

Student Records Management Policy & Procedure



RTO 22360 CRICOS 03612C

Policy Purpose

The purpose of this policy and procedure is to outline VFA Learning's approach to ensuring it manages student information, records and administration effectively.

VFA Learning abides by the Australian Privacy Principles and relevant Record Keeping Acts in its creation, storage, management and disposal of all student files and records, inclusive of personal information.

VFA Learning will:

- Maintain sound administrative practices and processes to ensure secure and effective management of student records.
- Establish processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
- Ensures that student files paper based files are created and internally audited using the Student File Checklist to ensure that as applicable the following information is obtained and retained:
 - Pre-application information for VET Student Loans and state government funding schemes including statement of fees, waiver and concessions.
 - Personal details, including USI
 - Evidence of course/program suitability, including Pre-Training Review
 - Evidence of eligibility for funding assistance
 - Application and Enrolment form
 - Records of Assessment
 - Completed Assessment tasks and evidence
 - Student Work Placement Requirements
 - Withdrawal, cancellation or completion notices
- Maintains an electronic file for each enrolled student that is stored securely in a commercial online system that limits the access to authorised members of the Compliance and Management teams. Each student file contains copies of all relevant documents relating to a student's enrolment and course delivery
- Ensure evidence of participation for each funded student
- Records all student information on its AVETMISS-compliant student management system, VETtrak
- Submits all statistical reporting and claiming for training activity using relevant state and commonwealth program reporting systems as required by the contractual obligations
- Archives and destroys student files and records , including personal information as per the requirements of the Privacy Principles and Regulatory and Funding bodies

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Procedure

The following applies for all students including those who withdraw from their course.

1.1 Enrolment Documentation:

Fee for Service students

All Application and Enrolment documentation is retained in the student's hard copy file for a period of 6 months from date of course/qualification completion.

Government-funded students

All Eligibility and confirmation of fees is retained in the student's hard copy file for a period of 7 years from date of course/qualification completion for all students who enrolled prior to 1st of January 2018 and for a period of 3 years post 1st of January 2018. This meets VFA's obligations under the Skills First Standard VET Contracts 2017 and 2018-2019 - Clause 10.6

Additionally for VET Student Loan students

VFA Learning will retain all records of the following for a period of 5 years:

- Student's ACER and suitability Academic assessment – scanned and uploaded into the student's electronic file in VETtrak.
- The information provided to a student under section 98 before the student enrolled in an approved course.
- Records of the students enrolment, including the day and time the student enrolls in the course or part of the course;
- The information and documents collected for the purpose of, or in relation to, an application by a student for a VET student loan;
- If applicable, the day and time the student gives the provider an application for a VET student loan;
- all correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student;
- records of each use of the provider's grievance procedure;
- the census days and tuition fees for approved courses;
- a copy of the versions of a process or procedure required under the Act and the dates when the version was current;
- marketing and promotional material relating to approved courses

1.2 Completed Assessments

- **Fee for Service Students** – Completed paper based Assessments including Logbooks will be retained in the student's paper based file in locked filing cabinets for a period of 6 months past the date of course completion or withdrawal.
- **VET Student Loans and Skills First funded Students** – there are two rules for students who are eligible and receiving a Government funded place
 - **Rule 1**
Students who enrolled into a qualification (course) **prior to January 1st 2018** – Completed Assessments including Logbooks will be retained in the students paper based file in locked filing cabinets for a period of **2 years** from the date the student completes their studies.
 - **Rule 2**
Students who enrolled into a qualification (course) **post to January 1st 2018** – Completed Assessments including Logbooks will be retained in the students paper based file, in a locked filing cabinet for a period of **3 years** from the date the student completed their studies.

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1.3 Records of qualification or statement of attainment issuance

- An electronic copy of any Nationally recognised qualification or statement of attainment issued by VFA Learning will be kept for 30 years from the date of issue in the students electronic VETtrak file and the Student Learning Management System
- As per the Standards for RTO's 2015, all records will be submitted to ASQA in the event that VFA Learning ceases trading as an RTO.
- If a funding-related contract is terminated or expires, VFA Learning will store all student and assessment records relating to that contract, either electronically or in hard copy, in a secure manner for the period stipulated in the funding contract.

1.4 Student Access to Records

- All students have a right to request access to their personal information held by VFA Learning and to request its correction at any time. In order to request access to personal records, students are to make contact with:

VFA Learning Privacy Officer

03 5223 6800

privacy@vfalearning.vic.edu.au

- Students can update any incorrect personal information at any stage during their enrolment at VFA Learning.

1.5 Regulator Access to Student Records

- All student files will be made available to ASQA, VFA Learning's Tuition Assurance Scheme Operator and all funding bodies and their delegates on request in a timely manner.
- All VFA Learning staff commit to full cooperation with ASQA, funding bodies and their delegates.

1.6 Archiving

- At the end of a student's enrolment and completion of their course/qualification, the Compliance team will ensure that all documentation relating to the student is present in their file before closing of their file.
- Students files are to be removed from the Current Students filing cabinet draw and placed in the Completed student filing cabinet draw with the date for destruction clearly visible on the front of the student paper file

1.7 Destruction of Student records

- Schedule a future event in the student VETtrak profile that meets the students file destruction as per their enrolment and funding status.
- Print report from VETtrak end of March and October each calendar year and place files in secure destruction bin
- Ensure bins are emptied by Secure destruction bin company on monthly basis or as per contract

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Related Documents

Evidence Act 2008 (Vic)

Policy and Procedure

- Privacy
- Application & Enrolment
- Training & Assessment
- Issuing AQF Qualifications
- Fees & Charges
- Withdrawals and Refunds
- USI

Forms

- Application and Enrolment Form
- Student File Checklist Form

Student Handbook

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Director of Compliance.

Publishing details

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