

STUDENTS RECORDS, RETENTION & ACCESS POLICY

GTPS is required to collect and store certain information about students for the purpose of tracking and administration of course progress, participation, outcomes and statistical reporting. While collecting this data, GTPS will be governed by the **Privacy Act 1988 (Commonwealth) & Privacy Amendment (enhancing Privacy Protection) Act 2012** and relevant Funding Contract and Registration conditions. From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. The 13 APPS from Schedule 1 of the Privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the privacy Act 1988.

For specifics on what documents will be retained for what number of years, backup and storage as well as collection and usage, please contact our office on (03)93564646 or email contact@guidestartraining.com.au

Student Information Use

We use student information for the purpose disclosed at the time of collection, or otherwise as set out in the Privacy Statement.

Student's personal information at GTPS will be shared with RTO registering body (VRQA) and Funding bodies such as Higher Education and Skills Group as applicable. Others whom we might share students' information with might include designated authorities such as Australian Apprenticeship Centres and the National Centre for Vocational Education Research (NCVER) where applicable. This information may include personal contact details, course enrolment details and changes and circumstances related to funding (if applicable).

Students need to know there is a possibility that NCVER may invite them to participate in the National Students Outcomes Surveys.

Generally we will only use and disclose your personal information:

- ✓ to establish and maintain your relationship as a client of GTPS;
- ✓ to provide the products and services you have requested from GTPS;
- ✓ to answer your enquiry
- ✓ for direct marketing via email, specials on products or services you have shown interest in.

If at any time you receive communication from GTPS which you would prefer not to receive, please contact us and we will remove your name from our mailing list. Our contact email address is contact@guidestartraining.com.au or write to:

The Operations Manager,
25 Victoria Crescent,
St Albans, Vic 3021.

GTPS will not disclose your personal information to another person or organization unless:

- ✓ You are reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organization;
- ✓ If GTPS acquires, or is acquired by or merged with, another Registered Training Organization. In such circumstances, we will endeavor to the best of our ability to notify you before information about you is transferred and becomes subjected to a different privacy policy.
- ✓ You have given written consent;
- ✓ We believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or your health or of another person;
- ✓ The disclosure is required or authorised by or under law; or
- ✓ The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Accessing records

As a student you may gain access to your records upon request

These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. Please note that 0.20 cts apply per page as photocopy charges will apply.

For lost or misplaced certificates or SOA's that is not GTPS fault, a reprint fee of \$ 50 will be payable by the student. The reprinted document will also be clearly marked "reprint" as a replacement of the original. A written request will need to be in place. Email request to contact@guidestartraining.com.au

Or post mail to

The Operations Manager,

25 Victoria Crescent,

St Albans, Vic 3021.

It is the student's responsibility to ensure that:

- ✓ All the information provided to GTPS is accurate
- ✓ They notify of any changes in their personal contacts