

Privacy Principles

5 Star Training & Consulting respects the personal information of the people it deals with, including its students, customers and service providers.

5 Star Training & Consulting handles your personal information in accordance with the Privacy and Personal Information Protection Act 1998 (NSW), the Health Records and Information Privacy Act 2002 (NSW) the Privacy Act 1988 (Cth) and the relevant privacy legislation and regulations of the states/territories in which 5 Star Training & Consulting operates where applicable.

Collection of Information (NCVER)

Under the *Data Provision Requirements 2012*, we are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by 5 Star Training & Consulting for statistical, administrative, regulatory and research purposes. 5 Star Training & Consulting may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Unique Student Identifiers

All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to 5 Star Training & Consulting upon enrolment.

Alternatively, 5 Star Training & Consulting can apply for a USI on behalf of an individual or may contact the Student Identifiers Registrar to clarify mismatching data for student enrolments

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When 5 Star Training & Consulting applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

Disclosure of Information

5 Star Training & Consulting will not disclose an individual's personal information to another person or organisation unless:

The individual has given consent.

5 Star Training & Consulting believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.

The disclosure is required or authorised by, or under, law.

The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Personal information may be used or disclosed by 5 Star Training & Consulting for statistical, regulatory and research purposes. 5 Star Training & Consulting may disclose personal information for these purposes to third parties, including:

- Schools – for secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employers – where students are enrolled in training paid for by their employer

- Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), State Training Markets
- NCVET
- Organisations conducting student surveys
- Researchers

Our website

When you visit our website, our systems may record certain information about you using cookies, web beacons and other analytical tools, including information about your use of those websites (for example, what pages and documents are viewed, the time and date of your visit and your content preferences), Internet Protocol (IP) addresses, transaction patterns, trends and other demographic information. We use this information for security purposes, and to help analyse and improve your service experience.

How to access your personal information

If you wish to access any of your personal information that we hold, you will need to complete and sign a Request for Access to Personal Information form and email it to us at privacy@tafensw.edu.au. The Request for Access to Personal Information form is available on our website at www.tafensw.edu.au. We may also need to confirm your identity before we release any personal information to you, which may involve us requesting you to provide a certified copy of appropriate photo identification.

There is no fee to request a copy of your personal information, however if the volume of information is excessive, we may charge you our reasonable administrative costs (including fees for photocopying), which we will notify you of beforehand.

How to update your personal information

It is important for us to have correct information and we take reasonable steps to ensure that all personal information we hold is accurate. You can contact us to confirm and amend your personal information (including your contact information) by contacting our Privacy Officer by email at privacy@tafensw.edu.au.

How to contact us or make a privacy complaint

If you have a query or concern about this Privacy Policy or how we manage your personal information, or wish to make a complaint in relation to a breach of your privacy, you can contact our Privacy Officer by email at info@5startraining.com.au