

Privacy Policy

Document Title	Privacy Policy
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Approved By	Quality Assurance Officer

1. Purpose

1.1 This policy outlines how Stellar College, a Registered Training Organisation (RTO), collects, uses, stores, and manages personal information in compliance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and obligations under the Standards for RTOs 2025, regulated by the Australian Skills Quality Authority (ASQA).

1.2 The policy ensures all staff, contractors, and third-party providers understand their responsibilities in maintaining client confidentiality and managing personal data with integrity and transparency.

2. Scope

2.1 This policy applies to:

- All prospective and enrolled students (including minors),
- Stellar College staff (including contractors and third parties),
- Any individual whose personal information is collected by Stellar College during its operations.

2.2 This policy is available free of charge and accessible on the Stellar College website. Alternative accessible formats can be provided upon request.

2.3 Personal information collected about minors (under 18) will only be stored or processed with written parental or guardian consent.

2.4 Sensitive or high-risk personal information (e.g., health conditions, disabilities) will only be collected with informed consent and handled in accordance with enhanced security measures, as agreed upon by the client and Stellar College.

3. Procedure

3.1 Purpose of Data Collection

Stellar College collects personal information for the following purposes:

- To assess eligibility and enrol students into appropriate training products.
- To comply with mandatory data reporting to State and Commonwealth Government authorities, including ASQA and NCVER.
- To ensure the safety, wellbeing, and academic support of all students.
- To manage records related to student progression, support, and engagement.

3.2 Legal Obligations

Personal information is collected and retained to meet obligations under:

- National Vocational Education and Training Regulator Act 2011,
- Standards for RTOs 2025, particularly clauses relating to governance, enrolment, student support, and data reporting.
- AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) reporting requirements.
- Funding contract conditions with State and Territory authorities.

4. Types of information collected

4.1 Government-mandated Information (retained for up to 30 years)

- Full name
- Residential address and contact details
- Date of birth
- Gender
- Country of birth

- Language spoken at home and English proficiency
- Indigenous status
- Disability or health condition (if applicable)
- Highest schooling completed
- Previous qualifications
- Employment status
- Unique Student Identifier (USI)
- Residency or visa status (where applicable)
- Health Care Card or concession details (for funded enrolments)

4.2 Additional Information Collected by Stellar College

- Emergency contact details
- Learning needs, disabilities, or reasonable adjustment requirements
- Assessment results and academic progress
- Records of complaints, appeals, and feedback
- Financial transactions (credit card and bank details are not stored)
- Identity verification documents (used solely for enrolment and assessment compliance)

5. Collection and storage

5.1 Methods of Collection

Information is collected via:

- Enrolment forms (paper and digital)
- Learning and support plans
- Assessment and attendance records
- Direct student communications



Student
Enrolment-Applicati



Learner Support
Plan.pdf

5.2 Data Storage and Access

- Information is entered into Stellar College's secure Student Management System (aXcelerate) with restricted, role-based staff access.
- Data is stored on either a secure local server or an encrypted cloud-based platform with daily backups.
- All staff are required to use unique login credentials and adhere to data protection protocols.

5.3 Information Accuracy

Students are required to inform Stellar College of changes to their personal information. Stellar College undertakes a 12-monthly review of personal data to maintain accuracy, and updates are processed within 5 business days.

6. Use and disclosure

6.1 Authorised Use

Personal information is used solely for:

- Educational delivery and support
- Compliance reporting to ASQA, NCVER, and government bodies
- Administration of funding entitlements and student services

6.2 Third-Party Disclosure

Information is not disclosed to third parties (e.g. marketing organisations, overseas entities) without prior, informed written consent.

Where subcontractors or third-party providers (e.g. IT providers, learning support services) require access to information, Stellar College will:

- Notify the client,
- Obtain consent before sharing information,
- Ensure the third party complies with APPs and this policy.

6.3 Photography and Media Use

Photos taken on campus or during training will not be used for promotional purposes without written consent from the individual(s) depicted.

7. Access and correction

7.1 Student Access to Personal Information

Students may access their personal records by submitting a written request. Stellar College will:

- Arrange a suitable time and location for access.
- Provide access within 5 business days or explain any delay in writing.

7.2 Correction of Information

Stellar College invites students to request corrections to personal information if it is inaccurate, outdated, incomplete, or misleading. Changes will be processed within 5 business days of notification.

8. Complaints and privacy concerns

8.1 Internal Resolution

- Concerns or complaints about personal information handling should be lodged via the Stellar College Complaints and Appeals Process, using the Complaints Form available on the website or at reception.



Complaints and
Appeals Form.pdf

- If unresolved, complaints may be escalated to an external review body, in accordance with Stellar College's complaints procedure.

8.2 External Contact:

Office of the Australian Information Commissioner (OAIC)
GPO Box 2999 Canberra ACT 2601
Phone: 1300 363 992
TTY: 1800 620 241
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au

9. Responsibilities

This policy applies to all employees, contractors, and third-party providers engaged by Stellar College.

10. Review

This policy will be reviewed annually or sooner following regulatory changes, audit outcomes, or stakeholder feedback.