

Privacy Policy

RTO Declaration

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

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

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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

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.

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Purpose

WG Learning Pty Ltd (known as TU NSW and TU QLD) respects the confidentiality of the personal information collected as part of our business. WG Learning abides by the Australian Privacy Principles contained in [Schedule 1](#) of the [Privacy Act 1988](#).

This policy describes why WG Learning collects personal information, how WG Learning handles this information and to whom WG Learning is likely to disclose this information under ordinary circumstances.

This policy applies to information we collect about our students, prospective students and our students' employers.

Policy statements

WG Learning will only collect and store personal information required to carry out our business activities. These functions include but are not limited to:

- Confirming the identity of training and assessment participants including the Unique Student Identifier ([USI](#))
- Communicating with students, potential students, employers, Australian Apprenticeship Centres and any other people or agencies involved in students' training
- Enrolling students and delivering training and assessment
- Identifying and providing appropriate services and access for students and employers
- Issuing accredited and non-accredited qualifications or proof of participation
- Reporting on training activity to regulatory and funding authorities, such as the Australian Skills Quality Authority ([ASQA](#)), the National Centre for Vocational Education Research ([NCVER](#)), the Victorian Department of Education and Training (Skills Vic), NSW State Training Services, and others.

WG Learning collects all data required by the Australian Vocational Education and Training Management Information Statistical Standard ([AVETMISS](#)). This data includes your name and date of birth, your residential address and other contact details, your cultural heritage, your previous training, your employment situation and any disabilities you have.

How we collect personal information

Whenever possible, WG Learning will collect all required personal information directly from the individual at enrolment. Some information, particularly contact details and information required to confirm training eligibility, may be collected prior to enrolment and will be sourced from the individual or, where relevant, an employer.

When further information is required after enrolment, WG Learning will endeavour to collect that information directly from the individual. If this is not practical, WG Learning may source data from other reliable and legal bodies such as ASQA or Skills Vic.

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How we store personal information

WG Learning takes all reasonable measure to secure hardcopy and electronic records. Access to records is limited to only WG Learning staff and contractors who required access to carry out business activities. Electronic records are secured by individually assigned, password-protected user profiles. Physical records are protected by lock and key.

When records are outside the office for the purposes of conducting or recording training activities, reasonable measures will be taken to secure the records from unauthorised access, such as locking vehicles, offices or cabinets and avoiding leaving records unattended whenever possible.

When we share personal information

WG Learning will only share your personal information when it is required in order to provide our training, assessment and associated services to you or when required by law.

Most disclosures are part of:

- Total VET Activity reporting (more information available on ASQA's website)
- Funding contract reporting (when a state or federal government is subsidising the costs of your training, their specific contracts detail what information is reported and when)
- Progress reports to employers (only when your training is provided, including in part, by your employer)
- VET statistics created by NCVET or various other government bodies
- Creating similar audiences to market to
- Creating marketing material

WG Learning does not disclose information to overseas recipients as part of routine activities. If WG Learning is obligated to disclose your information for non-routine activities, such as police investigations or insurance claims, we will endeavour to inform you of the nature of the disclosure. Details of the disclosure will also be recorded on your file. Outside of these circumstances, WG Learning will never disclose your personal information without your express and written permission.

Overseas Disclosures - WG Learning does not disclose information to overseas recipients as part of routine activities.

Rights and Choices - Access and updating

Students have the right to request access to their personal information that WG Learning has collected and recorded.

If you would like a copy of your records to be provided to you or to a third party (such as an employer or school), please complete email info@trainingunlimited.com.au attention the Data Manager.

There is no charge for an individual to access personal information that WG Learning holds about them. However, WG Learning may charge a fee to make a copy.

Students have the right to update/correct their personal information, either by contacting our Customer Service team or via the learner portal online.

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If your information changes at any time during your training, or you discover our records are incorrect in any way, please notify WG Learning in writing as soon as possible so your records can be amended.

Students have the right to choose not to disclose personal information about their disability. This will limit the student support that we are able to provide as we will not be able to put preventative measures in place.

Students have the right to not be included in marketing material by ensuring the marketing material box is not ticked when enrolment.

Students also have the right to immediately opt out of marketing material at any point in time. Prospective students have the right to discontinue their enrolment if they are not happy with the contents of this privacy policy

How to Make a Complaint - Contact details

If you have any concerns about your personal information, its accuracy, how it is stored or its disclosure, please refer to WG Learning Complaints and Appeals Policy or contact our Team via the following details:

- Telephone: 0405 322 749
- Email: infonsw@tu.edu.au
- Post: Care of WG Learning, Unit 1, Level 7, 428 George Street, Sydney NSW 2000, Australia

For more information on the Privacy Act 1988 or the Australian Privacy Principles, please refer to:

- Office of the Australian Information Commissioner
- Telephone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Post: GPO Box 5218, Sydney NSW 2001 OR
GPO Box 2999, Canberra ACT 2601
- Website: www.oaic.gov.au

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Data retention

The legislation and contracts covering your training require different parts of your records to be kept for different periods of time. These requirements are generally between three (3) years and thirty (30) years. WG Learning will securely store your records at minimum for the time required by your specific training and funding arrangements.

Do we make changes to this policy?

WG Learning will update this policy as and when needed to reflect changes in procedures, security measures or legal requirements. This policy will be reviewed at least once per year to ensure it is accurate and relevant. The current version of this policy is published on WG Learning website. You should always refer to the website for the latest version.

Where can I find more information?

Complete web addresses for the links in this document are below:

- Privacy Act 1988: <https://www.legislation.gov.au/C2004A03712/latest/text>
- Schedule 1: <https://www.legislation.gov.au/C2004A03712/latest/text>
- Including the Australian Privacy Principles (APPs) <https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles>
- USI: <http://www.usi.gov.au/>
- ASQA: <http://www.asqa.gov.au/>
- NCVER: <https://www.ncver.edu.au/>
- Subdivision B of the National Vocational Education and Training Regulator Act 2011 (NVETR Act) <https://www.legislation.gov.au/C2011A00012/latest/versions>
- Divisions 4 and 5 of the Student Identifiers Act 2014 (SI Act) <https://www.legislation.gov.au/C2014A00036/latest/versions> and the Student Identifiers Regulations <https://www.legislation.gov.au/F2014L01204/latest/versions>
- AVETMISS: <https://www.ncver.edu.au/wps/portal/vetdataportal/data/menu/avetmiss>