

## 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.

## Policy Scope

This policy applies to all students enrolled in full or part qualifications. This policy does not cover International students; please see **Fees and Charges Policy – International Students**. All staff are to adhere to this policy and associated procedure. The Director of Compliance will provide guidance and advice to all staff on the policy.

## Policy Statements

The following Policy statements are an overarching view of the process VFA Learning will undertake to ensure that they meet their obligations and 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. A clear and concise procedure to guide staff on maintaining compliance in their daily RTO tasks supports the policy statements.

### 1. VFA Commitment

VFA commits to ensuring the following:

- 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 a hard copy student file which 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

### 3. Application and Enrolment Documentation

All students Application and Enrolment documentation is retained in student's hard copy file.

### 4. 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 1<sup>st</sup> 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 1<sup>st</sup> 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.

### 5. Retention of Student Records

#### 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.

VFA Learning has a Storage and Services agreement with Advance Records Management utilised by both Geelong and Melbourne CBD and is located at 140 Broderick Road, Corio Vic 3214. Narre Warren Campus have a large locked room that hold all records past and current.

#### 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 1<sup>st</sup> of January 2018 and for a period of 3 years post 1<sup>st</sup> 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

## 6. 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.

## 7. Student access to records

Students requesting access to their student's records should access and follow the steps listed in the *Privacy Policy*.

## 8. 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

## 9. 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.

## 10. Destruction of Student Records

VFA Learning will destroy student files as per their funding and regulator requirements.

Date of Completion	Year of Destruction	Notification of destruction
2011	End 2018	Send December 2018
2012	End 2019	Send December 2019
2013	End 2020	Send December 2020
2014	End 2021	Send December 2021
2015	End 2022	Send December 2022
2016	End 2023	Send December 2023
2017	End 2024	Send December 2024
2018	End 2021	Send December 2021
2019	End 2022	Send December 2022

## Related Policies and Procedures

- Equal and Fair Treatment Policy and Procedure
- Withdrawals and Refunds Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Entry Policy
- Privacy Policy

## Responsible Officer

The responsible officer for the implementation of this Policy is the Managing Director

## Publishing details

<b>Document Name</b>	Students Record Management Policy
<b>Approved by</b>	Managing Director
<b>Date of Approval</b>	25-07-2019
<b>Student Experience Framework Stage</b>	All Stages
<b>Student Experience Framework Step</b>	All Stages
<b>Version</b>	7
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