

Privacy policy

Collection and use of personal information

Training Services Australia is required to collect a variety of personal information from students and employers. Where personal and sensitive information is collected it is stored, disclosed and destroyed in accordance with the Australian Privacy Principles.

Client and other confidential records are accessible only to Training Services Australia's staff, and all electronic records are protected by appropriate security.

Information requested about a student's training progress / achievement for recording, coaching and developmental purposes will be issued by Training Services Australia to the following:

1. The student themselves
2. The student's employer (where that organisation is paying for the training and assessment services on the student's behalf), including but not limited to (at TSA's discretion):
 - Human Resource and Training Department personnel
 - The student's team leader and / or manager

Information from a student's record will only be issued to another party with the written consent of the student (**except** as required under the Standards for Registered Training Organisations and National VET Data Policy).

Collection and use of information as evidence for assessment

As part of our assessment processes, TSA may request candidates to provide documentary evidence.

Wherever possible:

- TSA will not request evidence of a commercially sensitive nature; and
- Candidates will be permitted to redact sensitive or private information

All evidence provided by candidates for assessment purposes will be:

- Stored securely in Training Services Australia's learning management system
- Treated as private and confidential by Training Services Australia's personnel unless written permission has been given to share the evidence with others
- Used only for the purpose of assessing the candidate, or for assessment moderation and validation purposes, unless written permission has been given to use the evidence for other purposes

From time to time, samples of evidence produced by students may be used for assessment moderation and validation purposes. Training Services Australia's personnel will treat all evidence used for this purpose as private and confidential. Where it is necessary for evidence to be shown to external personnel (such as regulators or external auditors), Training Services Australia will ensure that those personnel do not retain copies of the student's work.