Privacy Policy

Applies to	Students, prospective students, employers and anyone whose personal information we hold
Legal basis	Privacy Act 1988 and the Australian Privacy Principles. Student Identifiers Act 2014. Compliance Standards for RTOs, Standard 20

What we collect

We collect personal information we need to enrol you, train and assess you, support you and meet our legal obligations. This includes:

- your name, contact details, date of birth and emergency contacts
- identity documents used to verify your identity or your USI
- your USI, and education and employment history
- information the national VET data standard requires, such as country of birth, language spoken at home, disability and Aboriginal or Torres Strait Islander status
- your assessments, results and attendance
- fee and payment information
- for overseas students: your passport, visa, overseas address, and parent or guardian details if you are under 18
- information you give us about your support needs or wellbeing.

Some of this is sensitive information, such as health and disability information. We collect it only with your consent or where the law requires it.

How we collect it

We collect most information directly from you, through enrolment forms, our website, interviews and assessments. We may also receive it from your employer, the USI Registrar, or an education agent who represents us.

Why we use it

We use your information to:

- assess your application and enrol you
- deliver your training and assessment, and support you
- issue certificates and keep records
- meet our reporting obligations to government
- tell you about our courses. You can opt out of marketing at any time.

Who we share it with

We share your information only where you have agreed, where you would reasonably expect it, or where the law requires it. This includes:

- the National Centre for Vocational Education Research (NCVER), under the National VET Data Policy, and the national student survey
- the USI Registrar
- the Australian Skills Quality Authority (ASQA)
- for overseas students: the Department of Education (through PRISMS), the Department of Home Affairs, the Tuition Protection Service and the Overseas Students Ombudsman
- your employer, where your training is arranged with them and you have agreed.

Your enrolment form includes the national VET privacy notice, which explains how government bodies use your information. We never sell personal information.

Information sent overseas

Our student management system, learning management system, email and file storage all keep your information in Australia.

We use education agents located outside Australia to recruit overseas students. If you apply through one of these agents, we share information about your application and enrolment with that agent, in the country where the agent is based. Each agent has a written agreement with us that requires them to keep your information confidential.

Automated decision-making

Adelaide Culinary Institute (ACI) uses computer programs to assist staff in two areas where decisions may significantly affect you. A staff member reviews and approves every decision. No decision is made solely by a computer program.

1. Language, literacy, numeracy and digital (LLND) assessment

Before you enrol, you complete an online LLND assessment. The program scores your responses automatically and compares your score with the benchmark for your chosen course. If your score is below the benchmark, the program flags your application for review by a staff member. Staff use the result to decide whether the course is suitable for you, what learning support you may need, or whether a different course may be more suitable.

The program uses your name, student or applicant ID, the course you applied for, your assessment responses and your scores.

2. Course progress monitoring (international students)

Our student management system and learning management system produce reports on your course progress. The reports use your assessment results, your attendance records and your study activity in the online learning system. These reports are checked against your enrolment details in the Australian Government's Provider Registration and International Student Management System (PRISMS). Staff use the reports to identify students who may not be making satisfactory progress. Staff then decide whether to offer support, place a student on an intervention strategy, or report unsatisfactory progress to the Department of Education through PRISMS as required under the ESOS Act 2000. No warning, intervention or report is issued without a staff member approving it.

The programs use your name, student ID, Confirmation of Enrolment (CoE) details, course and unit enrolments, assessment results, attendance records and LMS activity records (such as logins and submissions).

This information is held in our student management system and in your student file.

Decisions made solely by a computer program: None.

Decisions where a computer program substantially assists a staff member:

- Decisions about whether a course is suitable for you, and what learning support you need, where staff use your LLND score.
- Decisions about course progress, intervention strategies and reporting to the Department of Education, where staff use system-generated progress reports.

All other decisions about you are made by ACI staff. This includes enrolment acceptance, assessment outcomes, credit transfer and recognition of prior learning (RPL), and complaints and appeals.

Asking about or reviewing a decision

If you think your LLND result, a progress report or a decision based on either is wrong, or you want a staff member to review it, contact our Administration Officer at info@culinaryadelaide.sa.edu.au. A staff member will review it and respond within 10 business days. You can also use our complaints and appeals process.

Keeping it secure

We store information securely, limit access to staff who need it, and use secure, backed-up systems. We destroy copies of identity documents once we have verified them. If a data breach is likely to cause you serious harm, we will tell you and, where required, the Office of the Australian Information Commissioner.

We keep records of qualifications and statements of attainment for 30 years, and completed assessments for at least two years after you finish your course. Records about overseas students are kept for at least two years after you stop being our student.

Accessing or correcting your information

You can ask to see, or correct, the information we hold about you. Asking costs nothing. Use the Student Records Request Form, which is available from any staff member. We will respond within 2 business days to arrange access. Access is usually given in person after we confirm your identity. If that is not practical, we will agree a secure way with you.

Fees for access to records

There is no charge for asking to access your personal information. If you ask for copies of your records, ACI charges a fee of $50 to cover the cost of locating, retrieving and copying them. We will tell you about the fee before we process your request, and we may reduce or waive it in cases of financial hardship.

Privacy complaints

If you think we have mishandled your personal information, contact the CEO at info@culinaryadelaide.sa.edu.au. We will respond within 30 days. If you are not satisfied, you can complain to the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.