



Scope

The purpose of this procedure is to detail AltradSkills' practices on the use and handling of personal and sensitive information, including the collection, retention and storage of an individual's data and to provide staff and other individuals with a better understanding of the personal information AltradSkills holds on record relating to its RTO operations.

This procedure relates to the following:

- Standards for Registered Training Organisations 2025: Compliance Requirement - Standard 9 & 20
- Standards for Registered Training Organisations 2025: Outcome Standards - Standard 1.7
- The Privacy Act 1988
- The Australian Privacy Principles (APPs)
- Student Identifiers Act 2014
- National Vocational Education and Training Regulator Act 2011

Training records will be treated in accordance with the privacy act 1988, the Australian privacy principles and the data provision requirements 2020. Other registered training organization, schools must collect and report certain information to ASQA, the National VET regulator, the national Centre for Vocational Education Research (NCVER) and potential other government agencies.

Training records include, but not limited to:

- Name
- Address
- Contact details
- Date of birth
- Gender
- Country go birth
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Qualification completed
- Current employment status
- Indigenous status
- Unique Student identifier (USI)

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Personal information gathered may be used or disclosed for the following purposes:

- Populating authenticated VET transcripts
- Administering VET, including programs administration, regulation, monitoring and evaluation.
- Facilitating statistics and research relating to education, including survey and data linkage
- Understanding how the VET market operates for policy, workforce planning and consumer information.

Process Map

Not required.

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Process Stages

1. Collection on Information

AltradSkills recognises the importance of protecting an individual's right to privacy. AltradSkills is committed to ensuring the confidentiality and security of the information that is collected.

The Privacy Act 1988 requires companies to comply with the Australian Privacy Principles. AltradSkills is committed to the Australian Privacy Legislation in the way it collects, uses, secures and discloses personal information.

AltradSkills only collects personal and sensitive information by fair and lawful means and not in an unreasonably intrusive manner. AltradSkills only collects personal information in order to properly and efficiently carry out its functions as an NVR Registered Training Organisation and to:

- Establish and maintain a learner's relationship as a customer of AltradSkills
- Provide and administer the products and services requested from AltradSkills
- Report to State and/or Territory Registered Bodies in relation to the training services provided by AltradSkills

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Learners will be responsible for the application and supply of their own USI prior to the commencement of training. If no previous application exists, or if the learner has forgotten their USI, they will be provided with access to a computer.

AltradSkills uses the information collected for the purpose for which it was provided. AltradSkills will not disclose any information that we collect about our staff, learners or clients to a third party unless we have written consent, or are otherwise required by, or authorised under law.

The only exclusion to this is any requirement to provide information to the VET Regulator or their agent as part of AltradSkills' requirements to demonstrate compliance with the VET Quality Framework.

To provide training and assessment services, AltradSkills needs to collect personal and sensitive information when a learner enrolls into a course that AltradSkills is providing. It is a requirement that this information is reported to State / Territory registered bodies under the requirements of AVETMISS.

2. Use of Internet/Transfer of Data

AltradSkills may use the internet to transmit personal information from delivery sites to other sites within the organisation and to transmit details to state registering bodies.

State and territory registering bodies manage the security of data transmitted to them

AltradSkills will take all reasonable steps to protect the security of personal information when transmitting data via the internet, but is aware that no transmission of information by email or to a registering body's website is ever totally secure

3. Storage and Security

AltradSkills will take all reasonable steps to ensure the security of personal information held from interference, unauthorised access, misuse, loss, damage or disclosure. Steps to ensure the security of data and personal information include:

- Password protection for all electronically stored records
- Securing of paper files in locked cabinets
- Physical access restrictions and validation of data
- Restricted access to databases - Access to information is assigned on a need-to-know basis, and specific job roles within the organisation

4. Access and Seeking Correction to Personal Information

Individuals have the right to access or to obtain a copy of their personal information held on file about them. Access to an individual's personal information is available on application in writing to the RTO Manager. Access to personal information will be controlled at all times. AltradSkills will attempt to meet all requests for access or correction in a timely manner and without any cost to the enquirer.

AltradSkills endeavours to ensure that the personal information held is accurate, complete and up to date. If an individual believes the personal information held is inaccurate, individuals are to contact AltradSkills' Training Administration Department.

If AltradSkills disagrees with an individual's request, it will only do so on reasonable grounds, and we will provide the reason for refusal in writing.

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5. Retention, Transfer and Destruction of Information

In accordance with AMS-AUS-PR-003-0007 RTO Records Management Procedure, AltradSkills maintains all personal documentation, including training and assessment evidence, electronically.

In the event AltradSkills ceases to operate as an NVR Registered Training Organisation, all personal information relating to past and current students will be transferred to the Australian Skills Quality Authority (ASQA) within 10 days.

6. Privacy Concerns

Learners and clients can raise any concerns they may have regarding the handling practices of personal information by either discussing concerns where the course is being delivered or by contacting AltradSkills RTO Compliance Team.

Key Related Documents

Reference Number	Document
AMS-AUS-PR-003-0007	RTO Records Management Procedure
AMS-AUS-PR-003-0001	RTO Enrolment Procedure
AMS-AUS-F-0566	RTO Application for Enrolment Form

Revision Details

Rev No.	Date	Details of the Amendments	Prepared	Reviewed	Approved
00	22/01/2025	Update AMS Number with the new numbering system Old AMS No. AMS-AUS-PR-03-35 RTO Privacy and Data Protection Procedure	Document Controller	Riannon Capelinha	Aaron Smith
01	30/04/2025	Update to comply with Standards for NVR Registered Training Organisations 2025	Amit Bahl	Aaron Smith	Aaron Smith
02	11/06/2026	Update in consultations with RTO consultant	Sheevaun Gallacher	Emma Trzop	Aaron Smith