Fair Treatment and Equal Benefits and Opportunity Policy

Policy Statement

Sage Institute of Education supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Definitions

For the purposes of this document the following applies:

- **The Act** refers to the Higher Education Support Act 2003
- **Student/s** refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of schedule 1A of the Act.
- **Potential Student/s** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under subclause 45(1) of schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Responsibility

It is the responsibility of the General Manager to ensure compliance with this policy.

Guidelines

Fair Treatment

Sage Institute of Education will treat fairly all students and potential students.

Student Selection

- Sage Institute of Education has open, fair and transparent procedures, based on merit for making decisions about:
  - The selection, from among potential student; and
  - The treatment of students.
- Potential students seeking to enrol in a VET unit of study with Sage Institute of Education, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.
- The above undertakings do not prevent Sage Institute of Education taking into account, in decisions about the selection and treatment of students or potential students, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

Student Eligibility Requirements for VET FEE-HELP Students

A Sage Institute of Education student may access a VET FEE-HELP loan if they:
• Are an eligible student who meets the citizenship and residency requirements:
  o An Australian citizen; or
  o A permanent ‘humanitarian’ visa holder who will be resident in Australia for the duration of
    their unit of study.
• Are enrolled in an eligible unit that contributes toward an eligible VET FEE-HELP course.
• Have not exceeded their VET FEE-HELP limit.

Publication
This Fair Treatment and Equal Benefits and Opportunity Policy will be made available to students and those
seeking to enrol with Sage Institute of Education through publication on the company website:
www.sage.edu.au.
Status: Updated Policy

Key Stakeholders
Career Advisors
Training Team

Related Legislation
Standards for NVR Registered Training Organisations 2012
National Vocational Education and Training Regulator Act 2011
Disability Discrimination Act 1992
Disability Standards for Education 2005
Victorian Equal Opportunity Act 2010
Higher Education Support Act 2003

Related Documents
Student Admissions and Enrolment Process
Reasonable Adjustment Policy
RPL Policy
Recognition of AQF Qualifications Policy
Cancelations, Fees and Charges and Refunds Policy
Assessment Policy
VET FEE-HELP Information Booklet

Date Effective: October 2013
Updated May 2014

Policy Author: Academic Director
Student Grievance and Complaint Process – Academic and Non-Academic

Preamble

General principles

These principles, which will be adhered to by Sage Institute of Education, apply to all stages of this grievance procedure:

- The complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant and any respondent will have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussion relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored electronically by Sage Institute of Education. Access to these records may be requested by writing to the Group Administration Manager at Sage Institute of Education, 600 Collins Street, Melbourne 3000.
- A complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by Sage Institute of Education and the complainant.

Status: Updated Process

Key Stakeholders

Academic Director
Student
Group Administration Manager
Administration Team
Training Team
Careers Team

Approving Body
Executive Team

Processes

Informal grievance or complaint

Sage Institute of Education encourages open communication and an environment of trust. A Sage student, who believes that they have been treated unfairly or has a complaint, is instructed to firstly speak to their
Where a resolution cannot be reached, they are instructed to discuss the difficulty with the Training Team Captain. Where the complaint is more serious or is not able to be resolved through such informal means, the student is directed to make a formal grievance or complaint.

Details of the grievance or complaint are registered in the grievance and complaint log.

Formal grievance or complaint

**Stage One**

In instances of a formal grievance or complaint, the student should submit their grievance and complaint in writing to the Administration Group Manager. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Administration Group Manager will notify the complainant of receipt of the grievance within 2 business days. The Administration Group Manager will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within 10 business days.

All formal grievances or complaints are treated with confidentiality and will in no way be detrimental to the student initiating the formal grievance or complaint. All formal grievances or complaints are responded to in writing and registered in the grievance and complaints log.

**Stage Two**

If the complainant is not satisfied with the outcome of stage one, they may lodge an appeal in writing to the General Manager at Sage Institute of Education, 600 Collins Street, Melbourne 3000.

The complainant’s appeal will be determined by the General Manager who will conduct all necessary consultations with the complainant and other relevant persons and make a determination on the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reason for the decision within 10 business days.

**Stage 3**

If the complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Sage Institute of Education through LEADER, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the CEO at Sage Institute of Education, 600 Collins Street, Melbourne 3000.

Costs of such mediation will be shared equally by Sage Institute of Education and the complainant. As a guide, mediator’s costs would be approximately $383 for the first four hours (or part thereof) and subsequent hours would be approximately $137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

Sage Institute of Education will give due consideration to any recommendations arising from external review of the grievance within 30 days of receipt of the mediator’s recommendations.
**External Agencies**

Complaints about administrative actions and decisions of the RTO can be made to the Australian Skills Quality Authority (ASQA). If the RTO policy and process has not been followed, ASQA may ask the student complainant to do so before accepting their complaint. For contact details and information please see: [http://www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html).

**Publication**

This Student Grievance and Complaint Process – Academic and Non-Academic will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

**Related Legislation**

- National Vocational Education and Training Regulator Act 2011
- Victorian Equal Opportunity Act 2010
- Freedom of Information Act 1982
- Public Records Act 1973 (Vic) (PR Act)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Standards for NVR Registered Training Organisations 2012
- Australian Standard AS ISO 10002-2006 - Customer Satisfaction- guidelines for complaints handling in organisations
- Higher Education Support Act 2003

**Related Policies**

- Student Complaints and Grievance Policy
- Continuous Improvement Policy
- Grievances and Complaints Policy
- Student Appeals Policy

**Related Documents**

- Student Appeals Process
- Student Complaints and Grievance Policy
- Complaints, Grievances and Appeals Log
- VET FEE-HELP Information Booklet
Refund Policy – for Diploma and Above Qualifications

Policy Statement
Sage Institute of Education students enrolled in Diploma and above qualifications who wish to withdraw from a VET unit of study or a VET course of study must send an email to VETFEEHELP@sage.edu.au.

Responsibility
It is the responsibility of the General Manager to ensure compliance with this policy.

Guidelines

Refunds - students who are eligible for VET FEE-HELP assistance
This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by Sage Institute of Education.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after the census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET FEE-HELP debt.

Refunds - students who are not eligible for VET FEE-HELP assistance
This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by Sage Institute of Education.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

Payment of Refunds
Where applicable, refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

Special circumstances
A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance.
Publication

This Refund Policy will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

Status: New Policy

Key Stakeholders

General Manager
Group Administration Manager
Accounts Team
Student

Related Legislation

Higher Education Support Act 2003

Related Documents

VET FEE-HELP Information Booklet
Withdrawal Policy

Date Effective: May 2014

Policy Author: Academic Director
Student Review Procedures for Re-Crediting a FEE-HELP Balance

Preamble

Incurring a VET FEE-HELP Debt

- A Student who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that unit.

- Students who have requested VET FEE-HELP Assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt for the units in which they are enrolled. A Student who withdraws from a unit after the published census date for that unit will incur a VET FEE-HELP debt for that unit.

Re-crediting a FEE-HELP Balance

- Students who withdraw from a unit after the published census date, or fail to complete a unit, may apply to have their FEE-HELP balance re-credited with respect to the unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

- If a student withdraws from a unit after the published census date for that unit, or has been unable to successfully complete a unit, and they believe this is due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

- Sage Institute of Education will re-credit the Student’s FEE-HELP balance if it is satisfied that special circumstances apply where:
  - These circumstances were beyond the student’s control; and
  - These circumstances did not make their full impact on the student until on, or after the census date; and
  - These circumstances were such that it was impracticable for the student to complete the requirements for the unit in the period during which the student undertook or was to undertake the unit.

- For circumstances to be beyond a student’s control, the situation should be that which a reasonable person would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

- Special circumstances do not include:
  - Lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
A student’s incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral or a compulsory repayment in certain circumstances).

Definitions

For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of Study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET Units of Study in which they are enrolled.

Census Date is a published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees are fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to Students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A and of the Act.

Unit or VET Unit of Study is a VET Unit of Study approved for VET FEE-HELP that a Student may undertake with the provider, for which the Student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

The Department refers to the Commonwealth of Australia department which has the responsibility for administering the Higher Education Support Act 2003.

Status: New Process

Key Stakeholders

General Manager

Group Administration Manager

Student

Approving Body

Executive Team

Processes

1.0 Re-Credit of a Student’s FEE-HELP Balance - The Process

1.1 Each application for re-credit of a student’s FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.
1.2 The General Manager is the designated officer responsible for the assessment of a student’s request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1.3 A student must send an email to VETFEEHELP@sage.edu.au within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the unit.

1.4 Sage Institute of Education has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

1.5 The application for re-crediting a FEE-HELP balance must include details of the:
   - The unit(s) for which a student is seeking to have a FEE-HELP balance re-credited, and
   - Special circumstances as referred to above, including supporting documentation.

1.6 Sage Institute of Education will consider each application within 28 days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 28 days.

2.0 Review of Decision

2.1 Where Sage Institute of Education makes a decision NOT to re-credit a student’s FEE-HELP balance that decision may be subject to review.

2.2 If a student is not satisfied with the decision made by Sage Institute of Education, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application of review must:
   - Be made within 28 days of receipt of the original decision;
   - Include the date of the original decision;
   - State fully the reasons for applying for the review;
   - Include any additional relevant evidence.

2.3 The CEO is the designated Review Officer of any decisions relating to a request for re-crediting of a balance, therefore, applications should be emailed to the CEO at VETFEEHELP@sage.edu.au. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

2.4 The Review Officer will:
   - Acknowledge receipt of the application for review of a decision in writing within 10 business days; and
• Inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

2.5 The Review Officer will then:
• Review the information from the original decision and then assess any new evidence provided by the student;
• Provide written notice to the student of the decision, setting out the reasons for the decision;
• Inform the student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

3.0 Reconsideration by the Administration Appeals Tribunal

3.1 At the time of the original decision, and at the time of the subsequent review decision, the student will be notified of their review rights and responsibilities. The relevant officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

3.2 Full details of the application process and fees payable are available on the AAT’s website www.aat.gov.au. An application fee may have to be paid in the amount of $816 (from 1 July 2012) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

3.3 Details of closest AAT office:
   Administrative Appeals Tribunal
   Level 16, HWT Tower, Southgate
   40 City Road
   Southbank VIC 3006
   Telephone (03) 9282 8444

3.4 The Secretary of The Department, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon The Department’s receipt of a notification from the AAT, The Department will notify Sage Institute of Education that an appeal has been lodged. Upon receipt of this notification from The Department, The Review Officer will
provide The Department with copies of all the documents that are relevant to the appeal within 10 business days.

**Publication**

This Student Review Procedures for Re-crediting a FEE-HELP Balance Process will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

**Related Legislation**

Higher Education Support Act 2003

**Related Policies**

Withdrawal Policy

**Related Documents**

VET FEE-HELP Information Booklet
Statement of VET Tuition Assurance

1. Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the 
VET Guidelines Sage Institute of Education (the First Provider) must comply with the VET Tuition 
Assurance requirements. This is to protect VET students in the event that the First Provider ceases to 
provide a VET course of study in which a VET student is enrolled. The meaning of ‘ceasing to provide a 
VET course of study’ is set out in the VET Guidelines. A copy of these is available from: 

2. In the event that the First Provider ceases to provide a VET course of study in which a VET student is 
enrolled the VET student is entitled to a choice of:
a) An offer of a place in a similar VET course of study with a Second Provider without any requirement 
to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the 
“VET Course Assurance Option”); 
OR
b) A refund of their up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance 
for any VET unit of study that the VET student was enrolled or commences but does not complete 
because the First Provider ceases to provide the VET course of study of which the VET unit forms 
part (this is known as the “VET tuition Fee Repayment Option”).

3. The First Provider has met the VET tuition assurance requirements as specified in the VET Guidelines 
through its current membership of the Australian Council for Private Education and Training (ACPET) 
Australian Student Tuition Assurance Scheme (ACPET ASTAS-VET).
Contact details for ACPET are:
Australian Council for Private Education and Training (ACPET) 
PO Box 551, East Melbourne, Vic 8002 
Phone: 1800 657 644 / Fax: (03) 9416 1895 / Email: acpet@acept.edu.au

4. If the First Provider ceases to provide a VET course of study, ACPET will send a VET student enrolled in 
the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the VET student of the 
options available under the VET tuition assurance requirements. The Offer will include direction that the 
VET student must follow in order to notify ACPET of the choice they made for each affected VET unit. 
ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable 
enquires that the First Provider has ceased to provide the VET course of study.

5. For the purpose of VET FEE-HELP, all courses offered by the First Provider in accordance with the course 
requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the 
ACPET ASTAS-VET (“the Scheme”) as part of the First Provider’s membership of the Scheme.

6. A VET student may choose either:
The VET Course Assurance Option

7. Under the VET Course Assurance Option, a VET student will be offered a place in a similar VET course of study by ACPET. If the VET student accepts this option, ACPET will make all necessary arrangements to ensure a VET student is able to enrol with a Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirements on the part of the VET students to pay the Second Provider any VET tuition fee for any replacement VET units of study (that is, VET units of study that the VET student has commenced but not completed because the VET course of study ceased to be offered). A VET student will receive full credit from the Second Provider for any VET units of study successfully completed at the First Provider.

8. The Second Provider nominated by ACPET may have different VET tuition fees to the fees the VET student would have paid for VET units of study which were part of the VET course of study that the First Provider ceased to provide but which the VET student had not yet started studying.

9. A VET student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrols with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET Units of study completed with the First Provider or to offer any replacement VET units of study free of charge.

OR

The VET Tuition Fee Repayment Option

10. Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the VET student the total of any up-front VET payments already paid by the VET student for any VET units of study the VET student has commenced but not completed because the VET course of study ceased to be provided. VET students selecting this option who have applied for VET FEE-HELP assistance will also have their FEE-HELP balance re-credited for the uncompleted VET units of study.

Publication

This Statement of VET Tuition Assurance will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au. The First Provider will also advise VET students about where the Statement of VET Tuition Assurance may be obtained as part of their enrolment information.
Procedures Relating to Personal Information

Policy Statement
Sage Institute of Education complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 in relation to the collection of information relating to students.
Sage Institute of Education will allow a student to apply for and receive a copy of the VET personal information that the provider holds in relation to that student.

Definitions
For the purpose of this document:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled with Sage Institute of Education including persons enrolled or seeking to enrol in a unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Responsibility
It is the responsibility of the Group Administration Manager to ensure compliance with this policy.

Guidelines
Collection of Information
Personal information will not be collected unless:

- The information is collected for the purpose directly related to students; and
- The collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Sage Institute of Education will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the student concerned is generally aware of:

- The purpose for which the information is being collected;
- If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- With whom the information may be shared (such as the Australian Government or the Tuition Assurance Scheme Provider).

Where Sage Institute of Education solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- The information collected is relevant to that purpose and is up to date and complete; and
• The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

Storage and Security of Personal Information
Sage Institute of Education will ensure that a student’s personal information is protected by such security safeguard as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, medication or disclosure, and against other misuse.
Sage Institute of Education will ensure that if it is necessary for a student’s personal information to be given to a person in connection with the provision of a service to Sage Institute of Education, everything reasonably within the power of Sage Institute of Education will be done to prevent unauthorised use or disclosure of that personal information.
Sage Institute of Education will maintain a record setting out:
• The nature of the records of personal information kept by Sage Institute of Education;
• The purpose for which each type of record is kept;
• The classes of individuals about whom records are kept;
• The period for which each type of record is kept;
• The persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
• The steps that should be taken by persons wishing to obtain access to that information.
Sage Institute of Education will not use a student’s personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. Sage Institute of Education will not use a student’s personal information except for a purpose to which the information is relevant.

Review and Access
An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.
Individuals are able to access their own records by requesting in writing to the Group Administration Manager at Sage Institute of Education, 600 Collins Street, Melbourne 3000. There is no charge for an individual to access personal information that Sage Institute of Education holds about them; however Sage Institute of Education may charge a fee to make a copy.
If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the requests for amendment will be noted on the record.

Disclosure
Sage Institute of Education will not disclose a student’s personal information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- The individual concerned has consented to the disclosure;
- Sage Institute of Education believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person.

**Publication**

This Procedures Relating to Personal Information Policy will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

**Status:** Updated Policy

**Key Stakeholders**

Group Administration Manager

Administration Team

Student

**Related Legislation**

*Privacy Amendment (Enhancing Privacy Protection) Act 2012*

**Related Documents**

Document Management Policy and Process

**Date Effective:** September 2013

Updated May 2014

**Policy Author:** Academic Director