



Mastery Institute Australia

Privacy

Policy and Procedure

Version 3.9

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1. Scope

Mastery Institute Australia (MIA) is committed to protecting the privacy of your personal information. An overview of how MIA handles your personal information, under the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs), is provided.

2. Purpose

This policy is to outline the ways in which MIA ensures the security and integrity of students' personal information. It has also been defined as a requirement to meet the ESOS Act 2000, and the clause 8.5 of the Standards for Registered Training Organisations (RTOs) 2015, Compliance Standards for RTOs, Standard 20. It will also be available to and followed by all MIA staff members involved in the delivery of ELICOS and VET courses to international and domestic students.

The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of English-language courses (ELICOS) and Vocational Education and Training (VET)
- provide individuals with a better understanding of the types of personal information that MIA holds and how to access or correct MIA's personal information holdings
- enhance the transparency of MIA's operation.

3. Policy

3.1 Privacy Principles

Refer to <https://www.oaic.gov.au/privacy> for further information.

- Personal information is collected from individuals in order that Mastery Institute Australia can carry out its business functions. Mastery Institute Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing the delivery and assessment of courses.
- In collecting personal information, Mastery Institute Australia complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the Mastery Institute Australia operates.
- This means Mastery Institute Australia ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.



- Can make a complaint about Mastery Institute Australia if they consider that their personal information has been mishandled.

3.2 Collection of information

- In general, personal information will be collected through course application and/or enrolment forms, teaching records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - current course information including RTO and CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
 - Information about any terminations for change to identity and duration of the course
 - English language proficiency, including the name of the test and the score received
 - visa information for international students, including the DHA office where the visa application was made and current local DHA office
 - passport information, including whether the student was in Australia when they became an accepted student
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - teaching, participation and assessment information
 - breaches of student visa conditions relating to attendance and/or course progress
 - fees and payment information

3.3 Storage and use of information

- Mastery Institute Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about course opportunities, issue certification to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Mastery Institute Australia may use the personal information provided by an individual to market other internal products and services to them this must be approved in writing by the individual or student. An individual may opt out of being contacted for marketing purposes at any time by



contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

3.4 Disclosure of information

- The personal information about students enrolled in a Course with Mastery Institute Australia may be shared with the Australian Government and designated authorities, such as ASQA (the Mastery Institute Australia's registering body) and its auditors, DET, TPS and DHA. This includes personal details, contact details, course enrolment information, unit outcomes, certification issuance and information about participation and progress.
- Mastery Institute Australia will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Mastery Institute Australia believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - 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 public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

3.5 Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Mastery Institute Australia holds about them including personal details, contact details and information relating to course participation, progress and certification issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Mastery Institute Australia holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 working days for the individual to access their records.

3.6 Complaints about privacy



- Any individual wishing to make a complaint or appeal about the way information has been handled within Mastery Institute Australia can do so by following Mastery Institute Australia's *Complaints and Appeals Policy and Procedure*.

4. Procedure

4.1 Privacy Notices

A. Privacy notices

- Check privacy notices are included in relevant forms and information such as Enrolment Forms. This includes the suggested wording about privacy from the National Code.

4.2 Access to Records

A. Request to access records

- Individuals may request to access their records by using the *Request to Access Records Form*. Written requests should be sent to the head office.
- Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued certification document – refer to the *Certification Policy & Procedure*.
- Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents.
- Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.
- Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request.
- Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver's license or utility bill.
- Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records.
- Keep a note on how the records were accessed on the individuals file.

5. Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to frequency of review can be made if necessary. Any individual who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.



P&P Version Control	
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Responsibility	CEO and Compliance Team
Reference	Compliance Standards for RTOs, Standard 20 An NVR registered training organisation must comply with all applicable Commonwealth, State and Territory laws,