

PRIVACY POLICY

Youth With a Mission collects information from student, staff and volunteer applicants for the purposes of our internal records and for student enrollment into the Institute for the Nations (IforN) and University of the Nations (UofN) or for our own internal personnel records.

Information about a person is held within the local Base office (hardcopy) in a lockable filing cabinet or (electronically) through either a secure, password protected server files, or online management system. Contact the Base directly to find out their specific record keeping procedures.

IforN provides secure storage of records including the back-up of records. Bases and the IforN will back up the essential computer records regularly and will either keep them in a secure off-site location, secure internet storage or a fireproof safe.

All hard-copy records will be kept in lockable filing cabinets except when being worked on or referred to by authorized personnel. When something is taken from its secure location

- it must only be taken by authorized staff
- must be dealt with immediately and returned
- staff must ensure that the files will not be viewed by anyone else
- if the staff person is interrupted and cannot immediately deal with the document it should not be left unattended and if the delay is going to be anything more than a few minutes, the files should be returned to the secure area before doing anything else

Any files kept on computer or internet should be protected by network security or password. These files must be backed up weekly.

Student files which need to be backed up regularly include:

- trainee applications including confidential reference forms
- Records of fees charged, paid and refunded if applicable
- Attendance records
- Assessment conducted during the school
- Final assessment summary (modules/units that the trainee gained competency/achievement or not of full course outcomes)
- Grievance issues
- Any other notes made by School leaders about the trainee

All of the students' assessment records must be kept until the end of the appeal period which is 28 days after the decision of competency.

Only authorized persons have access to certain files. Authorized persons are such as on a need-to-know, such as the following:

Students –

- Registrar (*enrollment information*)
- Training Director/Coordinator (*all records*)
- Course Leader (*all records*)
- Assessor (*assessment records; and personal records as necessary*)

Staff and Volunteers

- Registrar (*application information*)
- Visa Services (*personal information for visa application only*)
- Administrator (*personal records as necessary*)
- Department/Ministry Leader (*all records*)
- Base Director (*all records as necessary*)

- Outreach Leader (*assessment or personal records as necessary*)
- Base Director (*assessment or personal records as necessary*)

Confidentiality

Communication about the confidentiality of students' files and assignments is explained in the Student Handbook. All records relating to individuals are handled in a way consistent with the Privacy Act, including but not limited to:

- All trainee and staff records will be kept in secured filing cabinets and/or on a computer system that requires a password to access it.
- Only authorized staff will have access to individual files.
- No third party access is given unless the individual gives written permission using the Personal Information Disclosure Form- except as required under the Standards for Registered Training Organizations or by law.
 - o For example, if a student wants to transfer their application from the Base where their file is held to another YWAM Base (or other organization) they must give written notice to do so, either through email, or filling out the Disclosure form. This notice must then be kept with their file.

As part of the enrolment process, trainees are requested to complete a disclosure of personal information section on the Acceptance of Place to enable us to utilise the enrolment information for administrative purposes. The release of information also allows for registration of students with the University of the Nations.

Individuals may view their own files and any information recorded about them at any time by submitting a Personal Information Disclosure Form. If you need to correct any information at any time see your Base Registrar.

Monitoring of our effectiveness in and further development of our records system can include:

- monitoring the staff use and care of files/documents/records
- monitoring the files themselves to show their completion or lack of
- Course Evaluation filled in by students giving their assessment of our record keeping
- Annual internal audit being conducted

Students

Student information is used not only for enrolling in a Course at the YWAM Base, but for enrolling in a Course within the IforN and UofN.

Institute for the Nations uses information for such purposes as:

- Enrolling students into a Course
- Printing student transcripts and completion certificates
- Verifying Unique Student Identifiers (USI)
- Creating Confirmations of Enrolment for student visa purposes for overseas students, via the online portal PRISMS.
- Reporting on overseas student enrolment details to the Department of Immigration and Border Protection and the Department of Education via PRISMS.
- Obtaining Overseas Student Health Cover

- If required by law, such as by the Commonwealth or State agencies for purposes of compliance, such as with Education Services for Overseas Students (ESOS) Act, The National Code or other reporting compliance matters.

Those that would have access to such information would be:

- Base Registrar
- Base Training Coordinators/Directors
- IforN Records Office personnel
- IforN Board members

The Base Registrar will also release information to the University of the Nations (YWAM International Training Arm) for the purposes of enrolling students to gain credits for their Course within the UofN. This information is provided to the International Registrar system. Only general enrolment information is submitted (such as name, birthday, contact details, nationality, etc). This information is used in the issuing of credits for planning and issuing of degrees by the UofN and is thus accessed by a limited number of personnel connected with that process. Authorized UofN personnel would include:

- Registrar staff
- Provost office staff
- College Deans and approved Academic Advisors

Unique Student Identifier

As a student, you are advised that and agree that you understand and consent that the personal information you provide in connection with an application for a USI:

- is collected by the Student Identifiers Registrar for the purposes of:
 - o applying for, verifying and giving a USI;
 - o resolving problems with a USI; and
 - o creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - o VET Regulators to enable them to perform their VET regulatory functions;
 - o VET Admission Bodies for the purposes of administering VET and VET programs;
 - o current and former Registered Training Organizations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - o schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - o the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - o researchers for education and training related research purposes;
 - o any other person or agency that may be authorized or required by law to access the information;
 - o any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

- will not otherwise be disclosed without your consent unless authorized or required by or under law.

Youth With A Mission and Institute for the Nations will provide appropriate security of the use of your information including USI and all related documents. Any identification documents collected for the sole purpose of creating your USI will be destroyed. YWAM and the IforN will not use your USI except for the purposes of verifying the USI to link your Course enrollment and completion records to your USI.

Complaints

If you need to complain about a breach in the privacy policy you may complain using the Complaints procedure as stated in the [Student Handbook](#).