



Records Management Policy

Purpose

The purpose of this policy is to ensure an appropriate system for keeping records relating to Greenwich English College Pty Ltd. This system must ensure that records kept are accurate, current and retrievable by those staff with designated authority, and are identified, stored, maintained and disposed of appropriately in accordance with legislation and to safeguard the privacy of personal and sensitive information of all Individuals in association with Greenwich English College Pty Ltd.

Scope

The scope of this policy covers all personal and sensitive information relating to students and staff and all institutional records including educational, training, assessment, policy, financial, IP, compliance and quality documents which are the property of Greenwich English College Pty Ltd.

Policy

Greenwich English College Pty Ltd greatly values and will have an effective administrative and records management system in place at all times. This will include but is not limited to ensuring that records are:

- Appropriately identifiable including where necessary the use of version control
- Created, maintained, amended, accessed and disposed of only by staff with appropriate authority and training
- Maintained in a suitably secure manner – appropriate to the nature of each document
- Accurate
- Up to date
- Amended where errors are noted

Greenwich English College Pty Ltd ensures that at all times records kept are appropriate and that Greenwich English College Pty Ltd has the right to have and maintain such records.

Greenwich English College Pty Ltd will ensure that the records are kept for a clear purpose and that purpose is made clear to the student and/or staff member to whom it pertains. Equally it will ensure that information so recorded will only be accessed and used for the purposes for which it was collected.

Greenwich English College Pty Ltd will ensure that any information recorded will be made available to the student or staff member to who it pertains on request by that person or an appropriate legal representative unless prevented by law.

Greenwich English College Pty Ltd will ensure that, on the disposal of any records, appropriate steps will be taken to do so in such a manner as to ensure the ongoing privacy on the records. This may involve, for instance, when destroying a paper copy of a document containing private financial or other personal information, the use of a paper shredder and/or the use of a licensed secure record disposal service.

Greenwich English College Pty Ltd will ensure that it retain records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under section 21 of the ESOS Act and 3.04 of the *Education Services for Overseas Students Regulations 2011*.

1. Greenwich English College Pty Ltd will ensure students have been provided a verified USI. This may be provided by the student providing their number on the form or by the student giving permission for Greenwich English College Pty Ltd to create a USI on their behalf. Where no information on the USI has been provided by the student, the student should be notified that their enrolment is on hold until this has been provided.

Where the student has provided approval for the RTO to generate the USI, follow the online process for generation of a USI for the student.

Greenwich English College Pty Ltd ensures that all staff are aware of and adhere to the requirements as set out in this policy and the associated procedure, including their obligations under the Privacy Act.

Definitions

Personal Information: For the purpose of this policy 'personal information' means information about a student or staff member of Greenwich English College Pty Ltd and includes, but may not be limited to, assignments, examinations, individual student results, student results collated in a list with identification by student number, and practicum, financial details, employment performance records, contact and emergency contact details. This definition is in accordance with the definitions in the *Privacy Act 1988* and the *National Vocational Education and Training Regulator Act 2011*.

Sensitive Information: personal information about an individual's racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, health status (either physical or emotional), disability, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, or criminal record.

References

Complaints and Appeals - Policy No. 1
 Version Control - Policy No. 22
 Issue of Qualifications and Statements of Attainment - Policy No. 14
 Privacy & Confidentiality – Policy No. 25
 ASQA Standards for Registered Training Organisations 2015
 National Vocational Education and Training Regulator Act 2011
 Privacy Act 1988
 Client Qualifications Register (CQR)