Skills Generation

Privacy, Confidentiality and Personal Information Storage Policy

Purpose

Skills Generation has implemented the following policy to ensure the privacy of student's Personal Information is securely stored and confidentiality is maintained.

Policy Statement

To comply with the relevant state legislation, the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument (2025) and in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols, Skills Generation will ensure that, except where disclosure is required by legislation or other lawful obligation, personal information about a student will not be provided to any external party unless Skills Generation has entered into a formal third-party arrangement with that entity. Under such agreements, student information may be shared—on a strict need-to-know basis—with the third party's trainers, assessors, and other personnel directly involved in the delivery of Skills Generation services, and only with the written consent of the student (or other relevant party).

Storing Personal Information

Skills Generation stores personal information in both paper and electronic form with hard copy information kept under locked security accessible only by authorised personnel with a need to know.

Personal information stored on computers is password protected and each device safeguarded with an Antivirus and Web Protection program. Additionally, Skills Generation utilises Google Drive for file storage which is password protected and allows employees to work remotely/from home.

Skills Generation utilises several reputable third-party software providers including aXcelerate, Cloud Assess, XERO and the Google Suite of office applications. Skills Generation strives to ensure the security, integrity and privacy of personal information submitted to these sites is safe. All platforms are reviewed and updated for security considering current technologies and best practice obligations by the service provider.

Students can, at any stage, be provided with access to their personal information and may have any incorrect information corrected throughout their learning journey.

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Storing Personal Financial Information

Skills Generation will never take a payment without the Learner's agreement. Skills Generation does not directly collect, store, or have access to full payment card details. When you provide card information for the purpose of paying invoices, this data is captured and stored by our third-party payment processor, Stripe (Stripe, Inc.). Stripe is a PCI DSS Level 1 certified service provider, which is the highest level of certification available in the payments industry.

Card details (such as card number, expiry date, and CVC) are transmitted directly to Stripe via encrypted channels and are never stored on our systems or servers. We may retain a limited reference to your payment method through Stripe (for example, the last four digits of your card and the card type) solely for the purpose of identifying transactions and facilitating future invoice payments.

Stripe processes and stores your card information in accordance with its own Privacy Policy and the Payment Card Industry Data Security Standard (PCI DSS). For more information on how Stripe handles your data, please refer to Stripe's privacy policy at https://stripe.com/au/privacy.

By providing your card details for invoice payment, you consent to the transfer and storage of that information by Stripe in accordance with this policy.

You may request the deletion of your stored card details at any time, provided all outstanding payments have been settled in full. Where no such request is made, Skills Generation will automatically delete stored card details on a bi-annual basis for any student with no outstanding balance. This ensures your payment information is only retained for as long as it is reasonably required to process your enrolment-related payments.

Third Party Providers

All Third-Party Providers operating on behalf of Skills Generation are required by their Third-Party Agreement to adhere to Skills Generation's privacy and confidentiality requirements.

VET Student Loans

All student information collected for the purposes of a student applying for and receiving a VET Student Loan will be kept confidential and only supplied to the government agencies and third-party providers applicable under the terms of the loan. All records related to a student's application for a VET Student Loan will be kept for the minimum period of 5 years as outlined in the VET Student Loans Act 2016.

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Confidentiality

Skills Generation will not disclose any information about a student to a third party without that student's informed, written consent identifying the specific information to be released. Students may provide this consent either by:

- completing a Letter of Consent (template available from Administration on request), or,
- for qualifications where third-party delivery is standard practice, by signing the Learner's Declaration section of the enrolment form, which includes an explicit consent clause for disclosure to the relevant third-party provider(s).

In all cases, disclosure is limited to the information necessary for the third party to deliver the agreed services, and only to personnel directly involved in the student's training and assessment.

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Privacy Notice – National VET Data Policy

VET Data Use Statement

Under the *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020* 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:

- Data quality management
- 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 Employment and Workplace Relations
- 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.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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