

SYDNEY FILM SCHOOL

Personal Privacy

Introduction:

The School holds a significant amount of personal information concerning students and other persons, as a natural consequence of our teaching and administrative functions.

The privacy of persons about whom the School holds personal information will always be respected, and the School's policy addresses the circumstances in which privacy issues may arise.

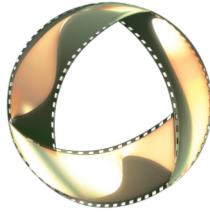
Policy:

Sydney Film School will collect, manage, use and disclose personal information in accordance with all relevant legislation and standards. The Information Protection Principles contained in Part 2 of the NSW Privacy and Personal Information Protection Act 1998, except when qualified by any relevant Codes of Practice, will underpin all matters related to personal information in the school. All student files and the Sydney Film School Data are confidential and may only be accessed by the International Relations Manager, CEO, Head of Studies, Registrar, Accountant and Operations Manager. Upon request to the Head of Studies tutors may access student information for assessment and training purposes. Prior approval must be given by the Operations Manager.

1. Collection of personal information

Sydney Film School will:

- Only collect personal information for lawful purposes;
- Collect information only where it is necessary to carry out a particular function or administrative activity;
- When reasonably possible, only collect personal information from the individual to whom it relates;
- Notify the individual concerned when it collects personal information either at the time of collection or as soon as practicable thereafter;
- State what the personal information will be used for;
- State who will receive the personal information;
- State if the collection is voluntary, and the consequences for individuals if it is not, or only in part, provided;



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- Provide contact details regarding who to contact regarding access to and correction of the personal information;
- Take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals.

2. Access to and use of personal information stored in records

There are several important principles which guide the School when dealing with personal information.

- i. Personal information will be accessed and used only for School purposes.

Access to either paper-based or computerised records should be sought and granted only where there is a demonstrated need for this because of a staff member's functions or responsibilities.

This is so even if the person to whom the information relates gives permission.

- ii. Personal information will be secured.

Paper-based records are not to be left where members of the public may access them. Records containing personal information should be filed securely.

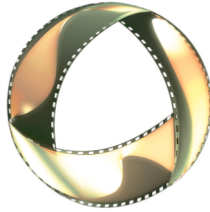
Access to computerised records is granted only to staff requiring such access in the course of their duties. Computer access passwords are intended as security devices and hence staff should not disclose their password to others.

Sometimes personal information will be obtained orally, and may or may not be recorded in documentary form. Nonetheless, privacy should be respected, and the information should not be discussed with others, except where this is necessary to undertake functions concerning the student or staff member who has provided the information.

- iii. Personal information will not be disclosed to third parties

As a general rule, information not publicly known concerning staff and students should be treated as confidential, and should not be disclosed to anyone but School staff who have a demonstrated need for this information to carry out their duties. There are several exceptions to this general rule.

- Disclosure to the staff member or student to whom the personal information relates;
- Disclosure to third parties only with the consent of the student or staff member concerned;



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- Disclosure of personal information under statutory or other legal authority;
- Disclosure in instances of wrongdoing associated with School activities;
- disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the life or health of any person.

In no other circumstances will personal information be disclosed.

3. Grievance procedure

Privacy issues can be discussed with the Operations Manager, on a confidential basis. If an individual believes that their privacy has been breached, a complaint may be made in writing to the CEO. In order to enable such a complaint to be properly investigated, it should identify the person whose privacy appears to have been breached. Anonymous complaints can not be dealt with.

Student records policy

The Sydney Film School has an effective student records management procedure.

The Sydney Film School keeps records of students including each student's current residential address as supplied by the student and the following:

- the amount of course money that the student has paid, whether the amount paid was for the full course or part of the course and the duration of such
- copies of any written agreements between the provider and the student
- any amounts that have become payable to the provider by the student for the course and have not been paid.

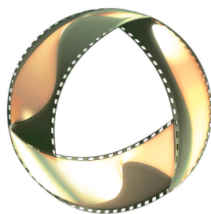
Student records are kept for thirty years after the student ceases to be a student.

The Sydney Film School Student Records Policy is in accordance with AQTF Standards, the National Code of Practice, and ESOS requirements, as follows:

AQTF Standard 4.1

The RTO must document and implement procedures to assure the integrity, accuracy and currency of records that include, but are not limited to:

- I. secure storage, including backup of electronic records;
- II. retention, archiving and retrieval of student results for a period of 30 years and transfer consistent with State registering body requirements;
- III. retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State which registered the organisation;



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- IV. safeguarding any confidential information obtained by the RTO and committees, individuals or organizations acting on its behalf;
- V. ensuring that, except as required under the *Standards for Registered Training Organisations* or by law, information about a client is not disclosed to a third party without the written consent of the client; and
- VI. access by clients to their personal records.

AQTF Standard 4.2

The RTO must maintain up-to-date records of:

- I. enrolments and participation and;
- II. fees paid and refunds given.

Records of Academic Performance and Attendance

(National Code of Practice 34)

The registered provider must keep a record of each accepted student's academic performance for each requirement of the course for which the student is enrolled.

(National Code of Practice 35)

Subject to this paragraph, the registered provider must also keep a record of an overseas student's attendance at the course except for students studying for a higher education qualification.

(National Code of Practice 36)

The records in paragraphs 34 and 35 may be required by DIMIA as evidence that the student satisfies visa requirements relating to attendance and academic performance.

(National Code of Practice 37)

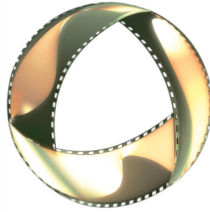
The registered provider must not permit any practices by overseas students or others that could result in false attendance records or false academic records. If electronic recording systems are used, they must be used in such a way that a member of staff can vouch for the fact that students recorded as attending actually did attend on the days in question.

(National Code of Practice 38)

Once an overseas student has enrolled in a course, the registered provider must not allow them to defer commencement of their studies, or suspend their studies, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends their studies on any other grounds, the registered provider must report the student as not complying with visa conditions to DIMIA via PRISMS.

(National Code of Practice 39)

Where the registered provider is required to keep attendance records under paragraph 35, they must ensure the following in respect of overseas students:



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39.1

Attendance of all students is recorded systematically (including non-attendance due to illness, evidenced by a medical certificate, or other exceptional compassionate circumstances beyond the control of the student, e.g. bereavement).

39.2

The registered provider monitors the attendance records every fortnight for non-attendance.

39.3

Procedures are in place for contacting and counseling students and recording this on the student's file, if a student has been absent for more than five consecutive days without approval, or a student is not consistently attending their course.

39.4

Procedures are in place for advising DIMIA, via PRISMS, of any change to the student's enrolment, including duration.

39.5

Procedures are in place for advising DIMIA, via PRISMS, of a student's failure to meet their visa conditions relating to attendance or academic performance under the Migration Act 1958, and for notifying the student of their non-compliance. This must be done as soon as practicable, as required by s19 of the ESOS Act 2000.

39.6

Staff are made aware of their obligation to use PRISMS to report student failure to meet attendance requirements.

(National Code of Practice 40)

The registered provider must advise overseas students in writing at the beginning of their course of the students' duty to advise the provider of any change in their contact details (i.e. Australian residential address and telephone number). The registered provider should advise students of the importance of providing an accurate address, and updating this as necessary. This will enable the registered provider to comply with s21 of the ESOS Act 2000 to maintain a record of an overseas student's current residential address.