

1 Purpose

To manage the collection and use of personal student information including the way in which a student may apply for access to their personal information. The release of information of an academic or personal nature relating to past or present students other than in accordance with this document is prohibited.

2 Scope

This procedure applies to all staff of the institute.

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4 Definitions

ACRONYM / Term	Definition
Academic Information	Records which relate to student progress, assessment, curriculum and awards in a course (VET provider guidelines)
Freedom of Information Officer	Director, Organisational Capability
Non-Academic Information	Records which do not relate to student progress, assessment, curriculum and awards in a course and includes personal information that the provider holds in relation to the student

5 Actions

5.1 Management of Personal Student Information

5.1.1 The Institute collects personal information and will make the student aware through the Privacy Statement on the Enrolment Form of:

- (a) Contact details of the Freedom of Information Officer (Director, Organisational Capability);

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- (b) Their right to gain access to their personal information (subject to the provisions of the Freedom of Information Act);
 - (c) The purposes for which the Institute collects information;
 - (d) To whom the organisation usually discloses information of that kind;
 - (e) Any law that requires the particular information to be collected; and
 - (f) The main consequences (if any) for the individual if the information is not provided.
- 5.1.2 Information may be released in accordance with an authorisation signed by a student to release information from the student's record.
- 5.1.3 The signed authorisation must be retained on the student's Academic Student File. This includes information released to Professional Registration Authorities.
- 5.1.4 Requests for information of a non-academic nature must be made in writing to the Director of Organisational Capability.
- 5.1.5 Written requests for disclosure of student (academic) information should be forwarded to the Manager, Student Administration.
- 5.1.6 The age of the student will be taken into account in assessing each request for information. In most circumstances information will not be released in regard to students over 18 years of age without first obtaining the student's consent in writing.
- 5.1.7 Where the student cannot be contacted, the decision to release information will be determined by the Director Organisational Capability.
- 5.1.8 Where a student is under the age of 18 years and is able to judge the consequences of the disclosure, the privacy laws give the student the right to consent to disclosure without parental consent.
- 5.1.9 With respect to students with an Intellectual Disability and who are unable to judge the consequences of the disclosure, the guardian's/parent's consent will be obtained before information is released in conjunction with the Disability Liaison Officer.
- 5.1.10 The process relating to the use and release of health information is detailed in the Policy on the Management of Health Information.
- 5.1.11 Any individual in respect of whom personal information is or has been held by the Institute has the right to make a complaint about an act or practice of the Institute that the individual believes is an interference with the privacy of that individual. Refer to the Institute's Complaints Policy and Complaints Procedure.

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- 5.1.12 In respect to the release of information to external agencies and organisations please refer to Privacy Policy.
- 5.1.13 Information concerning assessment and examination results must not be given over the telephone. All assessment and examination results will be provided to students. For full-time courses, results of externally assessed examinations (by Student Number only) may be posted on noticeboards within the Institute and students are encouraged to personally check these lists. Students can obtain copies of their results by personally applying to the Information Centre.
- 5.1.14 Student references will not be supplied on Institute letterhead. Please refer to Use of Institute Letterhead Policy.
- 5.1.15 Enquiries regarding attendance/progress of Apprentices and Trainees should be made to the relevant Education Business Manager. The information should be supplied to the employer only after the necessary check has been made against Institute records to confirm the results and attendance of the student.

5.2 Requests made under 'Freedom of Information Act'

- 5.2.1 Sunraysia Institute of TAFE is an agency under the Freedom of Information Act, i.e. requests for release of information can be made from the Institute under the provisions of the Act.
- 5.2.2 The Act gives you the right to access documents about your personal affairs and the right to request that incorrect or misleading information held by an agency about you be amended or removed.
- 5.2.3 Requests for release of student information must be in writing, and must state that the information is requested under the "Freedom of Information Act". Such requests will need to be forwarded to the Freedom of Information Officer for consideration under the provisions /exemptions of the Act. The Freedom of Information Officer will make the decision to release or not release the requested information. Appeals against these decisions can be lodged with the Chief Executive Officer.
- 5.2.4 The Institute is allowed 45 days to reply to these requests.

6 Associated Documents

- Student Complaints and Appeals Policy
- Student Complaints Procedure
- Student Reviews and Appeals Procedure
- Information Privacy Policy

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7 References

- Higher Education Support Act 2003
- Privacy Act 1988 – Australian Privacy Principles
- Privacy and Data Protection Act 2014
- VET Provider Guidelines

8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
Records documenting Freedom of Information Requests which required action by the Institute	Human Resources Office	Freedom of Information Officer	Destroy 5 years after action concluded
Records documenting Freedom of Information Requests which did not proceed	Human Resources Office	Freedom of Information Officer	Destroy 2 years after action concluded

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