

INTERNATIONAL COLLEGE OF QUEENSLAND AUSTRALIA

Privacy Policy

How we collect, use, and protect your personal information — and what you can do about it.

Learner information | RTO 45592 | Registered with ASQA | Privacy Act 1988 (Cth) | Standards for RTOs 2025

ICQA is committed to protecting your privacy. This policy explains what personal information we collect about you, why we collect it, how we use it, and what rights you have. It is written in plain English because we want you to actually understand it — not just sign it.

Yours

Your data, your rights

Secure

Encrypted, access-controlled

Private

Never sold or shared for profit

30 years

Your records kept for you

Who we are

International College of Queensland Australia (ICQA) is a Registered Training Organisation (RTO 45592), registered with the Australian Skills Quality Authority (ASQA). Our registered address is Suite 2, 5–11 Noel Street, Slacks Creek QLD 4127. All personal information we hold is managed in accordance with the *Privacy Act 1988* (Cth) and the 13 Australian Privacy Principles.

What personal information we collect

We collect the information we need to enrol you, support your learning, assess your progress, and meet our legal obligations as an RTO. We only collect what is reasonably necessary — nothing more.

| | |
|---------------------------|--|
| Identity | Full name, date of birth, gender, Unique Student Identifier (USI) |
| Contact details | Home address, email address, phone number, emergency contact details |
| Enrolment records | Course details, prior qualifications, credit transfer and RPL applications |
| Assessment records | Submitted assessments, results, competency outcomes, certificates issued |
| Financial records | Fee payment records, concession details, refund records |
| Support needs | LLN and digital literacy needs; disclosed disability or health conditions relevant to your support |

Website activity

IP address, browser type, pages visited, login activity in eSkilled LMS

Why we use your information

We use your personal information to:

- Process and manage your enrolment
- Deliver training and assessment, and support your progress
- Issue your qualification or Statement of Attainment
- Communicate with you about your course, results, and available support
- Identify and provide LLN and digital literacy support
- Process fees, refunds, and financial records
- Meet our legal obligations as a registered RTO under the Standards for RTOs 2025
- Report to ASQA and NCVER as required by law (see AVETMISS below)
- Respond to complaints, appeals, and critical incidents

Your Unique Student Identifier (USI): We are required by the Student Identifiers Act 2014 to collect and verify your USI before issuing any nationally recognised qualification or Statement of Attainment. Your USI links to your own national training record — you can access it any time at usi.gov.au. We only use it for the purposes permitted under that Act.

Government reporting (AVETMISS)

As a registered RTO, ICQA is required by law to report training activity data to the National Centre for Vocational Education Research (NCVER) using the AVETMISS standard. This data is used for national statistical and research purposes. NCVER may share this data with relevant government agencies. More information is available at www.ncver.edu.au.

Who we share your information with

We do not sell, rent, or trade your personal information. We only share it where necessary and permitted by law.

| | |
|---------------------------|---|
| ASQA | Regulatory compliance, audits, and RTO registration obligations |
| NCVER | AVETMISS statistical reporting as required by law |
| USI Registry | Verification of your USI as required under the Student Identifiers Act 2014 |
| eSkilled (our LMS) | Online learning delivery and student records management on behalf of ICQA |
| Emergency contacts | In the event of a critical incident or emergency affecting your safety |

Your rights

Under the Australian Privacy Principles, you have the right to access the personal information ICQA holds about you, to ask us to correct any information that is inaccurate, and to raise a complaint if you believe your privacy has been mishandled. These rights cannot be taken away from you.

Specifically, you have the right to:

- Request a copy of the personal information ICQA holds about you — we will respond within 30 days
- Ask us to correct any information that is inaccurate, out of date, or incomplete
- Withdraw consent to marketing communications at any time
- Lodge a complaint with ICQA or escalate to the Office of the Australian Information Commissioner (OAIC) if you are not satisfied with our response

How we keep your information safe

Your records are stored securely in eSkilled, our LMS and SMS system, which uses encrypted data transmission and strict access controls. Only authorised ICQA staff can access your records, and only where it is necessary for them to do so.

Your enrolment and assessment records are retained for a minimum of **30 years** — so that you can access your records and qualifications long into the future. This is a requirement of the Standards for RTOs 2025.

Our website and cookies

When you visit the ICQA website, we may collect basic technical information such as your IP address, browser type, and the pages you visit. This is used to improve the website and is not used to identify you personally.

Our website may use cookies to improve your experience. You can disable cookies through your browser settings at any time, though some features of the website may not function as intended. We do not use cookies to collect sensitive personal information.

Privacy complaints

If you have a concern about how ICQA has handled your personal information, contact us first. We will acknowledge your complaint promptly and aim to resolve it within 30 days. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au

Get in touch

Questions about this policy, or want to access or correct your information? Contact our Compliance Manager — we are happy to help.

Compliance Manager

Responsible officer for privacy

Suite 2, 5–11 Noel Street

Slacks Creek QLD 4127

www.icqa.edu.au

RTO 45592

Also available on our website

- [Complaints and Appeals](#) — [Your Rights](#) — [Learner Support Services](#) — [What We Offer](#) — [Fees and Refunds](#)
- [Recognition of Prior Learning](#) — [Credit Transfer](#) — [Access, Equity and Inclusion](#)

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