

Student Information Release Procedure

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Responsible Officer:	Executive Director, Strategy and Governance	Current Version:	19/01/2021
Authorised Officer:	CEO	Due for review	Annual – 19/01/2022

1. PURPOSE

Personal Information, Sensitive Information and Health Information of GOTAFE's employees, clients and students, whether past, present or prospective, are dealt with in accordance with the Privacy and Data Protection Act 2014 (Vic) (PDPA) and the Health Records Act 2001 (Vic) (HRA).

This Procedure aims to ensure compliance with GOTAFE's obligations under the PDPA and HRA and promote a consistent approach to handling student information. It aims to ensure the protection of student's private and confidential academic and personal information.

2. RELEVANT POLICY/POLICIES

This procedure relates directly to the following documents:

- Information Management Policy
- Privacy Policy

3. ROLES AND RESPONSIBILITIES

It is the responsibility of GOTAFE's Registrar to manage all requests for access to student information.

All GOTAFE employees must maintain the privacy of any student information that they have access to, and must comply with this procedure.

4. PRINCIPLES

4.1. Sources of Requests

Requests for information may be received from

- Employers
- Parents / Guardians / Spouses
- Department of Education and Early Childhood Development
- Department of Education Employment and Workplace Relations
- Legal firms
- Other Government bodies including Centrelink, Job Network Members, Police, DIAC.

4.2. Nature of Requests

The nature of requests for information may be for disclosure of:

- Attendance details
- Academic progress e.g. Examination results

- Personal Details e.g. address, telephone numbers.
- Personal references
- Student Support needs
- VISA Information and compliance

4.3. Receiving Requests

Requests for student information may be received by:

- Student Records
- Administration
- Student Services
- Teaching Managers
- Teachers

4.4. Disclosure of Information

GOTAFE will not disclose information for any other purpose other than the primary purpose unless:

- The secondary purpose is related to the primary purpose of collection and the student would reasonably expect GOTAFE to use or disclose the information.
- The student has consented to the release of the information.
- The student concerned is reasonably likely to have been aware or has been made aware that information of that kind is usually passed to that person, body or agency.
- Extraordinary Circumstances:
 - GOTAFE reasonably believes that the use or disclosure is necessary to lessen or prevent serious and imminent threat to an individual's life, health or safety or a serious threat to public health or safety.
 - GOTAFE believes that the use or disclosure of information is reasonably necessary for prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of the law, or serious improper conduct.

4.5. Age of Students

- Students over 18 years of age – information will not be released without prior consent from the student except in extraordinary circumstances.
- Students under 18 years of age – privacy laws give the student the right to consent to disclosure without parental consent and information will not be released without prior consent from the student except in extraordinary circumstances.
- Where a student has an Intellectual Disability and is unable to judge the consequences of disclosure the guardian or parental consent will be obtained prior to information release.

4.6. Disclosure to Organisations

GOTAFE may be requested to make personal information available to authorised Australian and State agencies when required. Specific examples include:

Agency	Description
Adult Multicultural Education Services (AMES)	The Institute provides student details, VISA details and course results to Adult Multicultural Education Services (AMES) to be eligible in the Australian Migrant Education Program (AMEP) funded training hours.
Australian Apprenticeship Centres	Where the student is an Australian Apprentice, information regarding attendance and results may be given. In all other circumstances an "Authority to Release Information" must be signed by the student.
Centrelink	Centrelink has the authority to request information regarding student details under section 196 of the <i>Social Security Administration Act 1999</i> . An "Authority to Release Information" form must be signed by the student.
Department of Education, Employment and Workplace Relations (DEEWR)	GOTAFE provides information to the Department of Education, Employment and Workplace Relations (DEEWR). This may include: student absences, class participation, barriers to learning, health and well-being information. Under the <i>Higher Education Support Act 2003</i> Commonwealth assistance through VET FEE HELP, the allocation of the CHESSN (Commonwealth Higher Education Student Support Number) and tuition loan is also reported to DEEWR. DEEWR will provide VET FEE HELP information to the Australian Taxation Office.
Department of Immigration and Citizenship (DIAC)	Department of Immigration and Citizenship has the authority under the <i>Education Services for Overseas Students (ESOS) Act 2000</i> to request information regarding international enrolment, attendance details and visa compliance. This information is reported by the Institute to DEEWR using the Provider Registration and International Students Management System (PRISMS).
Employers	Where the student is an Australian Apprentice, information regarding attendance and results may be given. In all other circumstances an "Authority to Release Information" must be signed by the student.
Job Network Providers	An "Authority to Release Information" must be signed by the student.
Legal firms, Real Estate Agents and Finance Companies	An "Authority to Release Information" must be signed by the student.
Police	A request must be submitted by the police that is signed by the student. Exceptions may arise where there is an emergency. Verification of police identity must occur.

4.7. Student References

Student references will not be supplied on Institute letterhead. However, teachers may elect to provide personal references to students that may assist them in seeking employment or entry to education and training programs.

5. PROCEDURE

5.1. Request for Information

- 5.1.1. Each request for information must be made in writing and forwarded to the Registrar.
- 5.1.2. Every effort must be made to gain consent in writing. Verbal consent is accepted in special circumstances e.g. emergencies. Where consent is sought over the telephone it must be recorded appropriately.
- 5.1.3. The Registrar will consider each request individually in consultation and by delegation, in some circumstances, to Student Services.

5.2. Disclosure of Information

- 5.2.1. The party delegated by the Registrar will provide accurate information only, as per the information request signed by the student.

5.3. Records of Disclosure of Information

- 5.3.1. For academic information disclosure the records will be retained with the student's enrolment file.
- 5.3.2. For personal information disclosure the records will be retained in Student Services files.
- 5.3.3. All other information disclosure records will be maintained by the Registrar.

6. DOCUMENTATION AND REGULATION

Other material related to the Student Information Privacy function at GOTAFE include, but are not limited to:

- *Commonwealth Privacy Act 1998*
- *Health Records Act 2001*
- *Standards for NVR Registered Training Organisations 2012*
- *Section 196 of the Social security Act 1999*
- *Education Services for Overseas Students Act (ESOS) 2000*
- *Immigration Education Charge Act 1992*
- Student information privacy policy – E7
- Student conduct policy – E6
- Training and Assessment policy – E2
- Excursions and external activities procedure – E15-P35
- Practical placement procedure – E14-P34
- Enrolment form – FSA-21
- Student information release form – FSA-56
- Student personal details amendment form – FSA-35
- Enrolment withdrawal or cancellation form – FSA-80
- Marketing permission form – FMA-15
- GOTAFE Staff Online Induction Program