



## INFORMATION HANDLING PROCEDURE

The following documents and information are retained by Flight One School of Aviation for 5 years.

Who?	Information Handling Responsibility
<b>General Manager</b>	<p>All information provided to a student under section 98 before the student is enrolled in an approved course is stored internally by the General Manager.</p> <p>As part of the enrolment process, the following information and documentation relating to a student who is applying for VET Student Loans will be collected and verified:</p> <ul style="list-style-type: none"><li>a) Students' identity and date of birth</li><li>b) if the student is under 18, information that:<ul style="list-style-type: none"><li>i. one of the signatories to the application is a responsible parent of the student, or;</li><li>ii. the student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act).</li></ul></li></ul>
<b>Student Services</b>	<p>All documents obtained or assessments undertaken for the purposes of determining a student's academic suitability are stored within Flight One School of Aviation's secure environment and transferred to Smart Class and Job Ready once a student is enrolled on a course.</p>
<b>Student Services</b>	<p>All records of the student's enrolment, including the date that the student enrolls in the course or a part of the course are stored within Flight One School of Aviation's secure environment and transferred to Job Ready once they are enrolled on a course.</p> <p>All updates to students' personal information as requested by the student</p>
<b>Student Services</b>	<p>All information and documents collected for the purposes of, or in relation to, an application by a student for a VET Student Loan is stored within Flight One School of Aviation's secure environment and Job Ready.</p>
<b>eCAF System</b>	<p>The (if applicable) day and time the student gives the provider an application for a VET Student Loan is stored within the Department of Education and Training's (DET) electronic Commonwealth Assistance Notice (eCAF) system. Flight One School of Aviation's General Manager has access to this system and can gain access to information if/when requested.</p>
<b>Student Services</b>	<p>All correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student are stored within Flight One School of Aviation's email server. Invoice Notices, CAN's, training records are either securely stored in Job Ready or Smart Class.</p>
<b>Staff</b>	<p>Records of each use of Flight One School of Aviation's grievance procedure are stored internally with no editing access enabled. Flight One School of Aviation's student services makes initial assessments of grievances and only staff relevant to a specific grievance is permitted to comment or edit the document.</p>
<b>Student Services</b>	<p>The census days and tuition fees for approved courses are stored internally by the General Manager. Any links to these documents on the website takes viewers to a secure PDF with no editing capability.</p>
<b>Staff</b>	<p>All procedural documentation is version controlled</p>



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**General Manager**

All marketing and promotional material relating to approved courses are managed primarily by our Marketing and Social Media Co-ordinator, all has been approved and signed off by the General Manager. All material is available on request.

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**Dealing with Personal Information**

All past or current students who enrolled with Flight One School of Aviation may apply for, and receive, a copy of personal information that Flight One School of Aviation holds in relation to the student. All requests for information must come through in writing to [carolyn.thorburn@flightone.edu.au](mailto:carolyn.thorburn@flightone.edu.au) All written requests for information from current or past students must be accompanied by proof of identification, which may include their current passport or driver's licence. All requests for information from third parties must be accompanied by a declaration from the students approving the release of their personal information.

Under the Act, each of the following VET officers may use VET information in their capacity as a VET officer [Act s 92(1)]:

- an officer of a Tertiary Admission Centre
- an officer of an approved course provider
- an officer of an approved external dispute resolution scheme operator.

Further a VET officer may disclose VET information to another VET officer if the officer believes on reasonable grounds the disclosure is reasonably necessary for the purposes of the exercise of the powers, or the performance of the functions or duties, in relation to this Act. You should note that Commonwealth officers (which includes the VSL Tuition Protection Director) and the Secretary have broader powers to use or disclose VET information.