



National Student Outcomes Survey 2021 — privacy collection notice

National Centre for Vocational
Education Research

This document was produced by the author(s) based on their research for the report *VET student outcomes 2021*, and is an added resource for further information. The report is available on NCVER's Portal: <<https://www.ncver.edu.au>>.

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This document should be attributed as NCVER 2021, *National Student Outcomes Survey 2021 – privacy collection notice*, NCVER, Adelaide.


This work has been produced by NCVER on behalf of the Australian Government and state and territory governments, with funding provided through the Australian Government Department of Education, Skills and Employment.


Published by NCVER, ABN 87 007 967 311

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National Student Outcomes Survey 2021: privacy collection notice

About the survey

Who funds, conducts and manages the National Student Outcomes Survey

The National Student Outcomes Survey (SOS) is funded by the Australian Government Department of Education, Skills and Employment (Department). The Department contracts NCVER to manage the survey, analyse and publish the survey results. NCVER engages The Social Research Centre (SRC) to conduct the online survey and telephone interviews and to assist with the reporting of the survey findings.

Why the SOS is conducted

The purpose of the survey is to gather information to improve the social and economic outcomes of students who undertake vocational education and training (VET), help students make informed training decisions, and assist training providers and governments to improve the quality and relevance of the training.

Survey participation

Although participating in the survey is voluntary, your contribution to improving the relevance and quality of VET is greatly valued. It is also important that the results represent all students, even if you didn't complete your training, your training was only short, or are currently living in another country.

I don't want to participate

If you do not wish to participate, please telephone the Student Outcomes Survey Helpline on 1800 413 992 (free call within Australia) or +61 3 8354 3629 (from outside Australia) or email soshelpdesk@srcentre.com.au.

The information collected

What information is collected?

Your name and contact details are provided to SRC by government departments responsible for training, by the Office of the Student Identifiers Registrar (OSIR) or by NCVER via a secure file exchange portal. Your contact details are used to invite you to participate in the survey. SRC works with a small number of external service providers to administer the National Student Outcomes Survey. Companies providing printing and email distribution services will be provided with your contact information for the sole purpose of administering the survey. All companies contracted by SRC comply with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. On completion of the survey fieldwork, SRC does not give your name or contact details to NCVER, only a data set of all the information collected. Please note that NCVER can identify you from the data set collected, notwithstanding that your name or contact details will not be provided to NCVER by SRC. SRC and the companies providing printing, email and data processing services destroy records of your name and contact details at the conclusion of the survey.

Other information collected through the survey relates to your satisfaction with the training, educational qualifications, additional study and work situation. There are some optional questions about ethnicity and health. This information is defined under the Privacy Act 1988 as 'sensitive information' and is collected to improve the quality and relevance of training for all students.

Responses to the survey will be linked with demographic and training data provided by your training provider. This allows the questionnaire to be shortened as we do not need to ask specific details about you or your training.

Where your information is held

SRC stores your personal information on secure servers located within Australia.

After the SRC provides your information to NCVET, NCVET stores the data within Australia with appropriate levels of security.

Use of your personal information

We only use your personal information for the purposes for which it was given to us:

- To produce statistics and research relating to education. This may involve combining your information with other sources of data to help policy makers and researchers gain a better understanding VET sector dynamics and performance, support critical policy and other decision making, and shed light on evolving VET sector priorities. This is known as data integration.
- To understand how the VET market operates.
- To invite you to participate in a survey.

Disclosure of your personal information and the collected data

If we disclose personal information, we do so only as permitted by the National Vocational Education and Training Regulator (NVETR) Act, the Privacy Act, and other relevant legal requirements, such as the National VET Data Policy.

We may disclose your personal information where:

- you have agreed
- you would reasonably expect, or have been told, that we may disclose information in a particular circumstance or to a particular person or organisation
- it is required or authorised by law.

The NVETR Act authorises us to disclose information to any of the following bodies for the purposes of that body:

- 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 vocational education and training
- a VET Regulator.

Further to this, the National VET Data Policy authorises us to disclose personal information for:

- 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.

Your personal information and other collected data are disclosed for the above purposes to the following recipients and in the following manner.

- NCVET publishes the data at the aggregate level and discloses aggregate, de-identified or identified unit record data to Commonwealth and state/territory government education and training departments.
- Commonwealth and state/territory government education and training departments may publish the data at the aggregate level, and the Australian Government Department of Education, Skills and Employment also publishes aggregate data from domestic students on their MySkills website for access by students, the public and training providers.
- NCVET may provide summary reports to training providers that show aggregated responses for their domestic students, and training providers may publish this information on their own websites.
- De-identified unit record files may be provided to training providers and researchers requesting data for purposes related to facilitating research and statistics on education. Such requests are assessed on a case-by-case basis and are only provided under strict terms and conditions.

Protection and management of your information

The Australian Government Department of Education, Skills and Employment, NCVET, SRC, and OSIR manage personal information in accordance with the NVET Act, the Privacy Act 1988 and the Australian Privacy Principles introduced by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Any person in the European Union (EU) who participates in this survey is considered to have opted in by their own choice, and should be aware that while NCVET fully complies with the Australian Privacy Act and Australian Privacy Principles, including the Notifiable Data Breaches Act, which have similar requirements to the EU General Data Protection Regulation (GDPR), may not at this time, comply with all GDPR requirements.

For more information on how your personal information is managed, protected, and used please refer to the Privacy Policies of the Australian Government Department of Education, Skills and Employment, NCVET, SRC, and the OSIR.

Full details of each are displayed on the respective websites:

The Australian Government Department of Education, Skills and Employment's privacy policy

NCVET's privacy policy

SRC's privacy policy

OSIR's privacy policy

Further information

Who to contact

For general queries about the survey, please contact the Student Outcomes Survey Helpline on 1800 413 992 (free call within Australia) or +61 3 8354 3629 (from outside Australia) or email soshelpdesk@srcentre.com.au. This includes queries or complaints concerning your personal information, or if you wish to request access to or correction of your personal information. Correction of your personal information can only be made while the survey is being conducted and only for the purpose of administering the survey as records of your name and contact details are destroyed once the survey is concluded.