



**PORT + CRANE
ACADEMY**
OF NEW ZEALAND

PRIVACY POLICY

POLICY

As determined by the *Privacy Act 2020* all personal information provided by those involved with PCANZ will only be used for the purpose for which it was collected, or by which the *Privacy Act 2020* allows. The General Manager is responsible for privacy of personal information and ensuring that the organisation complies with the *Privacy Act 2020*. PCANZ maintains a Data Breach Procedure as part of its privacy obligations and ensures transparency in the handling of learner and staff information, including the right to correction.

PROCEDURE

1. Authorisation from learners on the collection and storing of personal information is recorded in the PCANZ learner enrolment form completed prior to starting any training
2. All staff and learner information is stored securely
3. All information published on public platforms on behalf of PCANZ will be anonymous, appropriately gathered and consented
4. Selma, the student management system (SMS) used by PCANZ is trusted to provide information privacy
5. All enrolment and assessment documents held on-site are securely stored, and only approved staff will have access
6. Learners may request access to, or correction of, their personal information at any time
7. All staff complete training on the Privacy Act 2020, and ensure they comply with record keeping policies and procedures

RESPONSIBILITIES

General Manager

- Ensure the privacy policy is upheld and adhered to
- Implement privacy training for PCANZ staff, including Learning & Assessment Partners, and ensure they are compliant
- Maintain secure records and systems to ensure privacy of personal information

Director

- Assigned as the organisation's privacy officer
- Ensure the organisation complies with the *Privacy Act 2020*.



TRAINING RECORDS

POLICY

PCANZ maintains strict guidelines for the confidential storage and use of records in accordance with NZQA PTE Enrolment and Academic Records rules, the *Public Records Act* and the *Privacy Act 2005*. All records are readily available for government agencies and are held within Selma, the student management system (SMS), and an electronic storage system. The electronic storage system is in place in case of an emergency, and all training and enrolment records are stored in this system that is password protected and regularly backed up and only accessed by approved staff when necessary.

PROCEDURE

1. Individual learner assessment records of results are kept permanently in digital format
2. Approved record of prior learning (RPL) or credit recognition and transfer (CRT) documentation is filed permanently digitally with the relevant evidence in the individual learner files
3. Learner assessments are filed for a minimum of 12 months post course completion to allow for moderation requests
4. All individual learners have access to their personal training records when accessing TalentLMS (online learning portal) which incorporates a student management system and provides oversight on completion of courses.
5. Learner attendance records will be kept for the duration of the student's enrolment, at minimum, as per the NZQA PTE Enrolment and Academic Records rules; Academic records (achievement of awards or qualifications) will be kept as a permanent record, as per the NZQA PTE Enrolment and Academic Records rules.

RESPONSIBILITIES

General Manager

- Ensure staff are trained in, and adhere to, the Privacy Policy
- Manage records of RPL/CRT on learner files

Enrolment Records

POLICY

PCANZ enrolment records are maintained in accordance with the *PTE Enrolment and Academic Records Rules 2021*.

PROCEDURE

1. Enrolment records are completed before course commencement, and filed confidentially in physical and electronic storage systems

2. Enrolment records are stored for 24 months' post course completion
3. Specific staff have access to learner enrolment information, as required to support learning and assessment
4. Learners have access to their individual enrolment records via the Learner Management System (TalentLMS) and have the right to request to change any incorrect information held about them

RESPONSIBILITIES

General Manager

- Monitor staff and learner access to learner enrolment records and information
- Identify and manage staff and learner access to learner enrolment records and information

Reporting Results

POLICY

PCANZ will report results to ensure consistent and accurate progression and achievement tracking.

PROCEDURE

1. Learner assessments are marked within 3 days of completion
2. Results are disclosed to the learner within 5 days of completion
3. The learner has the opportunity to appeal their result
4. Final results are entered into the SMS
5. All results are reported at least within 3 months of the completed assessment to NZQA and TEC in the relevant reporting systems

RESPONSIBILITIES

General Manager

- Monitor the reports to ensure results are correctly reported
- Accurately report learner achievement of credits on the NZ Qualifications Framework (NZQF) in a timely manner

Trainers and Assessors / Learning & Assessment Partners

- Mark assessments and report results to PCANZ in a timely manner.

Security of Information

POLICY

PCANZ ensures that physical and electronic enrolment and academic information is stored confidentially, and accessibility is limited to each individual learner and approved staff, as per the *Public Records Act 2005* and the [Privacy Act 2020](#)

PROCEDURE

1. All important information is documented, and records are created in a format that is durable and accessible over time
2. Staff employment agreements and contracts for service will outline clear guidelines regarding the security of information
3. Records are properly stored, secured, and preserved, and are accessible to those who need to use them. Select staff members are approved to access specific information
4. Staff can only access online information storage software and the SMS with a password
5. Privacy complaints from individuals who believe that their personal information has been mishandled by the organisation will be dealt with by the PCANZ Privacy Officer in a timely manner. This includes investigating complaints, resolving issues, and providing feedback to complainants
6. Training and education on privacy policies and practices, as well as on the requirements of the *Privacy Act 2020*, will be provided to PCANZ staff and stakeholders
7. Any identified information breaches are to be reported to the privacy officer and investigated immediately. Disciplinary process may ensue following the investigation
8. Ensure records management systems are properly resourced, and staff are trained in records management best practices
9. Disposal of public records will be in accordance with the *Public Records Act 2005*, ensuring records are disposed of in a manner that is secure, is properly authorised, and not disposed of prematurely.

RESPONSIBILITIES

General Manager

- Communicate the privacy policies effectively to all employees and stakeholders within the organisation
- Regularly monitor compliance with the *Privacy Act 2020* and organisational privacy policies
- Approve access of information for staff members
- Investigate any information breaches with support from privacy officer
- Follow disciplinary process where any serious information breaches have been identified.

- In the capacity of the PCANZ Privacy Officer implement the Privacy Policy in line with the requirements of the *Privacy Act 2020*
- Handle privacy complaints, through investigation with the Director and provide feedback
- Update the Governing Body on any information breaches reported, and support them in the investigation, as may be appropriate
- Maintain records management systems that are effective, efficient, and compliant with the requirements of the *Public Records Act 2005*
- Ensure appropriate training and education is provided to PCANZ staff and stakeholders

