

Policy

Unity College Australia (UCA) understands the importance of providing clear, accurate and readily accessible information to make informed choices about the training that will best meet their needs. UCA is also required to collect certain information about prospective students and has obligations in relation to the information which it collects and holds about its students, and information and communications relating to provision of training, student enrolment and study.

The college also has obligations to government, regulatory and registration bodies in relation to the collection, verification and retention of information and records.

This policy should be read in conjunction with Unity College Australia's "Confidentiality of Information Policy" which is based on the Australian Privacy Principles.

Collection of Information

Unity College Australia will limit the collection of personal information and copies of documents to those required for enrolment and staff engagement purposes. These requirements will be listed in information supplied to the prospective student or staff member as relevant to their involvement in the college.

Verification of Information

Unity College Australia is required to verify the authenticity of certain documents. This involves the citing of the original or the collection of a certified copy. In some cases we may need to verify the authenticity of the document with another organization, agency or department.

Retention of Information

Unity College Australia is required to retain certain information, records and documents for particular periods of time. These records, documents and information will be securely retained according to regulations.

Requirements for information relating to VET student loans

In addition to other retention requirements, information and records relating to the provision of courses under VET students loans is required to be retained by UCA for a period of 5 years. This information includes:

- (a) information provided to a student about the course and VET student loans prior to enrolment and/or loans application;
- (b) documents obtained or assessments undertaken for the purposes of determining a student's academic suitability;
- (c) records of the student's enrolment, including the day and time the student enrolls in the course or a part of the course;
- (d) information and documents collected for the purposes of, or in relation to, an application by a student for a VET student loan;
- (e) if applicable, the day and time the student gives the provider an application for a VET student loan;
- (f) all correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student;
- (g) records of each use of the provider's grievance procedure;

Information Handling Policy and Procedure (cont)

- (h) the census days and tuition fees for approved courses;
- (i) a copy of each version of a process or procedure required under the legislation, and the dates when the version was current;
- (j) marketing and promotional material relating to approved courses, and relevant dates

Procedure

Pre-enrolment information

- All information provided prior to enrolment is based on regulations, and current information at the time of enquiry, in order to assist the student make an informed choice.
- Records of promotional, course and fees information are retained at the college.
- Information and documents relating to courses, schedules of fees, policies and procedures are made available via the college website www.unity.edu.au

Student enquiry, application and enrolment documents

- Information required to be collected for enrolment into a course is available in the relevant course outline and on the application form
- All documents obtained in the application and enrolment process will be verified, where necessary, and stored securely in the college's Student Management System database and file server. Hard copies will be stored securely in the Student Services office according to security guidelines.

Student loan application and document collection procedure

- The Student Entry Procedure for students enrolling in courses and applying for a student loan is available on the college website and identifies information and documents required to be cited and submitted
- Applicants are provided with all required information relating to the application of a VET student loan via a checklist which the applicant is required to sign and date. This is retained by the college.
- Upon application for a VET Student loan, the applicant will be required to supply:
 - Proof of student's identity and date of birth
 - If the student is under 18, parent or guardian signature, or evidence of independence through the receipt of youth allowance (within the meaning of the Social Security Act 1991)
 - Proof of citizenship and residency
 - Either a tax file number or evidence of the application of a tax file number (certificate from the Commissioner).
- All personal documents obtained and assessments undertaken prior to course enrolment (eg LLN) will be stored securely in the Student Services filing systems. The student will be given the results of the LLN test as soon as practicable after the assessment is completed. Other academic assessments (eg interview or music audition reports) will be held by the relevant course coordinator.
- The record of a student's application for a VET Student Loan is stored in the Department of Education and Training's eCAF (electronic Commonwealth Assistance Form) system.

Communications

- All correspondence between the student and the college relating to the student's course enrolment and progress will be retained either in the college email server, in secured college filing systems or in the student's individual student file.

Information Handling Policy and Procedure (cont)

- Records of the use of the college's Complaints and Appeals (Grievance) process are stored securely in the relevant Principal/Dean's office. Access is restricted to staff directly relevant to the case (see Complaints and Appeals Policy and Procedure)

General

- Documents are version controlled and archived on the college server in order for access
- The college has an off-site back up process for ensuring a second copy of all electronic documentation and information is retained

Related documents:

- UCA Handbook
- UCA Staff Handbook
- Student Entry Procedure
- Complaints and Appeals (Grievance) Policy and Procedure
- Confidentiality of Information Policy and Procedure