

Purpose

This procedure describes the processes whereby The Coaching Institute (TCI) controls and manages student's privacy by maintaining control over access to student's files.

Scope

This procedure applies to all persons employed by or contracted to TCI for the provision of training and assessment services and the administration of student's information and files and students.

TCI has a requirement as a Registered Training Organisation to gather, utilise and protect student information and is bound by the Privacy Act 1988. An extract of the ACT is available on the TCI web site.

This policy also applies to students.

Responsible parties

The CEO delegates the Operations Manager as responsible for the management, control and issue of this procedure.

Procedure

A. Accessing Information

Students

Students can view their files or the information contained therein on request in writing to the Operations Manager.

Individuals or third parties may at any stage request access to records held by TCI relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting access to.
2. This request will need to be in writing.
3. Upon receiving a request for access, TCI then:
 - a. Confirms the identity of the individual or party requesting access;
 - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
 - c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - d. Collates any personal information found ready for access to be provided.

4. Confirming identity

TCl personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.

When meeting the requesting party in person, identification may be sighted. If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details must be confirmed before information is provided.

Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request.

Third party access to student files is restricted to the student's appointed Power of Attorney or Financial Power of Attorney. Request for access **must** be in writing to the Operations Manager with evidence of Power of Attorney or Financial Power of Attorney.

5. Once approved, students or their nominated third party will be invited to view the file on the premises at Suite 40 Albert Square, 37-39 Albert Rd, Melbourne. Under no circumstances are files to be removed from the premises. Relevant documents of interest to the student may be copied and removed with the permission of the Operations Manager.

Students unable to attend the premises, such as interstate and overseas students, are to submit a request in writing to the Operations Manager for the transmission or dispatch of document copy. TCl will dispatch documents to these students within 3 days of receiving the request.

Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.

If the identity or authorisation access cannot be confirmed, or there is another valid reason why TCl is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.

Staff

Only staff directly involved in the delivery of training and assessment, student administration and student data and statistical information have access to relevant student information as appropriate.

If a file is to be removed from the file room, the file is to be logged out in ACT with the destination marked. Staff are to ensure that when student files are no longer required they

are returned to the secure cabinet in the file room. Under no circumstances are files to be left out overnight. On return to the file room the file is to be logged in ACT as "filed".

B. Request for Records Update

Individuals or third parties may at any stage request that their records held by TCI relating to their personal information be updated. The following procedure is followed on each individual request for records updates:

1. A request for records update is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting be updated on their records.

This request may be in any form, or preferably using TCI's Records Access or Update Request Form.

2. Upon receiving a request for records update, TCI then:
 - a. Confirms the identity of the individual or party to whom the record relates;
 - b. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.

Assessing Update

TCI personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

This may include checking information against other records held by us, or within government databases, in order to complete an assessment of the correct version of the information to be used.

3. Once identity and information assessment is confirmed, personal information is:
 - a. Updated, free of charge, within 14 calendar days of receipt of the original request; and
 - b. Notified to any third parties of corrections made to personal information, if this information was previously provided to these parties.
4. If the identity of the individual cannot be confirmed, or there is another valid reason why TCI is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 14 calendar days.

Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.

Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a ‘statement’ with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading. This statement will be applied, free of charge, to all personal information relevant across TCI systems within 30 calendar days of receipt of the statement request.

Review

This document and the procedures resulting from the implementation of this policy will be reviewed annually as determined in the Risk Review Schedule.

<u>Legislation Name</u>	<u>Legislation No.</u>	<u>Description</u>
Standards for RTO 2015	Clause 3.1	The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.
Standards for RTO 2015	Clause 3.4	Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.
Standards for RTO 2015	Clause 3.6	Participate in the Student Identified Scheme.

S. Pearson
CEO