

Student records and Privacy

Inward Pathways has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to student records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Inward Pathways trainers and assessors will maintain accurate and current records of each student's progress and achievement of modules in the area of their study. These records will be entered on the Inward Pathways database system during training and assessment or immediately at the completion of training and assessment.

As students complete each module, the trainer or assessor will check the achievements against the relevant course packaging rules and sign off successfully completed modules. All details of full or partially completed modules will be recorded and stored on the student's file.

Upon completion of all relevant modules within a course, the student will be entitled to receiving the full certification. The certificate and academic record and / or statement of achievement will be produced and signed by Inward Pathways management, trainer and / or assessor, and presented to the student. A scanned electronic copy of all signed certifications issued will be converted to PDF format and secured in the student's file.

Student access to records

Students have the right to request information about or have access to their own individual records. Inward Pathways trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard-copy of their own individual file that can be supplied as a printout from records retained within the data management system.



Privacy

Inward Pathways considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Inward Pathways are made aware of the confidentiality procedures and privacy policies prior to commencing work with Inward Pathways.

Inward Pathways will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (APP) (2014). The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Inward Pathways ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

Inward Pathways will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001) www.privacy.gov.au. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on the 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Commonwealth Legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amended Act 2012/Privacy Regulation 2013

Privacy Principles that are strictly applied to all aspects of Inward Pathways operations include:

Collection

Inward Pathways will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

Inward Pathways will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

Data quality

Inward Pathways will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

Inward Pathways will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.



Openness

Inward Pathways will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, Inward Pathways will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Inward Pathways will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Inward Pathways will correct and update to file.

Unique identifiers

Inward Pathways will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Inward Pathways will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Inward Pathways privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Inward Pathways will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Security

We are committed to ensuring that your information is secure. All of your personal details provided are housed in a secure database that is not accessible by any third party and additionally your information will never be shared with any third party.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.



Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

[Links to other websites](#)

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

