

Privacy Policy

Purpose

TCP Training Pty Ltd respects the confidentiality of the personal information collected as part of our business. TCP Training Pty Ltd abides by the Australian Privacy Principles contained in the Privacy Act 1988.

This policy describes why TCP Training Pty Ltd collects personal information, how TCP Training Pty Ltd handles this information and to whom TCP Training Pty Ltd is likely to disclose this information under ordinary circumstances.

This policy applies to information we collect about our students, prospective students, and our students' employers.

Collection of Personal/Sensitive Information

TCP Training Pty Ltd will only collect and store personal information required to carry out our business activities. These functions include but are not limited to:

- Confirming the identity of training and assessment participants including their Unique Student Identifier ([USI](#))
- Communicating with students, potential students, employers, Australian Apprenticeship Centres and any other people or agencies involved in students' training
- Enrolling students and delivering training and assessments
- Identifying and providing appropriate services and access for students and employers
- Issuing accredited and non-accredited qualifications or proof of participation
- Reporting on training activity to regulatory and funding authorities, such as the Australian Skills Quality Authority ([ASQA](#)), the National Centre for Vocational Education Research ([NCVER](#)), the Victorian Department of Education and Training (Skills Vic), NSW State Training Services, and others.

TCP Training Pty Ltd collects all data required by the Australian Vocational Education and Training Management Information Statistical Standard ([AVETMISS](#)). This data includes your name and date of birth, your residential address and other contact details, your cultural heritage, your previous training, your employment situation, and any disabilities you have.

Additional personal information that we collect includes, your IP address, location information from a mobile device, signature and photographs.

TCP Training may also collect images of you when you first enrol into an accredited online course and at training venues. Photos collected of student may also be used in marketing materials and as training evidence.

When submitting general enquiries, participants can remain anonymous or use a pseudonym but during training and enrolment, this will not be applicable as Australian law requires legal names of participants attending VET courses.

Unique Student Identifier (USI)

The USI number is classified as sensitive information and is handled as described throughout this policy. For more information, please contact our team.

How we collect personal information

Whenever possible, TCP Training Pty Ltd will collect all required personal information directly from the individual at enrolment. Some information, particularly contact details and information required to confirm training eligibility, may be collected prior to enrolment and will be sourced from the individual or, where relevant, an employer.

When further information is required after enrolment, we will endeavour to collect that information directly from the individual. If this is not practical, we may source data from other reliable and legal bodies such as ASQA or USI office.

How we store personal information

TCP Training Pty Ltd takes all reasonable measures to secure hardcopy and electronic records. Access to records is limited to only TCP Training Pty Ltd staff and contractors who require access to carry out business activities. Electronic records are secured by individually assigned, password-protected user profiles. Physical records are protected by lock and key.

When records are outside the office for conducting or recording training activities, reasonable measures will be taken to secure the records from unauthorised access, such as locking vehicles, offices, or cabinets and avoiding leaving records unattended whenever possible.

NCVER Declaration (RTO Specific)

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations (RTOs) are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

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

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (e.g. Australian Skills Quality [ASQA])
- the Australian Government Department of Education, Skills, and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.
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Disclosure (sharing)

We will only share your personal information for the following reasons: training and assessment requirements, associated services to you, marketing to you and/or future students, and when required by law.

If you indicate that you would like to receive marketing materials in the enrolment form, some personal information may be uploaded into third party applications.

You can change this preference or find out more about this by contacting our Customer Service Team.

Most disclosures are part of:

- Total VET Activity reporting (more information available on ASQA's website)
- Funding contract reporting (when a state or federal government is subsidising the costs of your training, their specific contracts detail what information is reported and when)
- Progress reports to employers (only where your training is funded, including in part, by your employer)
- VET statistics created by NCVET or various other government bodies
- Creating similar audiences to market to
- Creating marketing material

If TCP Training Pty Ltd is obligated to disclose your information for non-routine activities, such as police investigations or insurance claims, we will endeavour to inform you of the nature of the disclosure. Details of the disclosure will also be recorded on your file. Outside of these circumstances, TCP Training Pty Ltd will never disclose your personal information without your express and written permission.

Overseas Disclosures

TCP Training Pty Ltd does not disclose information to overseas recipients as part of routine activities.

Rights and Choices

Students have the right to request access to their personal information that TCP Training Pty Ltd has collected and recorded.

There is no charge for an individual to access personal information that TCP Training Pty Ltd holds about them. However, TCP Training Pty Ltd may charge a fee to make a copy.

Students have the right to update/correct their personal information, either by contacting our Customer Service team or via the learner portal online.

If your information changes at any time during your training, or you discover our records are incorrect in any way, please notify TCP Training Pty Ltd in writing as soon as possible so your records can be amended.

Students have the right to choose not to disclose personal information about their disability. This will limit the student support that we are able to provide as we will not be able to put preventative measures in place.

Students have the right to not be included in marketing material by ensuring the marketing material box is not ticked when enrolment. Students also have the right to immediately opt out of marketing material at any point in time.

Prospective students have the right to discontinue their enrolment if they are not happy with the contents of this privacy policy.

How to Make a Complaint?

Privacy complaints can be submitted at the bottom of the following link.

<https://www.tcptraining.com/students/student-support-and-wellbeing>

TCP Training Pty Ltd takes privacy complaints very seriously and will be in contact with the complainant with a resolution to the best of our ability.

If the email is not replied to within 30 days or you believe the reply is not satisfactory, a complaint can be lodged with [OAIC](#).

Contact details

If you have any concerns about your personal information, its accuracy, how it is stored or its disclosure, please refer to TCP Training Pty Ltd Complaints and Appeals Policy or contact our Team via the following details:

- Telephone: 02 9232 1010
- Email: info@tcptraining.com
- Post: Suite 1, Level 7, 428 George Street, Sydney NSW 2000, Australia

For more information on the Privacy Act 1988 or the Australian Privacy Principles, please refer to:

- Office of the Australian Information Commissioner
- Telephone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Post: GPO Box 5218, Sydney NSW 2001 OR GPO
Box 2999, Canberra ACT 2601
- Website: www.oaic.gov.au

More Information

Do we make changes to this policy?

TCP Training Pty Ltd will update this policy as and when needed to reflect changes in procedures, security measures or legal requirements. This policy will be reviewed at least once per year to ensure it is accurate and relevant. The current version of this policy is published on TCP Training Pty Ltd website. You should always refer to the website for the latest version.

Data retention

The legislation and contracts covering your training require different parts of your records to be kept for different periods of time. These requirements are generally between three (3) years and thirty (30) years.

Where can I find more information?

Complete web addresses for the links in this document are below:

- Privacy Act 1988: <http://www.comlaw.gov.au/Series/C2004A03712>

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- o Including the [Australian Privacy Principles \(APPs\)](#)
- USI: <http://www.usi.gov.au/>
- ASQA: <http://www.asqa.gov.au/>
- NCVER: <https://www.ncver.edu.au/>
- AVETMISS: <https://www.ncver.edu.au/rto-hub/avetmiss-for-vet-providers>
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020: <https://www.legislation.gov.au/F2020L01517/latest/text>
- Subdivision B of the [National Vocational Education and Training Regulator Act 2011](#) (NVETR Act)
- Divisions 4 and 5 of the [Student Identifiers Act 2014](#) (SI Act) and the [Student Identifiers Regulations](#)
- National VET Data Policy: <https://www.dewr.gov.au/national-vet-data/national-vet-data-policy>