

Privacy Policy

The Australian Institute of Family Counselling (AIFC) as a Registered Training Organisation (RTO) is sensitive to the confidentiality of information provided by you. AIFC has adopted the following Privacy Policy which is applicable to all information that you provide and that we maintain electronically or in any other format, whether you provide the information through our website or other means.

Laws and Legislation

All personal information that AIFC collects is protected by the Privacy Act 1988 (Privacy Act). AIFC is committed to protecting the privacy of your personal information, as per the requirements of the Australian Privacy Principles in the Privacy Act (see <https://www.oaic.gov.au/privacy/australian-privacy-principles/>).

What Information Do We Collect?

AIFC must collect personal information as part of your application for enrolment process. This information can include details of educational background, employment history, current employment status, and language, literacy and numeracy skills. The information we collect conforms to the Australian Vocational Education & Training Management Information Statistical Standard (AVETMISS) requirements. Personal information is collected for the purpose of providing you with the best possible service, but you have the responsibility to disclose all information relevant to your enrolment.

How Do We Store This Information?

AIFC is required to keep your records for compliance with the Australian Quality Training Framework (AQTF) and the Standards for Continuing Registration (SRN). All reasonable steps are taken to ensure that information collected is kept secure and confidential. Our web environment, Virtual Learning Environment and databases are protected from unauthorised access using current technologies. There are inherent risks associated with the transmission of information via the Internet. For those who do not wish to transmit specific information across the Internet, the AQTF provides alternative ways of providing information. For example, forms may be printed and lodged by facsimile transmission or post.

With Whom Do We Share Your Information?

AIFC is committed to protecting the privacy of your personal information and is obligated by law to do so. Your information will not be disclosed to any other party outside AIFC, unless we are required by law or you have consented for us to do so. The personal information gained during the enrolment process will not be used for marketing purposes.

Under the Data Provision Requirements 2012, AIFC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by AIFC for statistical, administrative, regulatory and research purposes. AIFC may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVET.

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Collection and Use of Site Visit Data

AIFC does not collect or record personal information, other than that which you choose to provide. Two types of online data which may be collected: visitor logs and statistics so that we know how busy our site is; and information provided by users through enquiry or feedback forms on this site.

Cookies

AIFC may use cookies for the operation of its Learning Management System. A cookie is a small file that is held on your computer, for the purpose of recording information about the pages that you have visited. AIFC does not use cookies to gather personal information.

Keeping In Contact With Fellow Students

Training participants who wish to stay in contact with other participants are advised to collect names and contact information in person at the time of training as we do not pass on information.

Payment Processing and Credit Card Information

AIFC will not store your financial or credit card information after a payment has been processed. If you wish to know more about the payment processing, please contact our Financial Controller on 02 6242 5111.