

Privacy Policy 2025

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 Act 1988 (Cth) as amended by the Privacy and Other Legislation Amendment Act 2024, the Privacy and Personal Information Protection Act 1998 (NSW), the Health Records and Information Privacy Act 2002 (NSW), and the relevant privacy legislation and regulations of the states/territories in which 5 Star Training & Consulting operates where applicable.

Enhanced Privacy Protections

Following significant reforms to Australia's privacy laws that took effect on 10 December 2024, 5 Star Training & Consulting is committed to enhanced privacy protections including:

- Strengthened consent requirements ensuring that consent is voluntary, specific, informed and easily withdrawn
- Enhanced notification obligations when collecting personal information
- Improved data breach notification procedures
- Stricter requirements for handling personal information of children and vulnerable individuals

Collection of Information (NCVER)

Under current VET data collection requirements, 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).

NCVER is implementing the VET Data Streamlining program which includes the introduction of a new VET Information Standard to replace AVETMISS 8.0, aimed at modernising the way VET student activity data is collected, managed, and utilised.

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 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 voluntary, specific, and informed consent that can be easily withdrawn;
- 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 students 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 Authorities
- NCVER
- Organisations conducting student surveys
- Researchers

Enhanced Data Security and Breach Notification

In line with strengthened privacy requirements, 5 Star Training & Consulting maintains robust data security measures and will notify you and the Australian Information Commissioner of any eligible data breaches that may affect your personal information, in accordance with the Notifiable Data Breaches scheme under the Privacy Act.

Our Website and Digital Platforms

When you visit our website or use our digital platforms, 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.

We are committed to transparency in our data collection practices and will provide clear information about how we collect, use and store your digital information.

How to Access Your Personal Information

You have the right to access your personal information that we hold. If you wish to access any of your personal information, you will need to complete and sign a Request for Access to Personal Information form and email it to us at info@5startraining.com.au. The Request for Access to Personal Information form is available on our website.

We may 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 info@5startraining.com.au.

Your Rights and Consent

Under the enhanced privacy protections, you have strengthened rights including:

- The right to withdraw your consent at any time where we rely on consent to process your personal information
- The right to be informed about how your personal information is being used
- The right to have your personal information corrected if it is inaccurate or incomplete
- The right to request deletion of your personal information in certain circumstances

Children's Privacy

We take special care in handling personal information of individuals under 18 years of age, ensuring appropriate consent mechanisms and enhanced protections are in place.

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.

If you are not satisfied with our response to your privacy complaint, you may also contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by phone on 1300 363 992.

Policy Updates

This Privacy Policy was last updated in 2025. We may update this policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and we will notify you of significant changes where required by law.

This Privacy Policy reflects privacy law reforms that came into effect in December 2024 and current VET sector data collection requirements as of 2025.