1.4 Privacy and Personal Information

Purpose

This policy ensures that Construction Training Group meets its legal and ethical obligations regarding the collection, storage, use and disclosure of personal information relating to students, staff, other clients and external organisations. This applies to personal information collected, received, stored or shared in all formats, including emails, paper-based records, the CTG website, the student management system, computer servers and other electronic communication and recordkeeping systems including servers.

Principles

1.1 In collecting personal information, Construction Training Group will comply with the requirements set out in the Privacy Act 1988 (Commonwealth), Privacy Amendment (Private Sector) Act 2000 (Commonwealth), Privacy Amendment (Enhancing Privacy Protection) Act 2012, Australian Privacy Principles, National Vocational Education and Training Regulator Act 2011, National VET Data Policy and Student Identifiers Act 2014.

1.2 Construction Training Group is committed to ensuring the confidentiality, integrity and security of all information.

Collection and use of Information

2.1 In the course of its business, Construction Training Group will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.

2.2 Construction Training Group will only collect personal information by fair and lawful means which is necessary for the functions of Construction Training Group.

© Construction Training Group

2.3 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

2.4 As part of CTG's transition from aXcelerate to RTOPilot (student management systems), with migration scheduled for completion by 22 November 2026, student and training records, including historical records, are transferred to and maintained within RTOPilot. During the transition period, CTG ensures that personal information held across both systems is managed securely, with appropriate access controls, data protection measures and recordkeeping arrangements in place. Following the transition, RTOPilot serves as CTG's primary student management system for maintaining student information, enrolment records, training and assessment outcomes, certification records and other relevant student data.

Disclosure of Personal Information

3.1 As required, personal information about students studying with Construction Training Group will be shared or disclosed with the Australian Government and designated authorities such as the Victorian Registration and Qualifications Authority, the Higher Education Skills Group (Victoria), the National Centre for Vocational Education Research (NCVER), Austroads and the Jurisdiction (for traffic-related courses), Energy Safe Victoria and WorkSafe Victoria (for high risk work licence-related courses) for the purposes complying with our reporting, audit and compliance obligations under our agreements with regulators and authorised bodies.

3.2 The regulators may use the information provided for various purposes, including, but not limited to, auditing, planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the regulators and Government departments may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations.

3.3 As part of the enrolment process, students are required to sign an enrolment form declaration acknowledging that they have read and understood the RTO's Privacy Statement and the purposes for which their personal information will be collected, used and disclosed. By signing the declaration, students acknowledge that their personal information will be disclosed to government departments, regulators, authorised bodies and other relevant organisations as required by applicable legislation, regulatory requirements, funding arrangements and contractual obligations. Where a student does not provide the required personal information, or does not acknowledge the collection, use and disclosure of that information for these purposes, the CTG will be unable to process the enrolment, deliver training and assessment services, issue qualifications or Statements of Attainment, or meet its reporting and compliance obligations.

3.4 Construction Training Group will not disclose an individual's personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent;
c) Construction Training Group believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

3.5 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

3.6 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Construction Training Group shall include in the record containing that information, a note of the disclosure.

Security of Personal Information

4.1 Construction Training Group will take all reasonable steps to ensure that any personal information collected is:

a) relevant to the purpose for which it was collected;
b) up to date;
c) complete; and
d) accurately recorded.

4.2 Construction Training Group will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Right to Access Records

5.1 Students can access their own training records at any time by contacting Reception. Depending on the nature of the request students will either be provided with the information immediately or will be advised that the information will be provided to them after the information has been extracted from our recording systems.

5.2 Only the individual concerned will be given access to the records, proof of identification will be required. No other person or party will have access without authorisation.

5.3 In some cases, individuals may be required to put a request for information in writing to the RTO Manager (this will depend on the information being sought).

Amendment to Records

6.1 If a student considers the personal information that Construction Training Group holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

6.2 Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

© Construction Training Group

Record keeping requirements – related to child safety and wellbeing

Source: https://www.childabuseroyalcommission.gov.au/recordkeeping-and-information-sharing

7.1 Maintain full and accurate records relevant to child safety and wellbeing, including child sexual abuse.

7.2 Full and accurate records should be created about all incidents, responses and decisions affecting child safety and wellbeing, including child sexual abuse.

7.3 Records relevant to child safety and wellbeing, including child sexual abuse, should be maintained appropriately.

7.4 Records relevant to child safety and wellbeing, including child sexual abuse, should only be disposed of in accordance with law or policy.

7.5 Individuals' existing rights to access, amend or annotate records about themselves should be recognised to the fullest extent.

7.6 Minimum records retention periods:

- 7.6.1 Organisations that engage in child-related work are recommended to retain, for at least 45 years, records relating to child sexual abuse that has occurred or is alleged to have occurred.
- 7.6.2 This is to allow for delayed disclosure of abuse by victims and to take account of limitation periods for civil actions for child sexual abuse.

7.7 Access to records:

- 7.7.1 Individuals whose childhoods are documented in institutional records should have a right to access records made about them.
- 7.7.2 Full access should be given unless it is contrary to law.
- 7.7.3

© Construction Training Group