



PP34 – Data Privacy and Record Keeping Policy

1. Purpose

This policy ensures that Austra College manages student and staff records in a manner that protects personal information, meets legislative data privacy obligations, and aligns with Clause 10 of the Standards for RTOs 2025. The policy also ensures that record keeping practices support transparency, accuracy, and regulatory compliance.

2. Scope

This policy applies to:

- ✚ All personal and training records of students
- ✚ Austra College staff, contractors, and third parties who handle personal or sensitive information
- ✚ Storage, access, and disposal of physical and digital records

3. Definitions

Term	Definition
Personal Information	Information or opinion that identifies or could identify an individual (e.g., name, address, date of birth, USI)
Sensitive Information	A subset of personal information including health, disability, racial background, or religious beliefs
AVETMISS	The data standard used to collect VET sector data
NCVER	National Centre for Vocational Education Research
USI	Unique Student Identifier – mandatory for all nationally recognised training
PRISMS	Provider Registration and International Student Management System used for international student reporting

4. Legislative References

- ✚ Standards for RTOs 2025 – Clause 10
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Australian Privacy Principles (Privacy Act 1988)
- ✚ Archives Act 1983

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- ✚ Data Provision Requirements 2020
- ✚ AVETMISS and USI Reporting Requirements

5. Policy Statement

Austra College is committed to:

- ✚ Protecting the privacy of personal and sensitive information it collects
- ✚ Meeting all legislative requirements for the retention, storage, and security of records
- ✚ Ensuring students have access to their records upon request
- ✚ Retaining training and assessment records for at least 30 years
- ✚ Retaining other required records (e.g., complaints, appeals, enrolment records) for a minimum of seven years, or as otherwise legally required
- ✚ Implementing strict access controls and secure disposal practices

6. Procedure – Step-by-Step

Step	Action	Responsible Person	Timing
1	Collect personal information only where necessary (e.g., enrolment, LLN, AVETMISS, USI)	Admin Officer	At enrolment
2	Ensure all personal data is collected with consent and privacy notice is provided	Admin Officer	During enrolment
3	Store physical records in locked cabinets and digital records in password-protected systems with backups	RTO Manager/ Admin Officer	Ongoing
4	Provide students access to their personal and training records upon written request	RTO Manager	Within 10 business days
5	Regularly review access controls and restrict data handling to authorised staff only	RTO Manager	Quarterly
6	Back up digital data daily and store backups securely off-site or in a secure cloud	Admin Officer/ RTO Manager	Daily
7	Archive training and assessment records securely for 30 years	Admin Officer/ RTO Manager	Ongoing
8	Retain financial, complaint, appeal and enrolment records for 7 years minimum	Admin Officer	Ongoing
9	Securely dispose of expired paper records by shredding or certified destruction	Admin Officer/ RTO Manager	As required

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Step	Action	Responsible Person	Timing
10	Train all staff annually on data privacy responsibilities and breach response	RTO Manager/ CEO	Annually
11	Report any data breaches to the CEO and investigate in line with the Notifiable Data Breaches Scheme	RTO Manager	As required

7. Related Documents

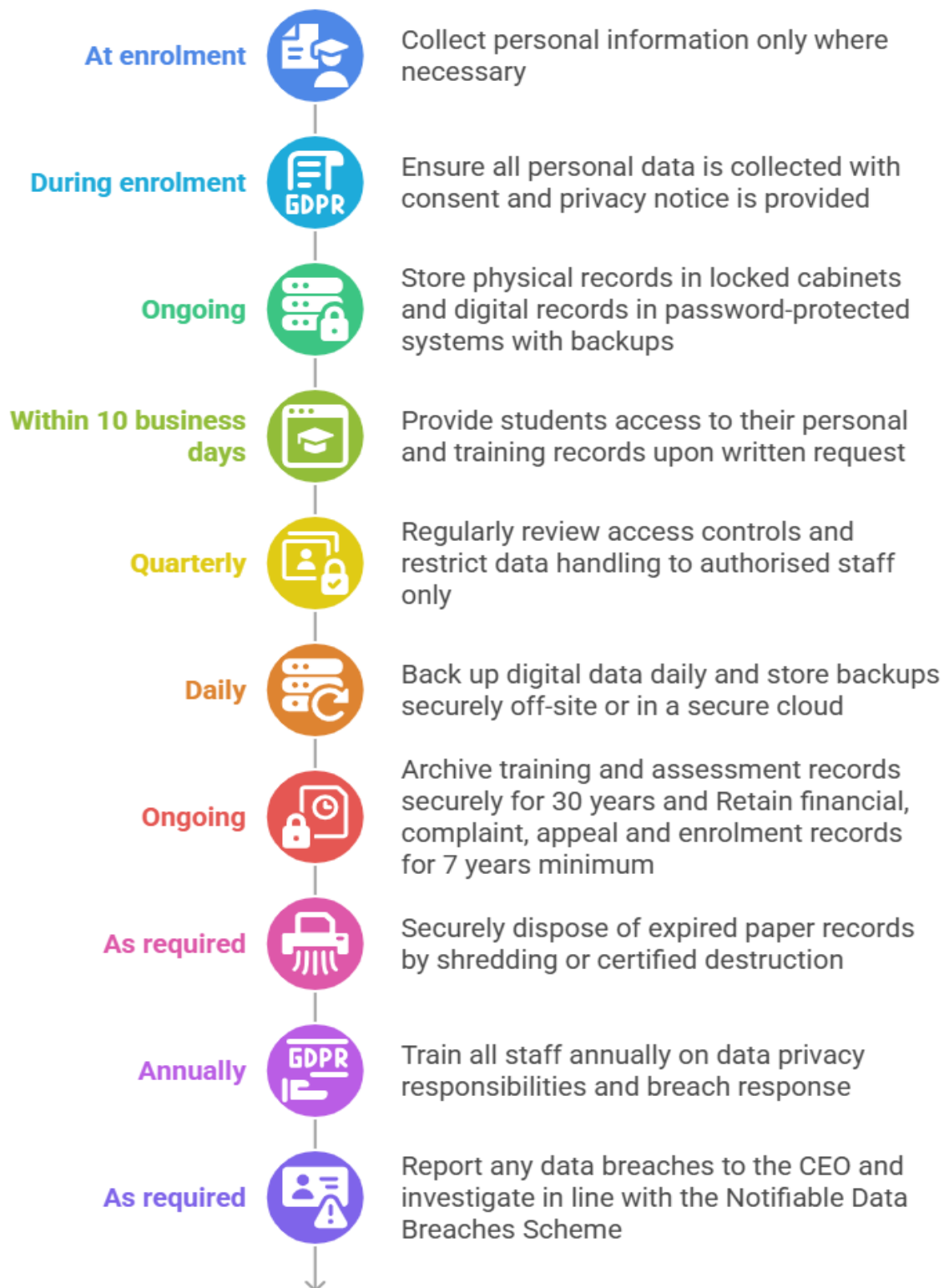
- ✚ Student Enrolment Form
- ✚ Privacy Notice
- ✚ Access to Records Request Form
- ✚ Complaints and Appeals Register
- ✚ Records Management Procedure
- ✚ Austra College Data Retention Schedule
- ✚ Staff Confidentiality Agreement

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8. Flow chart

Data Privacy and Record Keeping Process



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