

RECORDS MANAGEMENT POLICY AND PROCEDURE

1. PURPOSE

This policy is designed to ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA) and The Sydney English Language Academy (SEL) herein known as “The Academy” is able to effectively manage administrative, record management and reporting requirements in accordance with the requirements of the National Vocational Education and Training Regulator Act 2011 (Cth) (the Act).

2. POLICY STATEMENT

The Academy’s records are vital to the ongoing sustainability and operations of The Academy. The Academy will ensure that it will uphold the obligations for maintaining privacy and security of our students and staff’s personal details. We are committed to keeping a record of this vital information and when required disposing of the records.

The Academy has a Student Management System (ACAS), which is able to collect AVETMISS data and report this data to NCVET on annual basis of all data relating to Nationally Recognised Training.

3. OBJECTIVE

Information about the training delivered across The Academy assists the operations of a range of entities, including:

- a. students to access Authenticated VET Transcripts that show any Nationally Recognised Training undertaken since 2015 through links with the USI;
- b. consumers to access details about The Academy and courses in order to inform their training choices;
- c. assist us to help plan our future training delivery, and undertake continuous improvement;
- d. industry, businesses and governments to undertake workforce planning through an understanding of where and when skills are being developed;
- e. governments to better understand training pathways and trends, and to inform the development of policy and assess the impact of interventions; and
- f. VET Regulators to inform risk-based regulation of RTOs and establish benchmarks for continuous improvement in the VET sector.

4. ENROLMENTS AND PARTICIPATION

- a) Nationally consistent records of VET activity in Australia are achieved through data collected in accordance with the Australian VET Management Information Statistical Standard (AVETMISS). All student enrolment details at The Academy are entered into our AVETMISS compliant Student Management System known as “ACAS”.
- b) This database also contains records of student progress that is maintained by Student Services Coordinator.
- c) As per the Privacy Act 1988, information about a student are not disclosed to a third party without the written consent of the student.

- d) Access by students to their personal records is available upon request to The Academy in writing. Student Access to the file will be granted only once written notification is received and the Student Services Coordinator has validated the student's identification.
- e) Access shall be provided within 2 working days of confirming the student's identification.
- f) Students may contact the Student Services Coordinator to discuss a suitable time to view their file.
- g) Information that may be accessed includes student's progress, personal details, and any other relevant details of the student's enrolment that The Academy has collected.

5. RETENTION AND DESTRUCTION REQUIREMENTS

4.1 Retention requirements

- a) The Academy will ensure that all completed student assessments are kept for a period of one year from the date on which the judgement of competence for the student was made after which period the assessments are destroyed.
- b) After one-year student assessments will be destroyed however a sample completed assessment will be kept for moderation purposes for a period of 2 years.

c) Smart and Skilled records

All records for Smart and Skilled training will be retained by The Academy in a readily accessible format for a minimum of three (3) years after the later of:

- ✓ The completion of each qualification
- ✓ Issuance of qualification or
- ✓ An Enrolled Student's exit from the Subsidised training program

A non-exhaustive list of evidence kept by The Academy includes

- ❖ Enrolment details
- ❖ Training Plan
- ❖ Learning resources
- ❖ Record of support provided to the student
- ❖ Assessment Plan
- ❖ Completed assessments, employer's support letter
- ❖ Summary record of assessment progress for each unit of competency
- ❖ Credentials issued
- ❖ Credit transfer and
- ❖ Recognition of prior learning evidence.

- d) The document retention period of all other financial and company records, if not contractually required, is seven years after which period the documents are destroyed.

4.2 Electronic records

- a) The Academy will retain records of qualifications and statements of attainment issued for a duration of 30 years. Sufficient data will be retained to enable The Academy to reissue a qualification or statement of attainment for the 30-year period, regardless of the storage method used by The Academy. If The Academy ceases to be an RTO, the electronic data will be provided to ASQ in digital form.

- b) All other student records such as student’s personal details, student’s progress, all communication with all the stakeholders, student outcomes are stored digitally in the cloud based system.

5 SECURE STORAGE OF ELECTRONIC RECORDS

- a) Student records and results are stored on our Student Record Management System known as ACAS.
- b) All electronic records are kept on a backup server onsite. Each night data is transferred offsite onto a cloud based backup system. Once a month the data is physically copied from onsite onto a separate offsite location. The Academy therefore has three backup systems in place which are entirely independent of each other to ensure that data is protected at all times. This is the responsibility of the Technical Administrative Systems Officer and The Chief Technical Officer to ensure the process is followed through. Databases are stored in a Microsoft azure cloud based system.

6 RESPONSIBILITY

- CEO/PEO
- Chief Technical Officer
- Technical Administrative Support Officer
- Facilities Manager
- Students Services Coordinator
- All other staff

7 ASSOCIATED DOCUMENTS

- Student Handbook
- Training and Assessment Strategies

8 RELATED STANDARDS

- Standards 3 and 4 from the Standards for RTOs
- National Code 2007 of the ESOS Act

Approved by: Jane Koch

Signature: *Jane Koch*

Date: 8/1/2018

Version	Created by:	Date created	Reason for update	Implementation date
1	Jane Koch	2/11/2016	Streamline to Standards	2016
2	Jane Koch	1/12/2017	Release of National VET Data Policy	8/01/2018