

Privacy Policy

Last Updated:

Approval:

18 June 2026

Director

Lisa Materano

Privacy Policy

1. Introduction

Blended Learning International Pty Ltd (BLI) is committed to protecting the privacy, confidentiality, integrity and security of personal information entrusted to us by students, prospective students, clients, staff, contractors, partners and other stakeholders.

As an Australian Registered Training Organisation (RTO 110068), BLI manages personal information in accordance with applicable privacy, vocational education and training legislation, including:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Student Identifiers Act 2014 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations (RTOs) 2025
- Other applicable Commonwealth, State and Territory legislation

This Privacy Policy explains how BLI collects, uses, stores, discloses and protects personal information.

2. About Blended Learning International

Blended Learning International Pty Ltd is an Australian Registered Training Organisation (RTO 110068) providing vocational education and training, executive education, professional development, research activities and international education services.

BLI specialises in hybrid and online learning, enabling students, professionals and organisations across Australia and internationally to access high-quality education and training programs.

Programs may include virtual classrooms, facilitated workshops, coaching and mentoring sessions, independent study, workplace projects, research activities, digital learning resources and online assessment.

3. Personal Information We Collect

Depending on the nature of our relationship with you, BLI may collect:

Personal Identification Information

- Full name
- Date of birth
- Citizenship and nationality
- Passport information (where applicable)
- Visa information (where applicable)

Contact Information

- Residential address
- Postal address
- Email address
- Telephone and mobile numbers

Educational Information

- Previous education and qualifications
- Academic transcripts
- Language, Literacy and Numeracy (LLN) information
- Assessment submissions
- Academic progress records
- Qualification outcomes
- Recognition of Prior Learning (RPL) evidence

Employment Information

- Employer details
- Position title
- Professional experience

Financial Information

- Course fee payments
- Refund information
- Financial transactions associated with enrolment



Student Support Information

- Accessibility requirements
- Learning support requirements
- Wellbeing support needs

Website and Technology Information

- IP address
- Browser information
- Device information
- Website usage information
- Cookies and analytics information

4. How We Collect Personal Information

BLI collects personal information directly from individuals through:

- Enrolment applications
- Website enquiry forms
- Scholarship applications
- Internship applications
- Surveys and feedback forms
- Assessment activities
- Virtual classrooms
- Webinars and online meetings
- Research projects
- Professional development registrations
- Email correspondence
- Telephone conversations

Where authorised or permitted by law, information may also be collected from:

- Parents or guardians
- Employers
- Education agents
- Previous education providers
- Government agencies
- Referees nominated by the individual

5. Why We Collect Personal Information

BLI collects personal information to:

- Assess applications and enrolments
- Deliver education and training services
- Conduct assessment activities
- Issue qualifications and statements of attainment
- Provide student support services
- Manage scholarships and internships
- Conduct research and educational projects
- Process payments and refunds
- Meet legal and regulatory obligations
- Undertake quality assurance and continuous improvement activities
- Communicate with students and stakeholders
- Improve our services and website functionality

Failure to provide required information may affect BLI's ability to provide services or meet regulatory obligations.

6. International Students and Delivery

BLI delivers vocational education, professional development and executive education programs to students located in Australia and internationally.

Programs are delivered primarily through hybrid and online learning models incorporating virtual classrooms, facilitated workshops, coaching, mentoring, independent study, digital learning resources and assessment activities.

Regulatory reporting obligations, student identifier requirements and compliance obligations may vary depending on the student's location, residency status, funding arrangements and the nature of the program undertaken.

Students will be advised during the enrolment process of any specific regulatory requirements applicable to their circumstances.

7. National VET Data Collection

Where required by law, BLI may disclose student information to authorised government agencies including:

- National Centre for Vocational Education Research (NCVER)
- Australian Government departments



- State and Territory Training Authorities
- Vocational education regulators

Students undertaking nationally recognised training will be advised of any applicable reporting obligations during the enrolment process.

8. Unique Student Identifier (USI)

Where Australian legislation requires a student undertaking nationally recognised training to obtain a Unique Student Identifier (USI), BLI will collect, verify and maintain the USI in accordance with legislative requirements.

Students who are exempt from USI requirements under Australian legislation or government policy will not be required to obtain a USI.

BLI will advise students during the enrolment process if a USI is required.

9. Disclosure of Personal Information

BLI may disclose personal information to:

- Government departments and regulators
- NCVET
- State and Territory Training Authorities
- Employers where authorised
- Education agents where authorised
- Contractors and service providers
- Technology providers supporting BLI systems
- Auditors, accountants and legal advisers
- Research partners where consent has been obtained

BLI does not sell personal information.

10. Learning and Administrative Systems

To support the delivery of services, BLI may use systems including:

- Catapult Learning Management System (LMS)
- VETtrak Student Management System
- Zoom
- Microsoft 365

- Website and communication platforms
- Secure cloud-based storage systems

Reasonable steps are taken to protect personal information held within these systems.

11. Overseas Disclosure

BLI may use cloud-based systems and technology providers that store information outside Australia.

Where overseas disclosure occurs, BLI takes reasonable steps to ensure that service providers maintain privacy protections consistent with Australian privacy requirements.

12. Website Cookies and Analytics

The BLI website may use cookies, analytics tools and server logs to:

- Improve website functionality
- Monitor website performance
- Understand visitor behaviour
- Improve user experience
- Support service improvement activities

Users may manage cookie preferences through their browser settings.

13. Marketing Communications

BLI may provide information regarding courses, scholarships, internships, webinars, professional development opportunities and related educational services.

Individuals may opt out of receiving non-essential marketing communications at any time.

14. Records Management

BLI maintains student records, enrolment records, assessment evidence, AQF certification records and administrative records in accordance with applicable legislative and regulatory requirements.

Records are retained for the periods required by law and regulatory obligations and are protected through appropriate administrative, technical and physical safeguards.

Where records are no longer required, BLI will securely destroy or de-identify information where appropriate.

15. Security of Information

BLI takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures include:

- Password-protected systems
- Restricted access controls
- Secure cloud-based storage
- Confidentiality obligations for staff and contractors
- Secure document management procedures
- Regular monitoring of information systems

16. Access and Correction

Individuals may request access to personal information held by BLI and may request correction of information that is inaccurate, incomplete or out of date.

Requests should be submitted in writing to:

info@blendedlearning.edu.au

BLI will respond within a reasonable timeframe.

17. Privacy Complaints

Individuals who believe their privacy has been breached may submit a complaint in writing to:

Chief Executive Officer

Blended Learning International Pty Ltd

Email: info@blendedlearning.edu.au

Privacy complaints will be managed confidentially, fairly and, where appropriate, in accordance with BLI's Feedback, Complaints and Appeals Policy.

If an individual is dissatisfied with the outcome of a privacy complaint, they may contact the:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.a

18. Changes to this Policy

BLI may update this Privacy Policy from time to time to reflect legislative, regulatory or operational changes.

The current version will be published on the BLI website.

19. Contact Us

Blended Learning International Pty Ltd

RTO Code: 110068

S3 Pavilion Studios
14 Kendall Lane
New Acton South ACT 2601
Australia

Email: info@blendedlearning.edu.au

For privacy enquiries, requests for access or correction of personal information, or privacy complaints, please contact BLI using the details above.