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# Master Plumbers' Association of Queensland Privacy Policy (Training Services)

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## 1.0 Purpose

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Master Plumbers Association of Qld (MPAQ) has developed this privacy policy in line with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) and in accordance with the 2025 Standards for Registered Training Organisations (RTOs) to ensure that:

- Personal information is only collected where necessary to fulfil the organisations functions;
- Students giving personal information are informed of the purpose of collection and how their personal information will be used;
- Records containing personal information are kept secure and protected from loss or misuse;
- Individuals are informed of the right to access their own personal information;
- Permission is obtained from individuals before their image is used on publications or websites

## 2.0 Scope

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This policy applies to all MPAQ employees, students and stakeholders.

## 3.0 Student Demographic

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Our majority student demographic is based on students that are qualified in their trade areas of plumbing and/or gas, wanting to complete additional training to have an endorsement added to their current licence. Our courses are designed to suit the learning needs of this cohort and to further develop their skills and knowledge. This also applies to apprentices that are near completion, wanting to get a head start on post trade units of competency.

## 4.0 Definitions

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**ASQA** - Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**AVETMISS** – Australian vocational education and training management information statistical standard which ensures the consistency and accuracy of vocational education and training information

**RTO** - Registered Training Organisation

**2025 Standards for Registered Training Organisation (RTO's)** – Commonwealth legislation providing the mandatory requirements and framework for all registered training organisations



**Unique Student Identification (USI)** – National student reference number. All students who enrol in a nationally recognised training course require a USI. This is a reference number made up of 10 numbers and letters which creates a secure online record of your recognized training which will give you access to your training records and transcripts and can be accessed online at any time. Your USI can be used if seeking credit transfer (identify) so as demonstrate prior learning when commencing further training. This is not your student number and must be created by you and not by MPAQ

**VET-** Vocational Education and Training

## 5.0 Regulatory Environment for VET Data

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MPAQ is a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA). As per the National Centre for Vocational Education Research Limited (NCVER) Privacy Policy, the following in which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information about students that have enrolled in nationally recognised training courses.

The Australian Skills Quality Authority (ASQA) is the regulatory body for the VET sector. ASQA was established through the enactment of the National Vocational Education and Training Regulator Act 2011 (Cth) (the Act).

Registered Training Organisations (RTOs) are obliged, as a condition of registration with ASQA, to collect and report Total VET Activity Data which must comply with the Australian VET Management Information Statistical Standard (AVETMISS).

Total VET Activity data collection and reporting requirements are regulated through the Data Provision Requirements 2012 legislative instrument, together with the National VET Data Policy, published by the Australian Government - Department of Education and Training, and the Australian Quality Training Framework. Access to and disclosure of national VET provider collection data is governed by the National VET Data Policy agreed by the Council of Australian Governments Ministers responsible for skills under the Act.

Regulation of the collection, use and disclosure of the Unique Student Identifier (USI) is regulated by the Student Identifiers Act 2014 (Cth), and Student Identifiers Regulations. NCVER is authorised, under the Student Identifiers Regulations, to adopt, use and disclose USIs in certain circumstances.

## 6.0 Collection of Information

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In general, personal information will be collected through the enrolment form or if enrolling through the online learning platform, the enrolment details will be entered by the student.

The types of personal information collected include:

- personal and contact details
- proof of identification
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling,



- place of birth, and disabilities
- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI.

As per Schedule 1 of the National VET Data Policy, RTO's must use the following Privacy Notice as the minimum mandatory content when enrolling students from 1 January 2021 on all enrolment materials. (See below)

## **Privacy Notice**

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education and Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.



The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact MPAQ to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## 7.0 Unique Student Identifiers

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All students participating in nationally recognised training from 1 January 2015, are required to have a Unique Student Identifier (USI) and provide it to the RTO upon enrolment. Alternatively, the RTO can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When the RTO applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender



- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, the RTO will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI
  - resolving problems with a USI
  - creating authenticated vocational education and training (VET) transcripts

## 8.0 Storage and use of information

- The RTO 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 included on the student's enrolment form will be scanned to the students electronic file that is kept in a secure online 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 training opportunities, issue statements of attainment to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- The RTO, may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting the MPAQ training office. Information will not be passed onto any third-party without the prior written consent of the individual.

## 9.0 Disclosure of information

- The personal information about students enrolled in a course with MPAQ may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), DET, and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- The RTO will not disclose an individual's personal information to another person or organisation unless:
  - The individual has given written consent.
  - The RTO 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.

## 10.0 Access to records

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- Individuals have the right to access or obtain a copy of the information that MPAQ holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment 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 MPAQ holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## 11.0 Complaints

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Any individual wishing to make a complaint about the way information has been handled within the RTO can do so by following MPAQ's Complaints and Appeals Policy.

## 12.0 Related Documents

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Enrolment Form  
Student Information Handbook  
Complaints and Appeals Policy  
Complaints Form

## 13.0 References

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Privacy Act 1988 (Cth) including the 13 Australian Privacy Principles  
National Vocational Education and Training Regulator 2011  
Australian Quality Training Framework  
Australian VET Management Information Statistical Standard (AVETMISS)  
National Centre for Vocational Education Research Ltd (NCVER)  
National Vet Data Policy 2025  
Student Identifiers Act 2014 (Cth)  
Student Identifiers Regulation 2014  
2025 Standards for Registered Training Organisations (RTOs)

## 12.0 Approval and Sign Off:



<b>Policy Written By:</b> Training Services Manager	<b>Approved By:</b> Deputy Chief Executive Officer	<b>Approved Date:</b> 2026	<b>Next Review Date:</b> 2028
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