by Government authorities.

How do students gain access to their personal information?

It is a student's legal right to know exactly what personal information and program records we hold of theirs. Client information is available at all times either over the telephone or in writing. To protect the privacy of clients, our staff will confirm personal details before providing any information over the telephone.

Records & Information Access

Records and information relating to each trainee/apprentice are held confidentially. Should access to these records and information be required by the participant, disclosure can be granted upon application as aforesaid.