unepartnerships
creating professional success

Student Information Handling

1. Purpose and Scope

1.1. UNE Partnerships (UNEP) is required to collect certain information about students and has responsibilities in relation to the information which it collects and holds about its prospective, current and past students, and information and communications relating to provision of training, student enrolment and study.

1.2. UNEP also has obligations to government, regulatory and registration bodies in relation to the collection, verification and retention of information and records.

1.3. This procedure aligns with UNEP's Records and Data Management Policy which includes compliance with the Australian Privacy Principles.

1.4. In addition to other retention requirements, information and records relating to the provision of courses under VET Student Loans is required to be retained by UNEP for a period of 5 years. This information includes:

   a) information provided to a student about the course and VET Student Loans prior to enrolment and/or loans application;
   b) documents obtained or assessments undertaken for the purposes of determining a student's academic suitability;
   c) records of the student's enrolment, including the day and time the student enrols in the course or a part of the course;
   d) information and documents collected for the purposes of, or in relation to, an application by a student for a VET student loan;
   e) if applicable, the day and time the student gives the provider an application for a VET Student Loan;
   f) 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;
   g) records of each use of the provider's grievance procedure;

Examples of information collected and retained by UNEP

Information Type	Purpose
Enrolment Form (incl proof eligibility, citizenship)	Provides personal information necessary to assess student eligibility for enrolment and ongoing student contact
Commonwealth Higher Education Student Support Number (CHESSN)	Records the unique national student identifier allocated to students who receive Commonwealth FEE-HELP or HECS-HELP assistance
Commonwealth Assistance Notice (CAN)	Records the loan assistance that is provided to students through the Fee-Help loan arrangements
Withdrawal form	Records request by student to defer or withdraw from a course of study
Correspondence	Letters, emails and notes originated by either UNEP or the student
Recognition of Prior Learning Application and Approval	Application details and outcomes for Recognition of Prior Learning
USI	Unique Student Identification number
Statement of Attainment	Identifies units of competency where a student has not been successful in the completion of a course
Certificate & Transcripts	Identifies successful completion of a course

1.5. UNEP is required to provide personal information about students to:

    a) the Commonwealth Department of Education (statistical information about student enrolment, educational background, etc.)

    b) the Australian Taxation Office (in relation to VET Student Loans where students may defer fee payments through the taxation system)

    c) the Commonwealth Government on student request for Commonwealth support or financial assistance, requests for financial assistance by submitting an electronic Commonwealth Assistance Form (eCAF). Students are requested to consent to personal and identifying data, including Tax File Numbers, being provided to the Australian Government for the allocation of a unique identifier - CHESSN (Commonwealth Higher Education Student Support Number) and the management of your Commonwealth assistance

    d) Centrelink (which requires UNEP may be requested to provide information to monitor domestic student entitlements to Centrelink benefits).

1.6. In the event that UNEP ceases to provide a course or part of a course in which a student has enrolled but has yet to complete, student information will be supplied to our Tuition Assurance Scheme Operators to provide the student with an equivalent course, or repay a student's tuition fees where it is impractical for a student to complete. Refer to VET Student Loan Tuition Assurance Policy.

2. Process for requesting access to or updating student information

2.1. Students may request access to their information or request that incorrect or out of date information be corrected, providing their identity can be verified to protect the privacy of that information.

2.2. Students should make the request in writing to education@unep.edu.au requesting the information they are seeking to access or advising of the information that needs to be updated.

2.3. Students will need to provide a colour copy of photo identification and confirm the following details:

    a) their date of birth

    b) contact number

    c) residential address

    d) the course they are enrolled in

2.4. Once the requested has been received and identity has been confirmed, UNEP will, within five working days, update its records accordingly and confirm via email that the changes have been made or provide the student with electronic copies of the information requested.