



Privacy Policy

Contents

PURPOSE AND SCOPE	2
LEGAL, COMPLIANCE AND AUDIT REQUIREMENTS	3
Legal Requirements	3
Compliance Requirements	3
Audit Requirements	3
DEFINITIONS	4
RESPONSIBILITIES	5
GUIDELINES	8
General	8
Protection of Data	8
Personal Information	8
Storage	8
Disclosure	8
FEEDBACK AND AMENDMENTS	9
DOCUMENT CONTROL INFORMATION	10

Policy

This Privacy Policy explains how personal and business information provided to DTW Designs (Qld) Pty Ltd is protected from misuse and unauthorised dissemination.

Personal information will only be recorded and maintained for the purposes for which it is collected.

The data will only be updated and stored securely by staff or agents working for and on behalf of DTW Designs (Qld) Pty Ltd.

Except as required by law or under the scope of registration as an RTO, DTW Designs (Qld) will not disclose any information to a third party without the prior written consent of the owner.

Latest changes as at 18/06/2007

The most recent changes are summarised below.

Section changed	Key changes
Hyperlinks	Removed external hyperlinks.
Legal Notices	Added Acts and Regulations where only either was mentioned.
First Release	Original document.



Purpose and Scope

Purpose

The purpose of this policy is to detail the responsibilities DTW Designs (Qld) Pty Ltd will maintain with respect to privacy of personal information, client information and record keeping.

Scope

This covers:

- Personal information
- Client information
- Record keeping

Applies to

This applies to:

- DTW Designs (Qld) Pty Ltd staff and agents working for an on behalf of DTW Designs (Qld) Pty Ltd.

References

For more information, refer to:

- AQTF Standards for Registered Training Organisations

Legal, Compliance and Audit Requirements

Legal Requirements

The table below summarises the legislative and regulatory requirements that must be met.

Act / Regulation	Summary of Requirements
Commonwealth Privacy Act and Regulations (1998).	Maintain personal information in a secure manner and not divulge that information to a third party except where required by legislation or regulation.
Queensland Vocational Education, Training and Employment Act and Regulations (2000).	Supply the State/Territory registering body with data related to student enrolment, participation, and completion of courses and units of competence for Training Packages and Accredited Courses under the scope of registration.

Penalties and consequences

Legal action may be taken against DTW Designs (Qld) Pty Ltd and its staff and agents.

Compliance Requirements

The table below summarises the standards that must be complied with.

Standard	Summary of Requirements
4 – Effective administrative and records management procedures	Standards 4.1v, 4.1vi, 4.1vii.

Penalties and consequences

The penalties may include sanctions or loss of registration as an RTO.

Audit Requirements

The table below summarises the audit requirements.

Audit Type	When	Audit Checklist
Initial	On applying for Registration	AQTF Internal audit and self assessment checklist
First Year	After the first year of operation as an RTO	AQTF Internal audit and self assessment checklist
Periodical	As determined by the State Training Authority	AQTF Internal audit and self assessment checklist

References

For more information, refer to:

- AQTF Internal audit and self assessment checklist

Definitions

Glossary of Terms

Terms used in the Privacy Policy are those terms commonly used in the Vocational Education and Training sector as defined in the Training & Assessment – Glossary of Terms.

Responsibilities

General

The responsibilities of all DTW Designs (Qld) Pty Ltd staff and agents is summarised below. The responsibilities listed cover all areas of the business with responsibilities applicable to all policies.

Chief Executive Officer

The CEO is responsible for overall Business Management and Development, Compliance with the Standards for Registration as an RTO, Personnel and Operations as listed below. The CEO is assisted in this role by three officers with responsibilities in the areas of:

- Business Administration
- Financial Administration and
- RTO Administration.

Responsible for:

- Business development
- Marketing and sales
- Research and development projects
- New product commercialisation
- Personnel
- Operations projects
- Operations services

Business Administration Officer

The Business Administration Officer is responsible for the administration of general business policy and procedures, including:

- Development and maintenance of policies and procedures across the business (with the exception of the areas of Finance and RTO Status).
- Secure storage of hard copy and electronic data and the backup of electronic data.
- Retention, archiving, retrieval and transfer of student results for a period of 30 years consistent with State/Territory registering body requirements.
- Retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State/Territory registering body.
- Compliance with external reporting requirements such as Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).
- Safeguarding any confidential information obtained by the RTO or individuals or organisations acting on behalf of the RTO.
- Ensuring that, except where required by law or as required under the Standards for Registered Training Organisations, information is not disclosed to a third party without written consent of the client or customer.
- Ensuring clients and customers have access to their personal records.
- Data entry of student and client information including personal and course information.
- Maintenance of student records.

Finance Administration Officer

The Finance Administration Officer is responsible for financial policy and procedures, including:

- Development and maintenance of policies and procedures in the finance sector.
- Compliance with financial management policies and procedures.
- Monitoring and reporting on compliance with the financial management policies and procedures and reviewing these as a basis for improvement.
- Providing, when requested by the State/Territory registering body that registered DTW Designs (Qld) Pty Ltd as an RTO, with formal advice that DTW Designs has sound financial management standards for matters relating to the scope of registration as an RTO.
- Ensuring the company accounts are certified annually by a Certified Practising Accountant, and on request proving the annual report to the State/Territory registering body that registered DTW Designs as an RTO.
- Ensuring company accounts if requested by the State/Territory registering body are audited by a qualified Certified Practising Accountant, and on request proving the audit report to the State/Territory registering body that registered DTW Designs as an RTO.

RTO Administration Officer

The RTO Administration Officer is responsible for administration of the RTO policies and procedures and for compliance with registration as an RTO, including:

- Training and Technical Publishing administration.
- Compliance with the Standards for Registered Training Organisations under the scope of registration across the operations including training and assessment undertaken by other bodies or persons on its behalf.
- Ensuring the RTO provides access to all areas, records (including internal audit reports) and staff as required by the State/Territory registering body for the purpose of audits.
- Ensuring the CEO is informed of the compliance with registration and all issues that will lead to improvement in performance.
- Ensuring any extension of registration is applied for to the State/Territory registering body.
- Providing details upon request to the State/Territory registering body of all operations within the scope of registration including operations interstate and overseas.
- Notifying the State/Territory registering body of commencement of operations within another State/Territory within twenty-one (21) days of commencement of those operations.
- Notifying the State/Territory registering body of ceasing of operations within another State/Territory within three (3) months of ceasing of those operations.
- Notifying the State/Territory registering body of major changes to the RTO in the areas of registration and compliance including, RTO systems and staffing profiles, change of address, financial difficulties and transfer of client and customer records.
- Compliance with Commonwealth and State/Territory legislation and regulations.
- Recognition of qualifications issued by other RTOs.
- Access, equity and client/customer service.

- The competence of RTO staff and their development.
- RTO assessment processes.
- Recognition of prior learning.
- Learning and assessment strategies.
- Issuing of AQF qualifications and Statements of Attainment.
- Use of National and State/Territory Logos.
- Advertising and marketing related to the scope of registration as an RTO.

Other staff and agents

Other staff and agents of DTW Designs (Qld) Pty Ltd are required to perform tasks associated with training and assessment as applicable to their role as described in their employment conditions.

They are responsible for:

- Gathering client and customer data for entry into records (including personal and course information).
- Maintenance of student records as applicable.
- Retrieval of student records as applicable.

Guidelines

General

DTW Designs appreciates that privacy is an important personal and legal consideration, and personal records must be protected from misuse or unauthorised dissemination. DTW Designs is aware that managing private or business information is an act of trust.

Protection of Data

To protect data from misuse or unauthorised dissemination, DTW Designs requires:

- Staff and agents to undertake the company induction programme where privacy laws and principles are explained.
- Staff and agents to sign the induction record sheet to indicate that they understand and will comply with the privacy laws, principles and policy.

Personal Information

The privacy of personal records will be respected and any information gathered is only to be used for:

- The purpose of informing the owner of the data, of DTW Designs' business activities.
- The purpose of recording students' enrolment, training and assessment records, qualifications and other information required under the scope of registration.

Storage

Secure storage of personal records and information will be managed in electronic and hard copy by:

- Filing electronic information into the DTW Designs server with passwords required for access to the computing system and training management software database/s.
- Filing hard copy information into lockable filing cabinets.

Disclosure

DTW Designs will not provide personal or business details to any third party without the prior consent of the owner of the data. Where by law or under the scope of registration as an RTO, DTW Designs is required to provide personal or business details, DTW Designs will:

- Inform the owner of the data of the need for compliance.
- Inform the owner of the data in writing when data is to be supplied and when it is supplied.
- Provide the owner with access to the data at all times.

Feedback and Amendments

Who

This document has been prepared by DTW Designs Qld Pty Ltd.

Amendments to this document are:

- reviewed by The CEO
- approved by The CEO

When

Amendments to this document are issued annually.

Feedback

Every effort is made to ensure the content of this document is appropriate, accurate and complete.

Your feedback will help us to:

- identify changes required
- continually improve this document

If you would like to suggest an amendment/addition to this document:

- Contact the CEO, or
- The Administration Assistant

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Confidentiality	This document is copyright. Except for the purposes permitted under the Copyright Act, no part of the publication may be reproduced in any form or by any means without the permission of DTW Designs (Qld) Pty Ltd.

Document history

The history of changes made to this document is shown below. The most recent changes are listed first.

Version	Date	Summary of Changes
3.0	18/06/2007	Removed external hyperlinks.
2.0	05/06/2007	Added Acts and Regulations where only either was mentioned.
1.0	31/03/2007	First issue.

Approval

This document has been approved for publishing by:

Reviewed by	Owen Brischke, CEO.
Authorised by	Owen Brischke, CEO.

Distribution

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