

Student Record Management Policy (VET)

1. Purpose

- 1.1 This policy provides a framework for the management and retention of Student Records. Registered Training Providers issuing Certificates or Statements of Attainment under the Australian Qualifications Framework and issuing Certificates or Academic Transcripts under the Professional Year Program framework are responsible for maintaining and operating a secure, permanent and reliable system for recording and storing records.
- 1.2 The records management policy is required to ensure compliance and effective management of all records.

2. Scope

- 2.1 This policy applies to all official Student records created, collected and held by Stanley College, and all staff employed or engaged by Stanley College.

3. Responsibility

- 3.1 The Admissions Manager, Student Engagement Manager, Vice President, Wellbeing & Engagement, Dean VET and Quality & Standards Manager are responsible for the management of Student Records.

4. Definitions

AQF	The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
AQF Qualification	An AQF qualification type endorsed in a training package.
Award	The qualification presented to a student when the requirements of the relevant training package or course has been met.
ELICOS	English Language Intensive Courses for Overseas Students.
International Student	A student studying in Australia on a student visa issued by DoHA.
Professional Year Program	A Professional Year Program (PYP) is a structured professional development program combining formal learning and workplace experience for international students who have graduated from a university in Australia. Professional Year Programs run for 12 months and are currently available in the fields of accounting, computer science and engineering — Australian industries where the demand for skilled graduates is high.
Qualification	The award for which a student has qualified through his or her study.
Recognition of Prior Learning (RPL)	RPL is the assessment process that involves assessment of an individual's relevant prior learning (including formal and

	non-formal and informal learning) to determine the credit outcomes of an individual's application for credit).
Standards for RTOs 2015	The Standards for Registered Training Organisations (RTOs) 2015, which sets out the requirements a RTO must meet when providing Vocational Education Training (VET) courses.
Statement of Attainment	A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency specified in the statement.
Training Package	The components of a training package endorsed by the Industry and Skills Council, or its delegate. The endorsed components of a Training Package are: <ul style="list-style-type: none"> • units of competency; • assessment requirements (associated with each unit of competency); • qualifications; and • credit arrangements.
Training Product	The AQF qualification, skill set, or unit of competency.
VET	Vocational Education and Training.

5. Policy Provisions

Principles

- 5.1 Stanley College aims to promote a consistent and coherent regime of records management processes and practices from the time of the creation of records, through to their disposal or preservation and use as archives.
- 5.2 Student data and information is managed in accordance with the Stanley College *Privacy Policy (VET)*, which should be read in conjunction with this policy.
- 5.3 All student information collected by the College will be retained using the Student Management System and/or Stanley College Secure Servers, which will be securely monitored and maintained by the College.
- 5.4 Personal information will not be made available to a third party without the written authority of the individual concerned, unless it is legally required or as outlined in the Stanley College *Privacy Policy (VET)*
- 5.5 Stanley College takes all reasonable steps to protect the security of personal information held on current and past students.
- 5.6 Where personal data held by Stanley College is no longer required by the Colleges administration areas and the retention is not required by law, applicable records will be destroyed by secure means.
- 5.7 For all VET Students, Stanley College is required to securely retain—and to produce at audit, if requested—all completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student has been made. Completed student assessment items include the actual work completed by a student or

evidence of that work, including evidence collected for a Recognition of Prior Learning (RPL) process.

- 5.8 Stanley College must retain all records of qualifications and statements of attainment issued for 30 years. Sufficient data must be retained on the Stanley College Student Management System to reissue a qualification or statement of attainment during this period.
- 5.9 For Professional Year Program Students, Stanley College must maintain adequate mechanisms and infrastructure for maintaining student records and files for a minimum of three years.
- 5.10 It is each student's responsibility to keep a second copy all assessments submitted.

Student Management System

- 5.11 All student records must be uploaded and maintained on the Stanley College Student Management System.
- 5.12 Records to be maintained on the student management system include but are not limited to:
 - 5.12.1 Admissions eligibility and application evidence;
 - 5.12.2 All student data including but not limited to personal information, fees and enrolments;
 - 5.12.3 All records/evidence of assessment and results;
 - 5.12.4 Attendance and absence;
 - 5.12.5 Qualifications, certificates, academic transcripts and statements of attainment issued;
 - 5.12.6 Student management include course progress and attendance monitoring.
- 5.13 All electronic records on the student management system are backed up to the student management system external off-site servers every hour each day.

Complaints and Appeals

- 5.14 All student records of Complaints and Appeals must be uploaded and maintained on the Stanley College Secure Servers.
- 5.15 All Student records of Complaints and Appeals must not be stored on the Student Management System
- 5.16 All electronic records on the Stanley College Secure Servers are backed up each day.

Retention of Records

- 5.17 Stanley College retains records for the period(s) set out in '*Guideline 1 – Student Management Policy Retention Records*' within this policy.
- 5.18 All records required for re issuance of Parchment shall be stored for thirty years or transferred to ASQA (Australian Skills Quality Authority) should Stanley College cease to operate as an RTO.

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Management of Records

5.19 Stanley College takes all reasonable care to ensure that all records of personal information are accurate and maintained securely. Processes and procedures are in place to protect information whether in an electronic or hard copy format and to maintain confidentiality.

5.20 Data and information that is no longer required will be destroyed in a secure manner.

Record Privacy and Access

5.21 All records maintained by Stanley College are subject to the laws of privacy, as such, it is a requirement that records be held in a secure environment, safeguarded against loss, damage of unauthorised access. Accordingly:

5.21.1 Student files may only be accessed by the Administration staff for the purpose of updating those student files, or by the academic management team for the purpose of reviewing training participation and progress.

5.21.2 All Individual have a right to view their own files and may do so upon request and proof of identification to administration.

5.22 Personal information will not be made available to a third party without the written authority of the individual concerned, unless it is legally required or as outlined in the Stanley College *Privacy Policy (VET)*

Completions

5.23 Upon completion of a course, students will be issued within 30 days of completion, if all fees have been paid. For more information see the *Award Issuance Policy (VET & ELICOS)* and associated procedure.

5.24 Records of completion and issuance are stored on each student's file on the Student Management System, to ensure accurate AVETMISS reporting.

Student Retention of Assessment Records

5.25 It is each student's responsibility to keep a second copy all assessments submitted. Stanley College does not take responsibility for lost or stolen assessments. Stanley College reserves the right to request a copy of your original assessment at any time after the student has submitted their assessment. This includes WBT (Work-Based Training) or Professional Year Program (PYP) Internship documentation submitted.

5.26 This information is provided in the Student Handbook, specifically the Assessment Submission Guidelines. Student handbooks are provided with each letter of offer, during Orientation and available on the Stanley College website

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6. Policy Information

Policy Area	Academic
Authorised Officer	Dean VET
Supporting documents, procedures & forms of this policy	Privacy Policy (VET) Award Issuance Policy (VET & ELICOS) Award Issuance Procedure (VET & ELICOS) Student Handbook Local Student Handbook International Student Handbook General English
Related Legislation and Codes of Practice	Standards for Registered Training Organisations (RTOs) 2015 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2000 ACS Professional Year Provider Manual 2020 Accounting PYP Provider Manual 2019
Audience	Public

Guideline 1 – Student Management Policy Retention Records

Documents Retained	Minimum Retention Period(s)
STUDENT RECORDS	
<p>VET Records of all students, including data and admissions eligibility evidence</p> <ul style="list-style-type: none"> • Evidence of student eligibility (course dependent) including but not limited to: <ul style="list-style-type: none"> ○ Student identification ○ Contact details including emergency contact ○ Application for enrolment form ○ Acceptance Agreement ○ Evidence of OSHC(Overseas student health cover) ○ Copy of passport/Visa ○ Evidence of English language skills ○ Copy of Letter of Offer ○ Fees Arrangements ○ Applications of RPL and mutual recognition ○ Eligibility evidence required for government funded courses with the Department of Training and Workforce Development (DTWD) • Core Student Information: <ul style="list-style-type: none"> ○ Current residential address; ○ Mobile phone number (if any); ○ Email address (if any); ○ Amount of money paid to the College; ○ Duration of course paid for; ○ Amounts owing to the College; ○ Receipts of payments made to the College ○ Offer Letters and Written agreements between the student and the College; ○ Amount that will be charged for the student to access their records; and ○ Up-to-date records of assessment; • Further records specific to International Students under the National Code 2018 and the ELICOS Standards 2018: <ul style="list-style-type: none"> ○ Details of any critical incidents or remedial action taken ○ Details of all requests from overseas students for a release and the assessment of, and the decision regarding, the request; ○ Where Stanley College has granted RPL or course credit to an overseas student, Stanley College must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years. 	<p>VET Students For at least 2 years after the person ceases to be an accepted student.</p>
<p>Professional Year Programs Records of all students, including data and admissions eligibility evidence of the following:</p> <ul style="list-style-type: none"> • Evidence of student eligibility (course dependent) including but not limited to: <ul style="list-style-type: none"> ○ Student identification ○ Contact details including emergency contact ○ Pre-Enrolment Interview Evidence completed face-to-face (on-site interview, Pre Enrolment Interview Form) ○ Pre-Enrolment Interview Evidence completed virtually (online interview recorded + Pre Enrolment Interview Form) ○ Application for enrolment form ○ Acceptance Agreement ○ ICT Related Bachelor or Master Degree ○ Copy of passport/Visa showing at least 12 months validity on the visa from the date of course commencement; ○ Evidence of English language skills test undertaken within the three years immediately prior to course commencement ○ Evidence of Skills Assessment (APYP); ○ Evidence of Skills Assessment (ACSPYP) only where required ○ Copy of Letter of Offer and Written Agreement. ○ Fees Arrangements ○ Applications of Credit • Core Student Information: <ul style="list-style-type: none"> ○ Current residential address; ○ Mobile phone number (if any); 	<p>Professional Year Program Students All student data must be retained for a minimum of three (3) years.</p>

<ul style="list-style-type: none"> ○ Email address (if any); ○ Amount of money paid to the College; ○ Duration of course paid for; ○ Amounts owing to the College; ○ Receipts of payments made to the College ○ Amount that will be charged for the student to access their records; ○ Records of Transfers/Leave, Program Withdrawal or Program Re-enrolment; ○ Student attendance. ● Records of Assessment: <ul style="list-style-type: none"> ○ Up-to-date records of assessment and student assessment outcomes; ○ Student Internship Records ○ Pre-Placement Interview Evidence completed face-to-face (on-site interview, Pre-Placement interview form) ○ Pre-Placement Interview Evidence completed virtually (online interview recorded + Pre-Placement interview form) ○ Pre-Placement Employment Documentation ● Records of completion: <ul style="list-style-type: none"> ○ Evidence of qualifications or academic transcripts issued ○ Evidence of completion and graduation 	
<p>Department of Training and Workforce Development (DTWD) evidence records for government funded students where funding has been claimed including:</p> <ul style="list-style-type: none"> ● Evidence of commencement ● Evidence of final assessment in any UoC ● Evidence of fees and charges 	For a period of 5 years following the end of the contract
Records of Assessment	<p>VET Students All completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student has been made.</p>
	<p>Professional Year Program Students All student data must be retained for a minimum of three (3) years.</p>
Student Complaints and Appeals Records	Records of all complaints and appeals will be kept and be accessible to all interested parties for a period of five years.
VET PROVIDER RECORDS	
<p>VET Provider Records Vocational education records, which cover:</p> <ul style="list-style-type: none"> ● Attainment of units of competency; and ● Qualifications, which must: <ul style="list-style-type: none"> ○ Meet the Australian Qualifications Framework (AQF) requirements; ○ Identify the registered training organisation (RTO) by its national provider number from the National Register; and ○ Include the NRT logo in accordance with current conditions of use. 	30 years
Learning Participant Records	Until the student has completed their training
<p>Fee information for each student, including:</p> <ul style="list-style-type: none"> ● The total amount of fees; ● Payment terms; ● Any non-refundable deposit or administration fee; ● The nature of the guarantee given by the RTO to complete the training and/or assessment once the student ● has commenced study in their chosen qualification or course; ● Fees and charges for additional services; and ● The Stanley College Refund Policy 	Until the student has completed their course or training