



Lifeline Australia

RTO VET Data policy

Lifeline Australia Registered Training Organisation Provider number 88036

Owner: Executive Director, People & Corporate Services

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1 About this document

1.1 Overview

Lifeline Australia is committed to meeting its legal obligation to share information with the Vocational Education and Training (**VET**) Regulator. As a Registered Training Organisation (RTO) Lifeline Australia must share company information and collected student and learner information for the purpose of reporting on national training it has delivered to the Australian community. In fulfilling this obligation, Lifeline Australia ensures that the collected students and learners' information is securely stored, used, shared, and protected, and that we inform you about our information activities.

1.2 Purpose

The *RTO VET Data Policy* defines how Lifeline Australia RTO uses training, student and learner information collected and we make this policy publicly available to demonstrate our commitment to raise awareness of how your information is used.

1.3 Document history

Version	Date	Author	Change Description
1.0	October 2024	RTO Compliance Lead	Implementation of new policy
1.1	November 2025	RTO Compliance Lead	Minor administrative amendment approved by Executive Director, People & Corporate Services

1.4 Scope

The *RTO VET Data Policy* applies to all students and learners of Lifeline Australia RTO (provider number 88036), whether they are prospective, current or former students and learners. It also applies to all Lifeline Australia staff and contractors, and third parties contracted to deliver training and assessment services on our behalf. Anyone who uses student and learner information while performing RTO work for Lifeline Australia is included under this policy. In this policy, students and learners are collectively referred to as students.

1.5 Related documents

Related resource	Location
Privacy Policy Information Security Policy Statement RTO Pre-Enrolment Handbook	Lifeline.org.au

1.6 Definitions

Term	Definition
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is the technical format in which an RTO reports VET data to an authorised Australian Government organisation. It is a national standard and includes enrolment and completion data for government use.
National VET Data Policy	The Australian Government's policy that requires all national RTOs to comply with specific reporting requirements about student information and its use. The National VET Data Policy outlines the reasons for collecting VET data, the methods by which RTOs should collect and handle student information, and how the government utilises the information collected, including sharing practices.
Student Information	Information that is collected during the course of a student's pre-engagement and engagement with Lifeline Australia RTO. Student information will only be requested when and where required as an RTO and may include personal information, enrolment information, prior learning, and assessments, or as required by Lifeline Australia regarding the training of its workforce.
Student Management System	A system used by an RTO where student enrolment applications are processed in a format that is compatible with government reporting purposes. Lifeline Australia's student management system is linked to the Office of Unique Student Identifiers (USI) Registrar to enable verification of a student's USI. The purpose of the integration is to resolve USI discrepancies as early as possible.
VET Data	VET data refers to the information collected, stored, validated and shared by an RTO as part of its responsibilities as a training provider.
VET Regulator	Australian Skills Quality Authority (ASQA).
VET Transcript	A VET Transcript is a document that summarises an individual's VET qualifications and training in Australia. It is linked to a Unique Student Identifier, which is a personal reference number assigned by the Student Identifiers Registrar to a student who undertakes vocational education and training. A VET Transcript contains details of courses completed, qualifications, skill sets and units of competency achieved. Additionally, the transcript will also indicate other outcomes such as withdrawals or statuses such as "not-yet-competent".

2 Principles

Lifeline Australia is committed to maintaining high standards in VET data and information management, ensuring the integrity and confidentiality of the information collected and used when reporting. The below principles define how Lifeline Australia will evidence this commitment.

- Collects, stores and maintains accurate and reliable information on student enrolments, training delivery, assessment outcomes and administrative activities.
- Ensures that all information collection and reporting is only conducted in accordance with relevant legal, regulatory and international or Australian standards, including AVETMISS requirements.
- Provides training and resources to staff to ensure proper information management practices, emphasising the importance of data accuracy, confidentiality, and compliance.
- Uses a student management system, that is secure and accessible only to authorised personnel, ensuring information confidentiality and compliance with Lifeline Australia's information security objectives defined in the [Information Security Policy Statement](#).
- Undertakes regular reviews and updates to our information management policies and procedures to ensure alignment with information collection and reporting obligations and requirements.
- Ensures information is securely stored in a manner that preserves integrity, and that records can be retrieved efficiently for compliance, audit, reporting or operational purposes.
- Complies with information retention obligations, ensuring records are retained for required period (30 years for certification records) and disposed of securely when no longer required.
- Comprehensively reports data on VET activities (based on AVETMISS) as required by law.
- Rectifies any corrections including in a person's VET Transcript promptly and accurately.
- Provides information about Lifeline Australia's ability to meet requirements about information technology.

3 Student records

When a student decides to enrol into nationally recognised training, RTOs are required, under the guidelines set out by AVETMISS, to collect defined information from a student which is used for reporting on enrolment and completion activities, and is directly linked to your VET transcript managed by the Office of the Student Identifiers Registrar (www.usi.gov.au).

The collection of this information is not only for compliance reasons but also for assisting the student learning experience. The information includes but is not limited to:

- Your name, for the purpose of ensuring that your achievements are accurately recorded and recognised, including for certification issuance.
- Your date of birth, when used with your USI number and other personal information, assists with verification of your identity.
- Gender.
- Your contact details (phone number and email address), which is used for operational purposes and surveys.
- Home address.
- Country of birth.

- If you speak a second language.
- If you are an Aboriginal or Torres Strait Islander.
- If you consider yourself to have a disability, impairment or long-term condition. This information allows us to put in place any necessary supports to enable greater learning success.
- Your highest schooling completed and schooling status.
- Previous qualifications.
- Your employment status.
- Your reasons for study.
- Your USI, which allows your training records and results to be updated in your VET transcript, managed by the Student Identifiers Registrar.

3.1 Application for course enrolment

To apply and enrol in nationally recognised training, Lifeline Australia requires the following information and documents to process your enrolment:

- Your residency status including visa information (Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen).
- Confirmation that you live and work without study restrictions in Australia.
- National police check record, working with children and other vulnerable persons checks as required in some states and territories of Australia.
- A USI.
- Identification documents.
- Change of legal name documents (if applicable, under certain circumstances).
- Confirmation of frontline worker status for eligibility of subsidised training (fees and / or associated costs may be subsidised by a government department based on your current industry vocation).
- Your results of language, literacy and numeracy tests and other information provided by you to enable enrolment and determine learning supports.

We also seek the below information that you may disclose at your discretion.

- If you identify as an Aboriginal or Torres Strait Islander.
- If you have a disability or have a condition that may need a reasonable adjustment for your learning needs.

Sometimes Lifeline Australia RTO contracts third parties to perform some RTO activities which may include the collection of student information. These third parties, including Lifeline Centres, have the same obligations to ensure the security, confidentiality, and integrity of information under their control.

3.2 VET data privacy notice

As part of your application for course enrolment, you will be presented with a comprehensive statement from the Australian Government which outlines the obligations of RTOs regarding data privacy. This ensures you are well informed before proceeding.

Data collection for VET is based on the information you provide when applying for course enrolment as well as your training activities. It is important to read and understand the full statement provided by the Australian Government known as the *Privacy Notice*. The Privacy

Notice should always be read prior to enrolment and in conjunction with this policy. A copy of the Privacy Notice can be found at Appendix A.

3.3 Authenticated VET transcript

Your VET Transcript is updated based on the information collected and reported by Lifeline Australia. If you notice any errors or omissions in your transcript as it relates to our courses and the information that we hold, Lifeline Australia will take the necessary steps to correct the information promptly.

4 Compliance and regulatory reporting

Your personal contact details will be used for the purposes for compliance and regulatory reporting as outlined in the below circumstances.

4.1 National VET provider data requirement

Every year, we compile and report comprehensive data on all our students. This report is essential for populating individual VET Transcripts and will detail a student's achievement and progress.

4.2 Organisation and conduct of student experiences

4.2.1 Lifeline Australia learner and employer questionnaires

After you finish your course, you will receive a student engagement questionnaire from Lifeline Australia that does not identify you. The feedback will be collected by Lifeline Australia and reported annually in a Quality Indicators report. We may also send a questionnaire to your employer provide feedback on the training. The questionnaires use a standardised set of questions provided by the Australian Council for Educational Research (**ACER**) and titled the ACER Learner Questionnaire and ACER Employer Questionnaire.

4.2.2 Australian Skills Quality Authority student surveys

ASQA may independently survey some students to measure satisfaction levels with Lifeline Australia RTO and the quality of the training delivered on our behalf. In this case, your personal information will be provided by Lifeline Australia to comply with regulatory requirements. This will include your name, phone number, email address, course enrolment and whether you graduated with a Statement of Attainment.

4.3 Retrieval and transfer of records

As Lifeline Australia is a national RTO, we are obligated to retrieve and transfer records as directed by ASQA. Additionally, Lifeline Australia is required to provide reports to relevant Australian Government departments with whom we receive funding from.

5 How information will be kept secure

Student data, information, and other records are stored in Lifeline Australia's student management system and other information systems. All information is handled in accordance with the *Privacy Act 1988* (Cth) and Lifeline Australia policies and procedures for

confidentiality of information, data integrity, data retention and data disposal. Information collected by Lifeline Australia is subject to our [Privacy Policy](#).

We are committed to information security, cybersecurity, and privacy and apply the international standard for information security, cybersecurity, and privacy (ISO 27001) to our systems, data and systems.

6 Applicable laws

- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 (Cth)
- National VET Data Policy December 2020
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014 (Cth)
- Student Identifiers Regulation 2014 (Cth)
- The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)
- The National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth).

7 Policy revision

Lifeline Australia may review this policy and apply variations at its discretion. The current policy will be published on lifeline.org.au.

8 Review, amendments and revisions

The RTO VET Data Policy will be reviewed at least once every 3 years by the Executive Director, People & Corporate Services. Any recommendations resulting from this review will be presented to the relevant Executive member or CEO for approval, as designated by the Board of Lifeline Australia.

Appendix A: Privacy Notice

Why we collect your personal information

As a registered training organisation (**RTO**), we collect your personal information so we can process and manage your enrolment in a vocational education and training (**VET**) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (**NCVER**). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (**DEWR**), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact information

At any time, you may contact Lifeline Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice
- request a downloaded or printed copy of the Australian Government Department of Employment and Workplace Relations (DEWR) VET Privacy Notice
- request a copy of the Lifeline Australia *RTO VET Data Policy* or [Privacy Policy](#).