



## INFORMATION HANDLING PROCEDURE

The following documents and information are retained by Australian Wings Academy for 5 years.

Who?	Information Handling Responsibility
<b>AWA General Manager</b>	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.
<b>AWA Student Services</b>	All documents obtained or assessments undertaken for the purposes of determining a student's academic suitability are stored within AWA's secure environment and transferred to Smart Class and Job Ready once a student is enrolled on a course.
<b>AWA Student Services</b>	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 AWA's secure environment and transferred to Job Ready once they are enrolled on a course.
<b>AWA Student Services</b>	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 AWA's secure environment and Job Ready.
<b>eCAF System</b>	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. AWA's General Manager has access to this system and can gain access to information if/when requested.
<b>AWA Student Services</b>	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 AWA's email server. Invoice Notices, CAN's, training records are either securely stored in Job Ready or Smart Class.
<b>AWA Staff</b>	Records of each use of AWA's grievance procedure are stored internally with no editing access enabled. AWA's student services makes initial assessments of grievances and only staff relevant to a specific grievance is permitted to comment or edit the document.
<b>AWA Student Services</b>	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.
<b>AWA Staff</b>	All procedural documentation is version controlled
<b>General Manager</b>	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.

### Dealing with Personal Information

All past or current students who enrolled with AWA may apply for, and receive, a copy of personal information that AWA holds in relation to the student. All requests for information must come through in writing to [carolynt@awa.qld.edu.au](mailto:carolynt@awa.qld.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.

