
Records Management Procedure

Procedure

1. Administrative Records

The delegated staff person ensures that all records are stored in a suitable environment so that appropriate records are retrievable, and are in a safe place to avoid damage or loss. Records of verified staff qualifications and experience, particularly trainers/assessors are maintained and archived appropriately.

2. Records Maintenance

Greenwich English College Pty Ltd is committed to keeping accurate and confidential records in relation to its students and the activities conducted on their behalf. All records are maintained through a combination of manual and computer based systems designed to ensure it can provide detailed and timely information to its students.

Greenwich English College Pty Ltd staff will record personal information of students on enrolment and this information may be held in digital format or on paper records.

The following guidelines will be followed in all cases

- Greenwich English College Pty Ltd staff will record all student fee payments and details of refunds paid.
- Greenwich English College Pty Ltd staff will record all changes to personal information as received and all aspects of assessment and academic achievement.
- Manual records will be kept securely in a lockable office.
- All electronic records shall be backed up regularly to an offsite, secure server or similar.
- Greenwich English College Pty Ltd will request and hold the minimum personal data necessary to enable it to perform its function and it will not hold it for longer than necessary for the purposes for which it was collected.
- Every reasonable and appropriate effort will be made to ensure that data held is accurate, up to date and that inaccuracies are corrected without unnecessary delay.

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.

3. Personal Details

During the enrolment process, personal details of students are recorded (e.g. name and address) on an internal database. All personal and financial details are kept confidential.

No details provided to Greenwich English College Pty Ltd are sold or otherwise released to a mailing list or other organisation without the express permission of the individual concerned, in writing.

All confidential information provided to Greenwich English College Pty Ltd will be safeguarded by:

- Not disclosing it to a third party, except with written consent
- Providing access to students and or staff of their own personal records

3.1 Management of Enrolment and Participation Records

Enrolment and attendance records of students undertaking courses will be maintained in electronic and/or paper formats during the duration of their course. Copies of Certificates and Statements of Attainment issued are kept within the student management system.

3.2 Disclosing Personal Information

The RTO may disclose personal information, including sensitive information, held about an individual to:

- Government departments
- Anyone so authorised, in writing, by the student

Greenwich English College Pty Ltd is required to have, on record, a variety of factual information about students both for internal use in connection with its training programs and for the compilation of statistical reports to meet the requirements of external bodies such as government departments.

Should another training institution formally request verification of the student's qualifications, its transmission will be assumed to be authorised by the student.

3.4 Disclosure in an Emergency

Student record information may be released in the event of an accident or an emergency or where Greenwich English College Pty Ltd believes the use or disclosure of the information is necessary to respond to, lessen or prevent a serious and imminent threat to a person's life, health, safety or welfare or a serious threat to the health, safety or welfare of the public.

Student record information may also be released where the student becomes incompetent to manage his/her affairs, on the authority of a power of attorney, or of a parent or guardian in the case of a minor, or of a legal guardian.

4. Student Results and Assessment Results

Assessment records are a permanent account of achievement of performance of a student and all records relating to training program/s conducted by Greenwich English College Pty Ltd are maintained as follows:

- The delegated staff person will ensure that:
 - All completed student assessment items are retained for the duration of the student's enrolment and for a period of six months from the date which competency was achieved.
 - All results are recorded electronically and are kept offsite or in a fireproof location.
 - Individual assessment records are retained until the period for appeal against assessment has lapsed, i.e. twenty-one (21) days. Results will only be released for legal, educational or individual participant purposes or their authorised student/client, requirements as necessary.
- Trainer/assessors will complete all required program assessment documents on student/learners as completed throughout their study program. These records will be updated as soon as practical after completion of assessment by transferring the manual records to the electronic records kept at the premises of Greenwich English College Pty Ltd to ensure up to date information is available on participants and authorised individuals on request.
- All other administrative, legal, contractual documentation will be electronically archived and should Greenwich English College Pty Ltd cease business, these records will be forwarded to the registering body within the state of registration.
- Results of assessment will be recorded correctly and accurately and used for the issue of a Statement of Attainment, Qualification Certificate or the appropriate Awards.

4.1 Assessment Records

Records of qualifications and statements of attainment issued will be retained for 30 years in accordance with the Standards for Registered Training Organisations 2015. Greenwich English College Pty Ltd also has a responsibility to report to the CQR. Records of all competencies achieved and qualifications issued are lodged via the Competency Completions Register.

5. Attendance Registers or Rolls

The delegated staff person will ensure that

- All attendance rolls are maintained by trainer/assessors so that they record each participant's attendance or otherwise and is dated and signed by the trainer/assessor as these are legal documents they should be treated with the appropriate care and attention.
- The attendance rolls are delivered to Student Services Officer and entered into Student Management System
- Attendance record are accessible by authorised staff.

6. Access to Personal Records

If a student makes an application to obtain access to their personal records they must do so in writing and provide this written application to Greenwich English College Pty Ltd who will ensure the personal records are provided within seven (7) working days from the date of the application.

If a student wishes to allow a third party to access their personal records, they must make a request in writing. Greenwich English College Pty Ltd will provide the information requested within fourteen (14) days from the receipt of the request application.

No student or person may have access to any other person's file, or to information from such a file or computer record without written authorisation from the person to whom the information pertains.

7. Correcting a Record

Where a record is found to be inaccurate, a student may request in writing that a correction be made, citing details that need to be corrected and providing the correct information and any supporting information.

- The Admission Officer will give written notice of receipt of the request for correction within five (5) working days of receiving the request.
- Within ten (10) working days of the lodgement of the notice, the Admission Officer shall make the necessary corrections to Greenwich English College Pty Ltd records and provide the student with confirmation in writing that the requested corrections have been made.
- Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment shall be noted on the record and the student shall be advised in writing.

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

Other

ASQA Standards for Registered Training Organisations 2015

National Vocational Education and Training Regulator Act 2011

Privacy Act 1988

Client Qualifications Register (CQR)

Authorising Officer: _____ **Date:** _____ **Review Date:** _____

This policy is to be reviewed twelve (12) months from this date.