PRIVACY POLICY AND PROCEDURE

LIBERTY INSTITUTE OF HEALTH AND EDUCATION is governed by the Privacy Act 1988 (Commonwealth) adhering to all principles of confidential information collection, management and storage.

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will collect only information that relates to a student's training and take all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data, LIBERTY INSTITUTE OF HEALTH AND EDUCATION acknowledges that student files may be accessed during audits by the Australian Skills and Quality Authority (ASQA). The disclosure of student information will be on an "as needs" basis or where required by law.

Personal information (including the personal information contained in enrolment form and training activity data) may be used or disclosed by LIBERTY INSTITUTE OF HEALTH AND EDUCATION for statistical, regulatory and research purposes. LIBERTY INSTITUTE OF HEALTH AND EDUCATION may disclose students' personal information for these purposes to third parties, including:

- School – if students is a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if learner is enrolled in training paid by employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Student will acknowledge this requirement on enrolment. Enrolment forms provide essential information to ensure that entry requirements are met, contact details are collected, information is confirmed, and relevant information is provided to students – in particular, payment and process information.
LIBERTY INSTITUTE OF HEALTH AND EDUCATION's usual approach to holding personal information includes robust storage and security measures at all times.
Information on collection is:

- As soon as practical converted to electronic means;
- Stored in secure, password protected systems, such as financial system, learning management system and student management system; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. LIBERTY INSTITUTE OF HEALTH AND EDUCATION's ICT systems are hosted in a secure cloud-based environment within google drive. Destruction of paper-based records occurs as soon as practicable in every matter, through the use of secure shredding.
In accordance with regulation, all students will sign a Class Attendance Sheet at each training session.
LIBERTY INSTITUTE OF HEALTH AND EDUCATION will also retain a record of completed units of competence and qualifications achieved for a period of 30 years using a Student Management System.

Information Management Policy

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will maintain effective, accurate, relevant records and reporting systems. Records maintenance is the responsibility of the RTO Manager.

Student Records

These may include but are not limited to:

- Student enrolment form, fees and signed induction checklist. Parents or guardians will be required to sign Enrolment forms where students are under 18 years of age.
- Students' USI
- Attendance records detailing date and time of training session together with trainer/assessor signature and unit of competency taught
- Records of assessments and work experience (if applicable)
- Transcripts of students' outcomes (kept for 30 years)
- Certificates and Statements of Attainment (kept for 30 years)

The RTO Manager is accountable for maintaining and filing information on students' assessment outcomes. This information is entered into a student management system, which is AVETMISS compliant software.

Student records, including completion of units and qualifications will be provided to the NCVER through the AVETMISS database annually.

The Quality Indicator Annual Summary Report will be provided to ASQA in accordance with their required timeframes.

Professional development sessions will be conducted on a regular basis for all LIBERTY INSTITUTE OF HEALTH AND EDUCATION staff on student records compliance requirements. This will include a random selection of student files to audit at each PD session.

Staff inductions will include record keeping requirements with regular professional development ensuring understanding is current.

On written request to the RTO, a student will be provided with a copy of their student records within 10 working days.

Staff records

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will request and keep certified copies of qualifications for all trainers. Individual staff files are maintained and include:
- Application for employment including contact details
- Verified qualifications and résumé
- Signed employment contract and induction checklist
- Declaration of having read, understood and agreeing to abide by the

Policies and Procedures of LIBERTY INSTITUTE OF HEALTH AND EDUCATION

- ▪ Records of performance appraisal
- ▪ Evidence of participation in professional development opportunities and future professional development plan

Staff files are confidential and may only be accessed by the individual staff member, Chief Executive Officer and RTO/Training Manager.

Storage of files and records

- All staff and student files are securely stored in locked filing cabinets, if hard copies, and scanned upon completion.
- Student records are entered into the student database accurately and efficiently by the Student Support team on to the Student Management Systems (SMS).
- Student electronic records are backed up regularly
- A copy of backed up records will be stored securely off-site
- Records of student results will be kept for 30 years and will be transferred as advised by ASQA if LIBERTY INSTITUTE OF HEALTH AND EDUCATION
  ceases to operate as an RTO.

Continuous Improvement

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will monitor records management through the operational improvement action log reviewed at regular management meeting.