

## PRIVACY POLICY & PRIVACY COLLECTION NOTICE

Training & Personnel Australia (RTO 41096)

Version	Date	Description	Author	Approved By
3.0	12/2025	Full rewrite: combined Privacy Policy & Privacy Collection Notice; added NCVER, USI, DTET & AMSA disclosures; added digital systems, Moodle, PowerPro, cloud storage, website analytics, social media, and photography/video consent.	Jamie Whittle	Director
3.1	12/2025	Logo placement adjustment	Jamie Whittle	Director
3.2	12/2025	2015 SRTOs replaced with 2025 SRTOs DESBT replaced with DTET	Jamie Whittle	Director

### 1. Purpose

Training & Personnel Australia (TPA) is committed to protecting the privacy of personal information in accordance with:

- **Australian Privacy Principles (APPs)** under the *Privacy Act 1988*
- **National VET Data Policy**
- **2025 Standards for Registered Training Organisations (RTOs)**
- **USI legislation (Student Identifiers Act 2014)**
- **Skills Assure Supplier Agreement (DTET)**
- **Notifiable Data Breaches (NDB) Scheme**

This document outlines:

1. How TPA collects, uses, stores, discloses, and protects personal information; and
2. The **mandatory Privacy Collection Notice** that must be provided to all learners before enrolment.

### 2. Scope

This policy applies to:

- All current and prospective learners
- All employees, contractors, and third-party service providers
- All training and assessment activities (including Moodle)
- All funded and non-funded programs
- All digital and physical data handling processes

### 3. Definitions

**Personal Information** - Information that identifies an individual (e.g., name, DOB, contact details).

**Sensitive Information** - Health information, racial/ethnic origin, disability information, or other categories covered under the *Privacy Act*.

**Unique Student Identifier (USI)** - A government-issued identifier required for issuing VET qualifications.

**TPA systems** - Includes PowerPro, Moodle, Microsoft 365/OneDrive, Google Workspace, CRM/email systems, website, and analytics tools.

#### 4. What Information We Collect

Training & Personnel Australia may collect:

- Personal details (name, DOB, address, email, phone)
- Employment information
- Residency/citizenship evidence
- Emergency contact details
- Education history
- USI and identity verification documents
- Funding eligibility evidence (DTET requirements)
- Assessment records and outcomes
- Medical/health information (where relevant to safety)
- Disciplinary records
- Digital activity (IP address, browser data, analytics)
- Photos/videos (training, compliance, or marketing—only with consent)

#### 5. How Information Is Collected

- Online enrolment forms
- Moodle online assessments and quizzes
- Email communication
- In-person forms
- Telephone enquiries
- Website contact forms
- Google Analytics tracking
- Social media interactions
- Employer or industry partner verification
- Third-party digital tools used by TPA

#### 6. Purposes of Collection

We collect personal information for:

- Enrolment and eligibility checks
- Training and assessment
- Certification and issuance of qualifications
- Reporting to government bodies (NCVER, DTET, ASQA)
- Funding claims and compliance audits
- Student support and safety
- Verification of sea service or maritime qualifications (AMSA)
- Communication, scheduling, and administration
- Quality assurance and continuous improvement
- Marketing purposes where consent is provided

#### 7. Storage and Security

TPA stores information in:

- PowerPro SMS (cloud)
- Moodle LMS (cloud)

- Microsoft OneDrive / SharePoint
- Google Workspace (cloud)
- Secure local servers
- Locked physical filing systems

Security measures include:

- Password-protected systems
- Multi-factor authentication
- Encrypted cloud services
- Staff training in privacy practices
- Restricted access permissions
- Secure disposal of outdated records

## 8. Use and Disclosure

TPA uses information only for legitimate purposes related to training, assessment, funding, reporting, and compliance.

We may disclose information to:

Government bodies

- NCVER
- DTET (Skills Assure Supplier)
- ASQA
- USI Registry
- Commonwealth or QLD Government departments
- AMSA (maritime licensing & verification)

Third parties (where necessary):

- Moodle (online learning platform)
- Employers (when training is employer-funded or work-based)
- External auditors
- Industry regulators

Disclosure to third parties occurs only with:

- Student consent, or
- Where required by law.

## 9. Photography & Video

By agreeing to TPA policies, learners consent to:

- Photos/videos being taken **for training, assessment, compliance, and marketing** purposes.

Learners may withdraw consent at any time by notifying [admin@tpaustralia.com.au](mailto:admin@tpaustralia.com.au).

## 10. Access and Correction

Learners may request access to their personal information at any time.

Requests must be:

- In writing
- Submitted to: **admin@tpaustralia.com.au**

TPA may refuse access in limited circumstances (e.g., legal restrictions), but reasons will always be provided.

## **11. Notifiable Data Breaches Scheme**

If a data breach is likely to cause serious harm:

- Impacted individuals will be notified immediately
- The Office of the Australian Information Commissioner (OAIC) will be notified
- Corrective measures will be implemented promptly

## **12. Retention and Destruction**

TPA retains records for the minimum periods required under:

- ASQA Standards
- SAS Agreement
- National VET Data Policy

Records are securely destroyed when no longer required.

## **13. Complaints About Privacy**

Privacy complaints may be submitted to:

Training & Personnel Australia

Email: [admin@tpaustralia.com.au](mailto:admin@tpaustralia.com.au)

External privacy complaints may be directed to the Office of the Australian Information Commissioner (OAIC).

## **14. Privacy Collection Notice**

Training & Personnel Australia collects your personal information for enrolment, training, assessment, certification, regulatory reporting, maritime licensing verification, and funding purposes. Information may be disclosed to NCVER, DTET, ASQA, AMSA, the USI Registry, auditors, and third-party system providers such as Moodle, PowerPro, OneDrive, and Google Workspace.

### **14.1 Mandatory NCVER Privacy Notice**

Under the National VET Data Policy, Training & Personnel Australia must disclose your personal information to the National Centre for Vocational Education Research (NCVER). NCVER may use your information for statistical, administrative, regulatory, and research purposes. NCVER may also disclose your information to government departments and agencies, researchers, contractors, and other authorised recipients. You may be contacted by NCVER to participate in surveys. Further information is available at [www.ncver.edu.au](http://www.ncver.edu.au).

### **14.2 USI Privacy Notice**

TPA is required to collect and verify your Unique Student Identifier (USI). We will not disclose your USI except where required for training, reporting, or by law. You must provide accurate identification to create your USI.

### **14.3 DTET Skills Assure Disclosure**

For subsidised training, TPA must disclose your enrolment details, progress, completions, demographic information, and survey responses to the Department of Trade, Employment and Training (DTET). DTET may use this information for monitoring, audit, funding verification, statistical analysis, and program improvement.

### **14.4 Access & Correction**

You may access or request corrections to your personal information at any time by contacting [admin@tpaustralia.com.au](mailto:admin@tpaustralia.com.au).