Privacy Policy

ASSI INTERNATIONAL PTY LTD · RTO 40477

ASSI International Pty Ltd

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PRIVACY POLICY

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ASSI International Pty Ltd (RTO 40477) collects personal information about you because it has to. We cannot enrol you, assess you, issue your qualification or meet our obligations as a Registered Training Organisation without it.

This policy explains what we collect, why we collect it, who else sees it, how long we keep it and what you can do about it. It is written to the Privacy Act 1988 (Cth), the Australian Privacy Principles and the National VET Data Policy.

It applies to anyone who enquires about a course, applies, enrols, studies with us or has studied with us.

WHAT WE COLLECT

We collect only what we need for the purposes set out in this policy. In practice that is:

What	Why we need it
Your name, date of birth, address, email and phone number	To identify you, enrol you, contact you and issue your qualification in your correct name.
Your Unique Student Identifier (USI)	We cannot issue a nationally recognised qualification without a verified USI. It is a legal requirement.
Your Language, Literacy and Numeracy and Digital Skills Assessment	To work out what support you may need before you enrol, and to arrange it.
Your curriculum vitae and any qualifications you send us	To consider Recognition of Prior Learning or Credit Transfer, where you ask for it.
Your assessment work	Written assessments, spoken answers, practical assessment video and audio recordings, and your assessor's marking records. This is the evidence that you are competent.
Fees and payment records	To administer your enrolment. We do not hold your card details - payments are handled by the payment provider.
Your course progress and results	To assess you, report your results and issue your qualification.

SENSITIVE INFORMATION, AND THE ONE DISCLOSURE WE MAKE

The enrolment form asks about disability, your language background, and whether you are of Aboriginal or Torres Strait Islander origin. Under the Australian Privacy Principles this is sensitive information and we handle it with more care than the rest.

We collect it for two reasons. First, so we can offer you support or a reasonable adjustment if you want one. Second, because we are required to report it, with the rest of your training data, to the National Centre for Vocational Education Research. That reporting is a condition of our registration and we cannot opt out of it.

The NCVER Student Enrolment Privacy Notice is provided with your enrolment form and the current version is published at ncver.edu.au. It explains what NCVER does with the data once it has it.

We do not collect any other sensitive information, and we do not use or disclose what we hold for any purpose other than the ones named in this policy.

WHO ELSE SEES YOUR INFORMATION

We do not sell, rent or trade your personal information, and we do not give it to anyone for marketing. We will not give it to anyone else without your written consent, except where the law requires it or where it appears in the list below.

Who	What they get, and why
National Centre for Vocational Education Research (NCVER)	Your enrolment and results data, reported under the National VET Data Policy. Required by our registration.
Australian Skills Quality Authority (ASQA)	Access to our records, including yours, when auditing or investigating ASSI. Required by law.
The USI Registrar	Your USI and the results recorded against it, so your qualification appears on your national transcript.
Victoria Police Licensing and Regulation Division	For Victorian students only. Victoria Police requires a report naming students who complete CPP30619, as a condition of our delivery in Victoria.
The provider of our online enrolment form	Your enrolment details, in order to process the enrolment.
Your employer or a third party paying your fees	Only your enrolment status and progress, and only where you have told us in writing that we may.

Where a third party handles your information for us, they may use it only to provide that service to ASSI and must keep it confidential.

YOUR ASSESSMENT RECORDINGS

Several practical assessments are recorded on your own phone and uploaded through the ASSI app. Those recordings are your assessment evidence. They are held on the ASSI student interface, they are retained, and they are not deleted.

They are seen by your assessor and by the person who validates our assessments, and they would be shown to a regulator auditing us. They are not published, not used in marketing and not shown to other students.

If you record anyone other than yourself for an assessment task, you must have their agreement beforehand. The assessment instructions say so and we rely on you to follow them.

HOW LONG WE KEEP IT

- Your assessment evidence, including recordings, is kept securely for at least 2 years after your result.
- Your enrolment records and the qualification or statement of attainment we issue are kept for 30 years, as required.
- Enquiries that do not lead to an enrolment are kept only as long as we need them to answer you.

When information is no longer needed for any purpose we are permitted or required to keep it for, we destroy or de-identify it.

HOW WE KEEP IT SAFE

- Electronic records are held in access-controlled systems and are not stored on shared or public folders.
- Paper records are held securely and are not left where other people can read them.
- Access is limited to the people who need it to do their job - in practice the Training Director and Assessor, the Student Coordinator and the validator.
- Anyone outside ASSI who handles your information for us is required to keep it confidential.
- Records are disposed of securely when their retention period ends.

SEEING AND CORRECTING YOUR RECORDS

You can ask to see your personal information and your records at any time, and you do not have to give a reason. Email reception@assi.com.au and we will respond within 30 calendar days. There is no charge.

If something we hold is wrong, out of date or incomplete, tell us and we will correct it. If we disagree that it is wrong, we will tell you why in writing and you may ask us to note your disagreement on the record.

There are a few things we cannot change. A result that has been assessed is corrected through the appeals process in section 10 of the Student Handbook, not through a correction request.

IF YOU ARE NOT HAPPY WITH HOW WE HAVE HANDLED YOUR INFORMATION

Tell us first. Email reception@assi.com.au setting out what happened and what you would like done about it. We will acknowledge it within 5 business days and aim to resolve it within 30 calendar days, and the person who reviews it will not be the person your complaint is about.

You will not be treated any differently for complaining.

If you are still not satisfied, you can take the matter to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992. You do not need our permission to do that, and you do not have to come to us first - but it is usually quicker if you do.

OUR WEBSITE

You can read every page of our website without telling us who you are. Our web host records standard technical information such as IP address, browser type and the pages visited, which we use only to keep the site working.

We do not track individual visitors, we do not profile you, and we do not use your information to target advertising at you.

CHANGES TO THIS POLICY

We review this policy at least once a year. The current version is always the one published on our website. If we change it in a way that affects how we handle information we already hold about you, we will tell you.

CONTACT US

Any question about this policy, about what we hold, or about anything else to do with your privacy:

Email	reception@assi.com.au
Phone	0417 189 341
Post	ASSI International Pty Ltd, PO Box 154, Kalamunda WA 6926
Website	www.assi.com.au and www.trainingschool.com.au