

Record Management, Privacy, and Confidentiality Policy

1. Purpose

The Training Academy of Excellence (TAE) is committed to ensuring the secure and effective management of student, staff, and operational records while maintaining the highest standards of privacy and confidentiality. This policy outlines our obligations and procedures regarding the collection, use, storage, security, and disclosure of personal and sensitive information, in compliance with Australian privacy legislation, including the Privacy Act 1988 (Cth) and the Privacy and Data Protection Act 2014 (Vic).

2. Scope

This policy applies to all staff, contractors, students, and third parties involved in the operations of TAE. It covers all records and information related to students, staff, and organisational processes, whether in physical or digital form.

3. Compliance

TAE adheres to the following legislative frameworks:

- Privacy Act 1988 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)
- Public Records Act 1973 (Vic)

TAE complies with the Australian Privacy Principles (APPs) and Information Privacy Principles (IPPs) in the handling of personal, sensitive, and health information.

4. Categories of Records and Documentation

4.1 Student Management Documents

Documents related to individual students, including:

- Enrolment and re-enrolment applications
- Academic progress reports
- Grievance and misconduct records
- Prizes, scholarships, and awards
- Graduation and completion documentation
- Records of withdrawals and transfer of credits

These records are stored securely and retained in compliance with applicable legislation and retention requirements.

4.2 Teaching and Learning Documents

Documents related to course and curriculum development, accreditation, and delivery, including:

- Course, subject, and unit accreditation and approval by internal and external bodies
- Timetabling, attendance, and work placements
- Training plans, assessment materials, and student performance records
- Examination papers and student assignments

These documents are critical for maintaining educational quality and compliance with external regulatory bodies.

4.3 Student Support and Engagement Documents

Records of support services provided to students, including:

- Counselling services, careers support, and Koorie liaison
- Disability support and equitable learning services
- Retention and early intervention activity records
- Participation in workshops, events, and student feedback activities

These records help monitor student engagement and support and are protected under privacy legislation.

4.4 Governance and Administrative Documents

Documents related to the management and operation of TAE, including:

- Employment records, contracts, and personnel files
- Property, vehicle, and asset management records
- Financial management and contract documents
- Work, health, and safety (WHS) records
- Strategic planning and policy development documentation

These documents are maintained to ensure operational efficiency and regulatory compliance.

5. Collection and Use of Information

TAE will only collect personal information that is necessary for the provision of its services. Information will be collected lawfully and fairly, with individuals notified of the purpose of collection at the time of collection. Personal information collected includes, but is not limited to:

- Names, contact details, identification numbers
- Health information, where relevant to support services
- Academic history and progress

Sensitive information will only be collected with consent or where required by law.

6. Storage and Security of Records

All records, whether physical or electronic, are stored securely to prevent unauthorised access, loss, or misuse.

- Physical records are stored in locked, secure filing cabinets, with access restricted to authorised personnel.
- Electronic records are stored on secure servers, protected by established security access levels, password protection, and regular data backups.

TAE ensures that records are retained for the required duration, up to 30 years for student records, in compliance with applicable standards and agreements. After the retention period, records will be securely archived or destroyed.

7. Access to Information

Students, staff, and authorised third parties have the right to access their personal information upon request, in accordance with the Privacy Act 1988 (Cth) and Freedom of Information Act 1982 (Vic). Access requests must be submitted in writing, and TAE will respond within 30 days. TAE may deny access in circumstances where providing the information would breach another individual's privacy or where it is prohibited by law.

8. Disclosure of Information

TAE will not disclose personal information to third parties without the individual's consent, except in situations where:

- The disclosure is required or authorised by law.
- The disclosure is necessary to prevent a serious threat to life, health, or safety.
- The disclosure is required for law enforcement purposes.

All requests for disclosure of information must be submitted in writing, and written consent must be obtained from the individual concerned.

9. Breach of Policy

Any breach of this policy will be investigated, and appropriate action will be taken in accordance with TAE's disciplinary procedures. A breach may result in disciplinary action, including termination of employment or contract, depending on the severity of the breach.

10. Complaints

Individuals who believe their privacy rights have been breached may submit a written complaint to the TAE Privacy Officer. Complaints will be addressed in accordance with the TAE complaints procedure, and a resolution will be provided within 45 days of receipt of the complaint.

11. Roles and Responsibilities

- Privacy Officer: Responsible for ensuring compliance with this policy and responding to privacy-related enquiries or complaints.
- RTO Manager: Oversees the secure management of student records and ensures compliance with data retention policies.
- All Staff: Responsible for adhering to the provisions of this policy and maintaining confidentiality of all personal and sensitive information.

12. Related Documents

- Records Management Procedure
- Complaints Procedure
- Freedom of Information Policy
- Student Records Request Form

13. Review

This policy will be reviewed triennially or as required to ensure continued compliance with relevant legislation and organisational requirements.

Chief Executive Officer
The Training Academy of Excellence
18/9/2025

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