

Connect Assess Information Privacy, Vision & Mission Statement and Staff Code of Practice Policy and Procedures

Connect Assess Policy - INFORMATION PRIVACY

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Scope

Connect Assess is a business registered in the State of New South Wales and, as such, is subject to NSW privacy legislation contained in the Privacy and Personal Information Protection Act 1998 (No 133) and the Information Privacy Principles set out in this Act.

This Policy sets out how we will collect, use and disclose and otherwise deal with personal information and how you can request access to your personal information or enquire about how we deal with your personal information.

Definitions

Authorised Personnel are Connect Assess employees or contractors / consultants who require access to personal information for use as part of Connect Assesses business.

Personal Information means: Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Sensitive Information refers to personal information, or an opinion, regarding a person's:

- Racial or ethnic origin; or
- Political opinions; or
- Membership of a political association; or
- Religious beliefs or affiliations; or
- Philosophical beliefs; or
- Membership of professional or trade associations; or
- Membership of a trade union; or
- Sexual preferences or practices; or
- Criminal record.

Unique Identifier is usually a number that is assigned to an individual to identify that individual for the purposes of the Connect Assess's business, but it does not include an identifier that consists only of the individual's name.

Policy Objective

Connect Assess's functions and responsibilities require that we collect and handle personal, sensitive and health information about Connect Assess employees and contractors / consultants of the public who assist us in the work that we do. We are committed to achieving the highest standards in the protection of personal information and in our handling of personal information.

Policy Statement

1. Connect Assess is bound by the New South Wales privacy laws as prescribed in the Privacy and Personal Information Protection Act 1998 (No 133) and the Health Records and Information Privacy Act 2002 No 71;
2. Connect Assess is committed to protecting the privacy of personal information which we handle;
3. Connect Assess collects and handles a range of personal information for the purposes of providing services or to carry out our statutory obligations;
4. Connect Assess recognises that privacy principles protect personal information both as a matter of individual right, and to support the public interest in ensuring Connect Assess can collect relevant information necessary for its services;
5. Connect Assess recognises the essential right of individuals to have their information handled in ways which they would reasonably expect - protected on the one hand, and made accessible to them on the other,
6. These privacy values are reflected in and supported by our corporate values: People; Safety First; Quality and Service Excellence; Innovation and Continuous Improvement; Communication; Leadership and Inclusiveness.

In broad terms this means that Connect Assess:

1. Collects only the information which we need for a specified primary purpose;
2. Ensures that the person knows why we collect the information;
3. Use and disclose the information only for the primary or a directly related purpose, or for another purpose with the person's consent;
4. Will store personal information securely, protecting it from unauthorised access
5. Will retain personal information as authorised by the Privacy and Personal Information Protection Act 1998 (No 133); and,
6. Will provide access to a person's own personal information, with the right of the person to seek correction if the information is incorrect.

Connect Assess will ensure that all data collected from employees, contractors / consultants and volunteers and used for databases, research and statistical analysis:

- Is accurate, up to date and complete
- It is managed in accordance with Principle 1 (Collection) and Principle 2 (use and Disclosure) of the Privacy and Personal Information Protection Act 1998 (No 133).
- When the data collected can identify the individual, she/he will be made fully aware of how it will be used and for what purposes.

Connect Assess will ensure that all employees, contractors / consultants and volunteers are aware of their responsibilities and the principles governing the handling of information covered under the Privacy and Personal Information Protection Act 1998 (No 133). Employees or contractors / consultants must not take improper advantage or any advantage of any information gained in the course of their role with Connect Assess.

Managers, employees and contractors / consultants are responsible for the security of any personal information they hold and must ensure that unauthorised persons do not gain access to the information.

Contracts between Connect Assess and contractors involving access to personal information shall have a clause regarding compliance with the Information Privacy Act 2000.

Personal information, relating to an employee's or contractor's / consultant's health or fitness, will only be collected by Connect Assess when it is necessary for an individual's function in the position they hold or when it is necessary as part of Connect Assess's business needs.

When transferring personal information outside New South Wales or between the field and Head Office, Connect Assess will ensure that identifying information is only transferred if:

- The recipients are likely to continue to protect the personal information in substantially the same standards as it has been protected within New South Wales; or
- The owner of the personal information has given their consent; or
- The law authorises or requires the transfer; and,
- The medium utilised for the transfer is secure.

Accessing Information:

Individuals may request access to their information by contacting the Privacy Officer or the Freedom of Information Officer / Company Secretary, at Connect Assess's Head Office. Connect Assess will seek to comply with the request but recognises that there are a number of exceptions provided for in the Privacy and Personal Information Protection Act 1998 (No 133) and the Health Records and Information Privacy Act 2002 No 71 that permit Connect Assess to deny the request for access.

Delegations/Authorisation/Responsibilities

- Company Secretary

Related Policies & Documents

Occupational Health and Safety; Assessment Policy and Procedure; Records Management Policy; Access Equity and Diversity Policy; Discrimination and Equal Opportunity Policy; Discipline Policy; Administration Management Policy; Staffing Policies and Procedures; Complaints, Grievances and Appeals Policy; Access, Equity and Diversity Policy; and the Connect Assess Confidentiality and Privacy Agreement.

Other Links and References

- Privacy and Personal Information Protection Act 1998 (No 133)

- Health Records and Information Privacy Act 2002 No 71
- Health Records and Information Privacy Code of Practice 2005

Policy Manager

- Company Secretary

Policy Stakeholders

- Board Members
- Employees & contractors / consultants
- Candidates

Connect Assess – OUR VISION & MISSION STATEMENT

Our Vision

Our vision is that we can openly assist industry to recognise and adopt industry competency standards at the workplace, for the benefit of their own business viability, as well as those that rely on the prosperity of the business. We believe that those businesses that embrace industry competency standards will be better placed to meet the challenges of the rapid pace of the change and prosper on both the national and international stage.

Our Mission

Our mission is to become the leading independent, open and transparent assessment agency that engages in both research and liaison with industry stakeholders, as well as provide relevant technical advice and expertise in all areas relating to workplace assessment and training.

Our Role

The role of the Connect Assess is to consult with industry and its stakeholders on all aspects of workplace assessment and training. Connect Assess has primarily focused on the development of workplace assessment methodologies and related assessment tools that provide for effective facilitation of workplace assessments.

Connect Assess has also developed programs for on-site delivery to business managers, trade unions and employees to understand the construction, application and advantages of industry competency standards.

Connect Assess strives to work cooperatively with industry sectors to further develop assessment and training policies to ensure the voice of the industry is heard in these important areas.

Our TEN Key Criteria - In achieving our mission, we aim to:

1. Identify, articulate and promote workplace assessment and training strategies to a variety of Government bodies, training practitioners, institutions and to the industry at large.
2. Represent industry in the promotion of industry specific concerns, ideas and input relating to the development of industry competency standards.
3. Inform industry of the Government's agenda on vocational education and training.
4. Promote and facilitate partnerships between industry and training providers on assessment and training related issues.
5. Co-ordinate, foster and promote cooperation between employers and employees on matters relating to industry competency standards.
6. Act as a catalyst in developing and co-coordinating a national approach to workplace assessment.
7. Provide an effective and supportive RTO organisation for industry to utilise.
8. Develop and maintain excellence in the provision of service to key industry stakeholders.
9. Assist to create a workplace which values career improvements and provides harmonious, harassment free conditions for all staff.
10. Establish strategic alliances with kindred organisations within and outside Australia.

Connect Assess – STAFF CODE OF PRACTICE

Preamble

All personnel who conduct assessments for Connect Assess, and any personnel participating in, or organising assessments, are duty bound to observe this Code.

Professional Conduct

Assessors must act in a professional and ethical manner, protecting the rights of the organisations/clients they assess and being mindful of the needs of these organisations/clients. In doing so, assessors must be objective, independent, honest, constructive and diligent.

Conflict of Interest

Assessors must disclose in advance, any information that could limit their capacity to make unbiased assessment judgements, and potential conflicts of interest must be managed. Potentially conflicting or competing interests that should be declared include past or present financial, professional or personal relationships with the client organisation, its employees or competitors. Assessors should never accept gifts or benefits from clients, beyond modest hospitality.

Confidentiality

Assessors must not discuss or disclose any information relating to an assessment except where they are reporting to their client (as previously arranged), or associated agencies (as previously arranged) on a 'need to know' basis; under applicable laws; or where authorised in writing by Connect Assess and the client.

Intellectual Property

Assessors must take all reasonable steps to protect ownership of intellectual property and any commercial-in-confidence material or information disclosed in the course of an assessment.

Responsibility to be informed

Assessors must be informed about, and up-to-date with, the AQF and AQTF requirements, including nationally agreed training delivery and assessment products, policies and practices.

Client Focus

Assessors must ensure that the client understands and agrees to all assessment processes and their rights in the process. In observing client focus, assessors will be polite, respectful, considerate and non-discriminatory in dealing with clients.

Accountability

Assessors must not act in any way that could prejudice the reputation of Connect Assess, or the registering body, or the assessment process and must fully cooperate with any inquiry into any alleged breach of this Code.