



Privacy and Information Handling Procedures – VET Student Loans

Part 7, Division 1, Subdivision L of VET Student Loan Rules

1. Purpose

Lawson College Australia meets its legal and ethical requirements in relation to the collection, storage and disclosure of student information, and interactions with external organisations.

Information is collected in order for Lawson College Australia to meet and discharge obligations under pertinent legislation in regard to VET Student Loan Act 2016 and VET Student Loan Rules 2016.

An approved course provider must have processes and procedures for handling information, and must:

- a) Provide for the management of students' personal information in accordance with the Australian Privacy Principles; and
- b) Provide for students to access their personal information; and
- c) Provide for students to have incorrect personal information corrected; and
- d) Provide accurate information about the use and disclosure of personal information collected by the provider, including that the information may be disclosed to the Commonwealth and the VSL Tuition Protection Director.

An approved VET Student Loans provider must comply with the requirements of the VET Student Loans Ombudsman and fully cooperate with the VET Student Loans Ombudsman to ensure compliance with the Act.

2. Scope

This *Privacy and Information Handling Procedures – VET Student Loans* sets out the procedures Lawson College Australia uses in its management of personal information that is required for the its business operations.

Related Policy:

- Privacy
- Record Management and access to records

This *Privacy and Information Handling Procedures – VET Student Loans* applies to all Lawson College Australia staff and student.

3. Definitions

Australian Privacy Principles: The Australian Privacy Principles (APPs) are rules of conduct set out by The Privacy Act 1988 (Cth) which establishes standards for the collection and handling of 'personal information' (as defined by the Act) by Commonwealth agencies.

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The APPs comprise a code of conduct for privacy of *personal information* in areas [Privacy Act 1988 (Cth) s 14] including:

- the manner and purpose of collection
- requests from individuals, or from other people, agencies or bodies
- storage and security of information
- availability of information and access to it
- alteration of information held by agencies
- obligation to maintain accurate information
- the permitted uses of information
- limits on agencies disclosing information held by them ([Australian Privacy Principles guidelines — OAIC](#)).

Personal information: Personal information includes a broad range of information, or an opinion, that could identify an individual ([What is personal information? — OAIC](#)).

Privacy Act 1988 (Cth): An Act to make provision to protect the privacy of individuals, and for related purposes ([Privacy Act 1988 \(legislation.gov.au\)](#)).

Privacy Notice: Describes how an entity handles personal information collected from the student that may be used together with training activity information. The Privacy Notice lists the ways information about the student is collected and why, and how it is used and shared ([VET Data Privacy Notice - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)).

Student: A person who is enrolled in a higher education course or an *approved course* for VET Student Loans (may also be referred to as 'VET course') ([Student | HEIMSHHELP \(dese.gov.au\)](#)).

The Act: The VET Student Loans Act 2016 (Act) and the VET Student Loans Rules 2016 (Rules) set out the legislative requirements that underpin the VET Student Loans (VSL) program ([VET Student Loans Compliance - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)).

Unique Student Identifier (USI): A USI is an individual education number which a student has for life. It also gives the student access to an online record of VET training undertaken in Australia. All students in Australia need a USI. Without a USI a student cannot get Commonwealth financial assistance or their qualification or statement of attainment [Home page | Unique Student Identifier \(usi.gov.au\)](#)/ Student Identifiers Act 2014 (Cth).

VET Student Loan: A VET Student Loan (VSL) helps eligible students to cover tuition fees for vocational education and training (VET) courses. VSLs are only available for approved courses at the diploma level and above ([VET Student Loans | StudyAssist](#)).

VET Student Loans Ombudsman: The VET Student Loans Ombudsman in the Office of the Commonwealth Ombudsman investigates complaints from students regarding their VET FEE-HELP or VET Student Loans provider in Australia. Their services are free, independent and impartial ([VET Student Loans Code of Practice \(ombudsman.gov.au\)](#)

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4. Information Handling Procedures

4.1 Collection of Personal Information

- In the course of its business as a Registered Training Organisation (RTO), Lawson College Australia may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users.
- Lawson College Australia may also record various communications that students or potential students have with us.
- Collection and management of students' personal information is in accordance with the Australian Privacy Principles.
- Personal information is protected by law, including under the Privacy Act 1988 (Cth).
- Personal information is information or an opinion about an identifiable individual. Personal information includes an individual's name and contact details.
- Lawson College Australia will only collect personal information by fair and lawful means, which is necessary for the functions of Lawson College Australia.
- If a prospective student chooses not provide Lawson College Australia certain necessary information then enrolment cannot proceed.

4.2 Students' right to access their personal information

- Students have the right to access or obtain a copy of the personal information that Lawson College Australia holds about them. Requests to access or obtain a copy of personal information must be made in writing.
- There is no charge for a student to access personal information that Lawson College Australia holds about them; however, there may be a fee to make a copy.
- Individuals will be advised of how they may access or obtain a copy of their personal information within 5 days of receiving their written request.

4.3 Students' right to correct their personal information

- If a student considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- Lawson College Australia takes appropriate measures to verify an individual's identity and right of access to their personal information.
- Where a record is found to be inaccurate, a correction will be made and a notation made in the student file.

5. Security of personal information

5.1 Lawson College takes all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected.

5.2 All records containing personal information is stored securely and reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure are maintained.

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6. Registered Training Organisations (RTO) may apply for a USI on behalf of a student

6.1 Under sub-section 9(2) of the Student Identifiers Act 2014 (Cth), an RTO may apply for a USI on behalf of a student.

7. Breach of Privacy Complaint

7.1 The Privacy Act 1988 has strict rules about how an organisation or agency handles your personal information. If you think Lawson College Australia has mishandled it, you can lodge a complaint.

8. Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory

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authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact *Lawson College Australia* to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact Lawson College Australia:

Web: <https://lawsoncollege.edu.au/contact-us/>

Phone: 03 97912211

Email: info@lawsoncollege.edu.au

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9. Retaining Information

9.1 Lawson College Australia will retain documents and information related to the operation of the Act and the Rules for seven years or as otherwise specified in the Rules.

9.2 The Rules provide that the following information and documents must be retained for five years.

- The information provided to a student under section 98 before the student enrolled in an Approved Course
- Documents obtained or assessments undertaken for the purposes of determining a student's academic suitability
- Records of the student's enrolment, including the day and time the student enrolls in the course or a part of the course
- Information and documents collected for the purposes of, or in relation to, an application by a student for a VET Student Loan
- If applicable, the day and time the student gives the provider an application for a VET Student Loan
- All correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student
- Records of each use of the provider's grievance procedure
- The Census Days and Tuition Fees for Approved Courses
- A copy of each version of a process or procedure required under this instrument, and the dates when the version was current
- Marketing and promotional material relating to Approved Courses.

10. Acknowledgments

VET Student Loans Act (2016) <https://www.legislation.gov.au/Details/C2021C00150>

VET Student Rules (2016) <https://www.legislation.gov.au/Details/F2020C00982>

[VET Student Loans - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](http://dese.gov.au)

Australian Government, *VET Student Loans, Manual for Providers*, V4.2 August 2020

[VET Student Loans | StudyAssist](#)

[Cancel your VET debt in special circumstances | Department of Education, Skills and Employment](#)

[Census-days.pdf \(ombudsman.gov.au\)](#)

[VET Student Loans Compliance - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

[Information for VET Student Loans Students - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

[VET Student Loans Information Booklet - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

[eCAF fact sheet - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

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[Users' guide to Standards for RTOs 2015 | Australian Skills Quality Authority \(ASQA\)](#)
[Legislation | Australian Human Rights Commission](#)

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11. Document History and Version Control Table

Version Date	Approval Date	Approved By	Type of Change	Extent
03082021	3 August 2021	Quality and Compliance Committee (QACC)	Initial	NA

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