

Policy and Procedure – Privacy

Purpose

This policy ensures that Lawson College Australia meets its legal and ethical requirements regarding the collection, storage, and disclosure of student information and interactions with external organisations.

Information is collected on the Enrolment Form and during enrolment processes for Lawson College Australia to meet its obligations under the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) to ensure overseas student compliance with visa conditions under Immigration Laws, and other Regulatory Authorities compliance requirements.

Scope

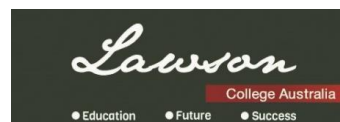
The policy and procedure set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988 [ESOS S3.3.6] and the National VET Data Policy that outlines data collection and submission requirements for Total VET Activity (TVA).

This Policy applies to all Lawson College Australia staff and International Students currently enrolled with Lawson College Australia.

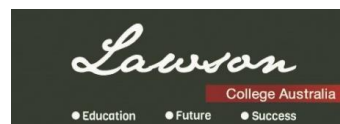
Note: Lawson College Australia is not obliged to meet or respond in any form (phone, email etc.) to any request received from the agent, lawyer or similar seeking personal information which may be perceived to have a conflict of interest or any commercial interest whatsoever. Any disclosure of personal information to a third party would be governed under Lawson College Australia's Privacy Policy.

Definitions

Australian Privacy Principles (APPS)	The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers. There are 13 Australian Privacy Principles, and they govern standards, rights and obligations around: The collection, use and disclosure of personal information; An organisation or agency's governance and accountability; Integrity and correction of personal information; and the rights of individuals to access their personal information. Australian Privacy Principles OAIC
Consent	Consent is an explicitly communicated, reversible mutual agreement in which all parties are capable of making a decision.
Data breach	A data breach happens when personal information is accessed or disclosed without authorisation or is lost
Department of Employment and Workplace Relations (DEWR)	The DEWR supports people to have safe, secure and well-paid work with the skills for a sustainable future. Department of Employment and Workplace Relations
Department of Home Affairs (DoHA)	Department of Home Affairs (DoHA) brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. Department of Home Affairs
National VET Data Policy	The National VET Data Policy brings together requirements for collecting nationally consistent data about VET activity and processes, and for using data in statistical collections and national



	surveys. National VET Data Policy - Department of Employment and Workplace Relations, Australian Government
NCVER	The National Centre for Vocational Education Research (NCVER) provides research and statistics on vocational education and training (VET). It is responsible for collecting, managing, analysing, evaluating and communicating research and statistics about VET nationally. NCVER is a not-for-profit company owned by state, territory and Commonwealth ministers responsible for training. Home
Privacy Act 1988 (Cth)	The Privacy Act 1988 (Privacy Act) regulates how personal information is handled. The Privacy Act defines personal information as: ...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable. Privacy Act 1988 - Federal Register of Legislation
Privacy Notice and Student Declaration	The Privacy Notice explains how personal information provided by the student may be collected, held, used or disclosed, together with training activity information. It also assists to establish a student's expectations of how their personal information and training data may be handled. The Privacy Notice also makes it clear that the Notice is in addition to any other specific requirements Registered Training Organisations are obligated to provide to their students, for example, under state or territory privacy laws.
Registrar	A Registrar is an official in an institution who handles student records.
RTO Compliance Standards	<i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.</i> National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 - Federal Register of Legislation
Student	A student who is enrolled at Lawson College Australia and includes both prospective students and enrolled students. An International Student (overseas student) as defined in the National Code holds a student visa as defined by the ESOS Act, and to students of Lawson College Australia who are studying offshore who do not hold a student visa.
Support Person	The National Code Standard 10: Complaints and appeals, clause 10.2.4 refers to ensuring the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings. A friend or relative of a student can provide support, if needed in any relevant complaint and appeal meetings. A Lawson College Australia Student Support Officer will be available if the student does not have someone who can attend with them, and they require support.
Total VET Activity Reporting	Total VET Activity reporting. All Registered Training Organisations (RTOs) must collect and report 'Total VET Activity' data. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, in accordance with the National VET Data Policy.
Tuition Protection Service	The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive. The Tuition Protection Service (TPS) assists international students on student visas whose education providers are unable to fully deliver their course of study. International Students - Department of Education, Australian Government
Unique Student Identifier	All students doing nationally recognised training need to have a Unique Student Identifier (USI). The USI initiative is supported by the Student Identifiers Act 2014. Under the legislation, an education or training provider must not issue a statement of attainment or a qualification unless the student has been assigned a USI. The USI creates a secure online record of the students recognised training and qualifications gained in Australia, from all training providers where the student undertakes recognised training. Students can access their training records and transcripts online, anytime and anywhere Home page Unique Student Identifier



Policy

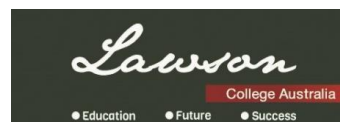
1. Personal information and Privacy

- 1.1 In collecting your personal information Lawson College Australia will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2000 and the relevant State Privacy legislation. This means Lawson College Australia will:
- Inform you of the purpose for which the information is collected
 - Only use the personal information that you provide in relation to your study with Lawson College Australia
 - Ensure your personal information is securely handled and stored
 - Inform you of any organisation and the type of organisation to which we disclose personal information, for example, the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information, for example, for statistical purposes.
- 1.2 Lawson College Australia will not disclose your personal information to another person or organisation unless:
- 1.2.1 We have made you aware that information of that kind is usually passed to that person or organisation
 - 1.2.2 You have given written consent
 - 1.2.3 We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health, or that of another person
 - 1.2.4 The disclosure is required or authorised by, or under law; or
 - 1.2.5 The disclosure is reasonably necessary for the enforcement of the Criminal Law or a Law imposing a pecuniary penalty, or for the protection of the public revenue.

2. Privacy Principles

- 2.1 In collecting and protecting personal information, Lawson College Australia complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 [Collection of solicited personal information] and 5 [Notification of the collection of personal information], and in accordance with the National VET Provider Collection Data Requirements Policy Clause 4.4; and the relevant Privacy legislation and regulations of the State/s in which Lawson College Australia operates.
- 2.2 Personal information, including sensitive information, is collected from individuals in order that Lawson College Australia can carry out its business functions. Lawson College Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- 2.3 Sensitive information is only collected if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B), such as, if:
- 2.3.1 The collection of the information is required or authorised by, or under, an Australian law or a Court/ Tribunal order
 - 2.3.2 It is unreasonable or impractical to obtain the individual's consent to the collection, use or disclosure
 - 2.3.3 It is genuinely and reasonably believed that:
 - The collection, use or disclosure is necessary to less or prevent a serious threat to the life, health or safety of any individual, or to the public health or safety
 - Unlawful activity, or misconduct of a serious nature, that relates to Lawson College Australia's functions or activities has been, or being, or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise, or defence of a legal or equitable claim.

Lawson College Australia	Document Name	Version
RTO: 40679; CRICOS Provider: 03406J	Policy and Procedure – Privacy	6.0_01072025



2.4 Lawson College Australia ensures that each individual:

- Knows why their information is being collected, how it will be used, and who it will be disclosed to
- Is made aware of any legal requirement for Lawson College Australia to collect the information
- Is able to access their personal information upon request
- Can request that personal information that is incorrect be corrected
- Does not receive unwanted direct marketing
- Can make a complaint about Lawson College Australia if they consider that their personal information has been mishandled
- Is made aware of any consequences for not providing the information requested

2.5 Under the National Vocational Education and Training Regulator (Data Provision Requirements)

Instrument 2020 (*the Data Provision Requirements 2020*), the Privacy Notice at Schedule 1 of the National VET Data Policy sets out privacy information a student needs to know before they enrol with a Registered Training Organisation (RTO). The RTO is responsible for providing this Privacy Notice to students [see Section 3 below], usually as part of the enrolment process.

- Lawson College Australia provides this notice in the Enrolment Form and retains evidence that the student has acknowledged the Privacy Notice and Student Declaration as part of their enrolment process.

3. Privacy Notice¹

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

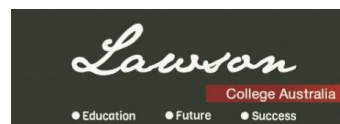
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration 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 Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory 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

¹ [National VET Data Policy - Department of Employment and Workplace Relations, Australian Government](#)

Lawson College Australia RTO: 40679; CRICOS Provider: 03406J	Document Name Policy and Procedure – Privacy	Version 6.0_01072025
-----------------------------------------------------------------	-------------------------------------------------	-------------------------



- 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.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.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

Phone: +61 3 98791 2211

Email: info@lawsoncollege.edu.au

Website: www.lawsoncollege.edu.au

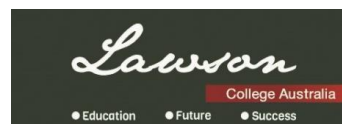
Link to web policies: <https://lawsoncollege.edu.au/international-student-policies/>

4. Unique Student Identifiers (USI)

- 4.1 All students participating in Nationally recognised training are required to have a Unique Student Identifier (USI) and provide it to Lawson College Australia upon enrolment.
- 4.2 Alternatively, Lawson College Australia can apply for a USI on behalf on an individual.
- 4.3 The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants.
- 4.4 The *Student Identifiers Amendment (Enhanced Student Permissions) Act 2020*, allow a student or person who has studied VET after 1 January 2015 to choose whether a licensing body, employment agency or potential employer views their authenticated VET transcript. The student controls:
 - Whether to share their transcript or not
 - Who gets access
 - Which of their VET achievements are displayed
 - How long the transcript can be looked at.

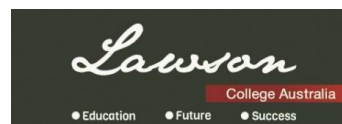
The student can remove this access at any time.

Lawson College Australia	Document Name	Version
RTO: 40679; CRICOS Provider: 03406J	Policy and Procedure – Privacy	6.0_01072025



- 4.5 When Lawson College Australia applies for a USI on behalf of an individual who has authorised Lawson College Australia to do so, Lawson College Australia needs to collect personal information about the individual which will be passed on to the Student Identifiers Registrar. This will include:
- Name, including first or given name(s), middle name(s) and surname or family name
 - Date of birth – city or town of birth
 - Country of birth
 - Gender
 - Contact details, so the Student Identifiers Registrar (Registrar) can provide individuals with their USI and explain how to activate their USI account
- 4.6 In order to create a USI on behalf of an individual, Lawson College Australia will be required to verify the identity of the individual by receiving a copy of an accepted identification document.
- 4.7 The identification document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar.
- 4.8 Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- 4.9 The information provided by an individual in connection with their application for a USI:
- Is collected by the Registrar as authorised by the *Student Identifiers Act 2014*
 - Is collected by the Registrar for the purposes of:
 - Applying for, verifying and giving a USI
 - Resolving problems with a USI
 - Creating authenticated Vocational Education and Training (VET) Transcripts
 - May be disclosed to:
 - Commonwealth and State/ Territory Government Departments and agencies and Statutory Bodies performing functions relating to VET for:
 - The purposes of administering and auditing VET, VET providers and VET programs
 - Education related policy and research purposes
 - To assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - Current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET Standards and Government contracts and assist in determining eligibility for training subsidies
 - Schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - The National Centre for Vocational Education Research for the purpose of creating authenticated VET Transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - Researchers for education and training related research purposes
 - Any other person or agency that may be authorised or required by law to access the information
 - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system.
- 4.10 Will not otherwise be disclosed without the student's consent unless authorised or required by or under law.
- 4.11 The consequences to the student of not providing the Registrar with some or all of their personal information is that the Registrar will not be able to issue the individual with a USI, and therefore, Lawson College Australia will be unable to issue a Qualification or Statement of Attainment.

Lawson College Australia	Document Name	Version
RTO: 40679; CRICOS Provider: 03406J	Policy and Procedure – Privacy	6.0_01072025



5. Storage and use of information

- 5.1 Lawson College Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.
- 5.2 Personal information stored in paper-based files are kept in a secure location.
- 5.3 Personal information in electronic format is stored securely.
- 5.4 Only authorised Lawson College Australia staff can access personal information.
- 5.5 The personal information held about individuals will only be used by Lawson College Australia to:
 - enable efficient student administration,
 - report data to provide information about training opportunities,
 - issue Statements of Attainment and Qualifications to eligible students, and
 - to maintain accurate and detailed records of student course participation, progress, and outcomes.
- 5.6 Lawson College Australia may use the information provided by an individual to market other internal products and services. An individual may opt out of being contacted for marketing purposes at any time by contacting Lawson College Australia office. Information will not be passed on to any third-party marketing companies without the prior written consent of the individual.

6. Retention and disposal of records

- 6.1 Information about how Lawson College Australia retains and disposes of records is detailed in Policy – Record Management and Access

7. Data Breach

- 7.1 In the event of a data breach which involves personal information is likely to result in serious harm, Lawson College Australia will notify the individual's involved and follow procedures as per The Privacy Amendment (Notifiable Data Breaches) Act 2017 for organisations covered under the Privacy Act 1988 (Cth).

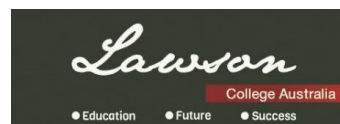
8. Access to and correction of records

- 8.1 Individuals have the right to access or obtain a copy of the information that Lawson College Australia holds about them, including:
 - Personal details
 - Contact details
 - Information relating to course participation and progress, and
 - AQF Certification and Statement of Attainment issues.
- 8.2 Requests to access or obtain a copy of the records held about an individual must be made by said individual by contacting Lawson College Australia office. The individual must prove their identity to be able to access their records.
- 8.3 There is no charge for an individual to access the records that Lawson College Australia holds about them, however, there may be a charge for any paper copies made.
- 8.4 When a request to access records is validated, arrangements will be made within 10 days if reasonably practicable.

9. Complaints about Privacy

- 9.1 Any individual wishing to make a complaint or appeal about the way information has been handled within Lawson College Australia can do so by following Lawson College Australia's relevant Policy and Procedure – Complaints and Appeals [International Students].

Lawson College Australia	Document Name	Version
RTO: 40679; CRICOS Provider: 03406J	Policy and Procedure – Privacy	6.0_01072025



10. State of Victoria Privacy Laws

10.1 Victorian Privacy Laws means:

- Privacy and Data Protection Act 2014
- Health Records Act 2001
- Other legislation and regulations which make reference to Privacy.

11. Dissemination of information to staff

11.1 Relevant staff will be informed of this Policy and Procedure and any subsequent changes will be via an agenda item at a scheduled Quality and Compliance Committee (QACC) Executive meeting, and published minutes, and dissemination by public access of this Policy and Procedure on the Lawson College Australia website – International Student Policies (<https://lawsoncollege.edu.au/international-student-policies/>)

12. References

- National VET Data Policy - Department of Employment and Workplace Relations, Australian Government
- Your right to privacy - Services Australia
- Federal Register of Legislation - Australian Government
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 - Federal Register of Legislation
- Home - Home (oaic.gov.au)
- Privacy Amendment (Private Sector) Act 2000 - Federal Register of Legislation

13. Procedure

Responsible staff for relevant area (as per Organisational Chart) to process the procedure:

Assess

Review aspects of situation as applied to this policy and any other related policies and specific documentation to be completed (and where relevant advising students of requirements of same as required); including relevant timeframes and any reporting mechanisms.

Plan

Identify strategies and actions to be taken, including timeframe/s and relevant personnel.

Implement

Strategies and take actions in accordance with policy, associated information and documentation required, documentation where necessary

Retain

Documentation in accordance with policy, procedure and practices.

Report

In relation to practice outcomes as related to policy and procedure.

Review

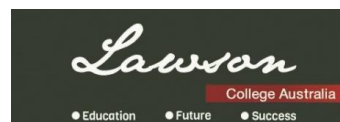
Process with view for continuous improvement including reporting to relevant personnel/Quality and Compliance Committee (QACC).

Dissemination of information to staff

Relevant staff will be informed of this Policy and Procedure and any subsequent changes will be via an agenda item at a scheduled Quality and Compliance Committee (QACC) Executive meeting, and published minutes, and dissemination by public access of this Policy and Procedure on the Lawson College Australia website – International Student Policies

<https://lawsoncollege.edu.au/international-student-policies/>

Lawson College Australia RTO: 40679; CRICOS Provider: 03406J	Document Name Policy and Procedure – Privacy	Version 6.0_01072025
-----------------------------------------------------------------	-------------------------------------------------	-------------------------



Document History and Version Control Table

Version Number	Date Approved	Approved By	Type of Change	Extent
1.0		CEO	Initial	Policy– Privacy
2.0	11/04/2019	CEO	Major	Minimum mandatory content added to the policy as per National VET Data Policy
3.0	30/09/2019	QACC	Major	Additions to definitions Added Section 5.4 and 6.5
3.1	8/09/2021	QACC/ CEO	Minor	Added content to Scope Added Social Distance, Student, Support Person to definitions Added last dot point section 2.3.3 Added section 6.6 Added all of section 9
4.0	23/12/2020	QACC	Major	Changes to National VET Data Policy – Schedule 1 Privacy Notice (8 December 2020): The National VET Data Policy has recently changed, and along with it the Privacy Notice included at Schedule 1. RTOs must use the new Privacy Notice when enrolling students from January 2021 onwards. National VET Data Policy December 2020, Privacy Notice, as per Schedule 1 replaced prior notice (Section 3). Formatting updates
5.0	29/10/2021	QACC	Major	Reviewed all sections. Added Procedure section. Title now – Policy & Procedure – Privacy [International Students] Complete re-format and spacing.
5.1	31/03/2022	QACC	Minor	Retitled – Policy & Procedure – Privacy Updated definitions – Support Person Inserted Dissemination of information to staff which is Section 11. Reference is now section 12. Updated footer content Title, Version and Date
6.0	01/07/2025	QACC	Major	Updated to address <i>The National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</i> , and other related legislation and guidelines (DEWR)