Privacy Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills collects, uses, shares and protects personal information. Personal information is any detail that can tell who a person is. The policy follows the Privacy Act 1988, the Australian Privacy Principles and the National VET Data Policy.

It covers students, people who apply, parents and guardians, employers and anyone else Specialised Skills deals with. It does not cover Yellow Card training, which Specialised Safety delivers.

Policy

1. What information is collected

1.1 Specialised Skills only collects the details it needs. It needs them to enrol, train, assess and certify students, and to meet the law. These are:

a. name, contact details, date of birth and an emergency contact
b. a copy of the photo ID and any other identity documents that are checked
c. the student's Unique Student Identifier (USI). This is a number that links all of their training records
d. the national VET data on the enrolment form. This covers things like gender, country of birth, language, Aboriginal and Torres Strait Islander origin, disability, school and work
e. LLND results (language, literacy, numeracy and digital skills), assessment evidence (including photos or video) and results
f. booking and payment details, and the licence assessment enrolment number for high risk work licence units
g. for students under 18, the consent and contact details of a parent or guardian.

1.2 Some details are sensitive, such as details about health, disability or cultural background. Specialised Skills only collects them if the person agrees and if they are needed. For example, they may be needed to give support or to keep a student safe.

1.3 Most details come from the person. Some come from an employer who makes a booking. They are collected through the booking system, the enrolment form and the online LLND check. Specialised Skills tells the person why it needs the details and how it will use them. If it is practical, a person can ask a question or make a complaint without giving their name.

2. How information is used

2.1 Specialised Skills only uses personal information for the reason it was collected. It may also use it for a related reason that the person would expect. For example, it uses it to:

a. manage bookings and enrolments
b. train and assess students, and give them support
c. keep people safe
d. issue statements of attainment (the certificate for the units a student completes)
e. deal with complaints and appeals

f. report what the law requires.

2.2 It does not use the information for anything else unless the person agrees or the law allows it.

2.3 Specialised Skills only sends marketing if the person agrees. Every message has a way to unsubscribe. It never sells personal details, and it never gives them to others for their own marketing.

3. National VET data

3.1 By law, Specialised Skills must report each student's enrolment and results. It sends this report to the National Centre for Vocational Education Research (NCVER).

3.2 NCVER may share these details with government. This includes the Department of Employment and Workplace Relations (DEWR), other federal departments and state training bodies. They use the details for statistics, research, regulation, funding and planning. They may publish the details, but only in a way that does not show who anyone is.

3.3 NCVER or a government department may ask students to do a survey, such as the Student Outcomes Survey. Students do not have to take part.

3.4 The enrolment form includes the VET Privacy Notice. There is more information in the DEWR VET Privacy Notice (dewr.gov.au/national-vet-data/vet-privacy-notice) and the NCVER Privacy Policy (ncver.edu.au).

4. Unique Student Identifier

4.1 Students create their own USI. Specialised Skills checks it with the Student Identifiers Registrar and keeps it safe. The USI is never shown on a statement of attainment. Sometimes Specialised Skills collects details only to help a student get a USI. It destroys them once they are no longer needed.

5. Sharing information

5.1 Specialised Skills only shares personal details:

a. with NCVER and government agencies, as set out in section 3
b. with the Student Identifiers Registrar, ASQA, SafeWork NSW and Service NSW, when they need them for USIs, regulation or licences
c. with an employer, but only if the student agrees in writing
d. when the law says it must or allows it.

5.2 Some of the services that Specialised Skills uses store details outside Australia:

a. Bookeo (bookings): data centres in North America and Europe
b. Google Workspace (Gmail and Google Drive): data centres around the world
c. Stripe (online payments): the United States
d. Xero (accounting): the United States, on Amazon Web Services.

5.3 Vettrak (the student management system that holds enrolments, USIs and results) stores its data in Australia.

5.4 Specialised Skills chooses well-known services with strong security, and it checks their privacy terms. It does not send details overseas for any other reason.

6. Decisions made by computer

6.1 Specialised Skills does not let a computer program make a decision that seriously affects a person's rights or interests. A trainer and assessor, or an owner, makes every decision about enrolment, support, assessment, RPL, refunds, complaints and appeals.

6.2 The online LLND check marks multiple-choice answers by itself. A trainer and assessor checks every result before they make any decision about enrolment or support.

7. Students under 18

7.1 A student under 18 needs a parent or guardian to agree in writing before they can enrol. Specialised Skills only collects the information it needs. When the Children's Online Privacy Code starts, Specialised Skills will follow it for online booking and enrolment.

8. Keeping information safe

8.1 Specialised Skills takes reasonable steps to keep personal details safe, so that they are not misused, lost or seen by the wrong people:

a. only the owners can get into the records

b. accounts use multi-factor authentication (a second check, such as a code sent to a phone)

c. paper records are scanned and then securely destroyed.

8.2 The Records Management Policy says how long records are kept. Assessment evidence is kept for 2 years after the student finishes. Records of statements of attainment are kept for 30 years, and financial records for 5 years. After that, records are securely destroyed. If Specialised Skills stops operating, it gives records to ASQA as required.

9. Seeing and correcting information

9.1 A person can ask to see the details that Specialised Skills holds about them. This is free. Specialised Skills first checks who they are, and then replies within 30 days. Students can also see their results on their USI transcript. Specialised Skills only refuses if the Privacy Act allows it, and it gives the reasons in writing.

9.2 A person can ask for their details to be corrected. This is free, and the details are corrected within 10 business days. If Specialised Skills refuses, it gives the reasons in writing. The person can ask for their own statement to be kept with the record.

10. Data breaches

10.1 A data breach is when personal details are lost, or when someone sees or shares them without permission. If Specialised Skills thinks there has been a breach, it acts quickly to stop it. It looks into it within 30 days.

10.2 Specialised Skills follows the Notifiable Data Breaches scheme. If the breach is likely to cause serious harm, it tells the people affected. It also tells the Office of the Australian Information Commissioner (OAIC).

10.3 Every breach, and every suspected breach, goes into the Privacy Register. The owners look at them so that they do not happen again.

11. Questions and complaints

11.1 Send privacy questions and complaints to the Privacy Officer at admin@specialisedskills.com.au or on (02) 6884 2790.

11.2 Complaints are dealt with as set out in the Complaints and Appeals Policy. Specialised Skills gives a decision within 7 business days after it confirms it has the complaint. If the person is not happy with the decision, they can contact the OAIC (oaic.gov.au, 1300 363 992).

12. Review

12.1 The owners review this policy each year as part of the internal audit. They also review it if privacy laws or Specialised Skills' systems change.

Policy information

Responsibilities: The owners approve and review this policy and act as Privacy Officers. Both owners handle personal information, respond to access and correction requests, and manage data breaches.

Related documents: Privacy Procedure; Privacy Register; Enrolment Policy and Procedure; Completion and Certification Policy; Complaints and Appeals Policy; Records Management Policy; Student Handbook.

Legislative and regulatory requirements: Privacy Act 1988 and the Australian Privacy Principles, as amended by the Privacy and Other Legislation Amendment Act 2024 (including automated decision-making transparency from 10 December 2026 and the Children's Online Privacy Code); Notifiable Data Breaches scheme; Student Identifiers Act 2014; National VET Data Policy; National Centre for Vocational Education Research Act 1991; Standards for RTOs 2025 (Compliance Standards); Spam Act 2003; Work Health and Safety Act 2011 (NSW) and SafeWork NSW licensing requirements.

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