Student Record Management Policy (VET)

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Approved By: Board of Directors
Policy Owner: Quality and Compliance Manager
Policy Area: VET
Audience: Public

1. Purpose

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 are responsible for maintaining and operating a secure, permanent and reliable system for recording and storing records.

The records management policy is required to ensure compliance and effective management of all records.

2. Scope

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. Key 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.
DTWD	Department of Training and Workforce Development, a WA Government Department.
International Student	A student studying in Australia on a student visa issued by DoHA.
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 if they meet the requirements of a nationally recognised unit/s of competency.
Standards for RTOs 2025	The Standards for Registered Training Organisations (RTOs) 2025, which sets out the requirements an 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: • units of competency; • assessment requirements (associated with each unit of competency); • qualifications; and • credit arrangements.
Training Product	An item on the Stanley College 'explicit scope of registration' as published on the national register www.training.gov.au. This also includes single units of competency as explicit scope items which are also considered to be a 'training product'.
VET	Vocational Education and Training.

4. Policy Principles

4.1 Principles

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.

Student data and information is managed in accordance with the Stanley College *Privacy Policy (VET)*, which should be read in conjunction with this policy.

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.

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)*

Stanley College takes all reasonable steps to protect the security of personal information held on current and past students.

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.

4.2 Student Management System

All student records must be uploaded and maintained on the Stanley College Student Management System.

Records to be maintained on the student management system include but are not limited to:

- admissions eligibility and application evidence;
- all student data including but not limited to personal information, fees and enrolments;
- all records/evidence of assessment and results;

- attendance and absence;
- qualifications, certificates, academic transcripts and statements of attainment issued;
- student management include course progress and attendance monitoring.

All electronic records on the student management system are backed up to the student management system external off-site servers every hour each day.

4.3 **Complaints and Appeals**

All student records of Complaints and Appeals must be uploaded and maintained on the Stanley College Secure Servers.

All Student records of Complaints and Appeals must not be stored on the Student Management System

All electronic records on the Stanley College Secure Servers are backed up each day.

4.4 **Retention of Records**

Stanley College retains records for the period(s) set out in *Appendix 1 – Student Management Policy Retention Records* within this policy.

Stanley College mandates the secure retention of all completed student assessment items for VET students. As required by the regulator ASQA, these records must be available for audit if requested and retained for two years following the completion of the training product. Furthermore, Stanley College policy extends this requirement by stipulating that all completed assessment items should be kept for five years after the training product has been completed. 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.

Stanley College must retain all records of qualifications and statements of attainment issued for 30 years, in accordance with the AQF Qualifications Register Policy. Sufficient data must be retained on the Stanley College Student Management System to reissue a qualification or statement of attainment during this period.

All records required for re issuance of Parchment shall be stored for 30 years or transferred to ASQA should Stanley College cease to operate as an RTO.

A register of all AQF qualifications and VET statements of attainment issued to VET students is maintained by Stanley College in accordance with Standard 10 of Compliance Requirements Policy (the Standards RTOs 2025) and data is accessible to current and past students. The register is recorded in the student management system, including full copies of documentation issued, to ensure accurate AVETMISS reporting.

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).

4.5 **Management of Records**

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.

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

4.6 **Record Privacy and Access**

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:

- 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.
- all individuals currently enrolled or previously enrolled with Stanley College have a right to view their own files (including copies of their AQF certification) and may do so upon request and proof of identification to administration.

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).*

Stanley College will, upon request from ASQA, provide a report of all AQF qualifications and VET statements of attainment it has issued during the period specified in the Regulator's request.

4.7 **Completions**

All Awards will be issued via the student management system within 30 calendar days of the student being assessed as meeting the requirements of the training product, provided the VET student:

- has completed an AQF qualification, a standalone unit of competency or completed one or more units of an AQF qualification which they have subsequently withdrawn from; and
- has paid Stanley College all agreed fees associated with the training product.

For more information see the *Award Issuance Policy (VET)* and associated procedure.

4.8 **Monitoring Processes**

4.8.1 **Monthly Compliance Administrator Awards Issued Monitoring**

On the 1st Monday of each calendar month, a Compliance Administrator will merge a report from the student management system confirming all VET awards issued within the preceding calendar month. A sample of 20% of all awards issued will be selected and the following will be checked:

- Award correctly recorded in student management system award register (award status/certificate type);
- Award correctly uploaded/stored in ebecas contacts;
- Correct award paper used and application of logo's (NRT, AQF, Stanley College), seal, signature;
- Correct use where applicable of reprint caveat or apprenticeship caveat.

The Compliance Administrator will send a copy of the review to the Compliance Team, Award Issuance Officer and Student Engagement Manager.

This monitoring process is also detailed in the *Awards Issuance Policy (VET)* and *Awards Issuance Procedure (VET).*

4.8.2 **Annual Assessment Retention Review – All Students**

Annually in January, the Academic Administration Team and the Awards Issuance Officer will complete an audit of all Fee for Service (FFS) **and** publically funded students under the Department of Training and Workforce Development (DTWD), from the calendar year six years prior to the current year.

The following must be completed using the student management system awards issuance register for the calendar year under review:

- using the Qualifications Issuance Register on the student management system, merge the details of all students that:
    - have completed their training product in the calendar year under review or in any prior year; and
    - have been issued the full applicable award (either a qualification or a standalone unit of competency) in the calendar year under review;
- review the data to ensure accurate and cross check with awards issued;
- submit the recommendation report detailing students where records of assessment should be archived for approval, to the Dean VET and Quality and Compliance Manager.

The Dean VET and Quality and Compliance Manager will then:

- Review and where appropriate, sign off approval for the data to be archived in the applicable Learning Management System (LMS);
- Obtain the Chief Executive Officer's approval for the archiving process to be completed;
- Submit the approval to the ICT General Manager to process with the LMS.

5. Roles and Responsibilities

- **Dean VET / Quality & Compliance Manager:** Oversee student record management process and ensure compliance.
- **Compliance Team:** Responsible for monitoring processes and ensuring compliance.
- **Admissions Team:** Responsible for the collection and management of admissions enrolment records
- **Student Services Team:** Responsible for collection and management of ongoing student records.
- **Academic Administration Team and Awards Issuance Officer:** Responsible for all academic records of awards issued.

6. Policy Information

Policy Area	VET
Authorised Officer	Quality and Compliance Manager
Supporting documents, procedures, work guidelines and forms	Privacy Policy (VET) Award Issuance Policy (VET) Qualifications Issued Register (ebecas) Award Issuance Procedure (VET) Student Handbook Local Student Handbook International
Audience	Public

7. Compliance Monitoring Summary

Overview	Frequency
Monthly Compliance Awards Issued Monitoring – Reporting completed by the Compliance Administrator to review 20% of awards issued within the last calendar month	1st Monday each month
Annually in January, the Assessment Retention Review for both 'Fee for Service students' **and** 'Publically Funded Students' will be conducted by the Academic Administration Team and Awards Issuance Officer. Reporting is submitted to the Dean VET and Quality & Standards Manager to be reviewed and actions signed off with the Chief Executive Officer for archiving in the LMS	Annually in January

8. Link to Standards

8.1 RTO Standards 2025

Compliance Requirements / Credential Policy	Standards
Compliance Requirements	Section 9: Issuance of AQF certification documentation, including: -(1) -(2) a, b Section 10: Records of AQF certification documentation and assessments, including: -(a) I, ii -(b), (c), (d), (e)

8.2 National Code of Practice 2018

Standard (Number)	Standard (Descriptor)	Standards (Individual)
Standard 2	Recruitment of an overseas student (recognition of prior learning)	2.4
Standard 3	Formalisation of enrolment and written agreements (record of written agreement and payments)	3.6
Standard 6	Overseas student support services (critical incidents)	6.8
Standard 7	Overseas student transfers	7.7

Appendix 1 – Student Management Policy Retention Records

Documents Retained	Minimum Retention Period(s)
STUDENT RECORDS	
VET Records of all students, including data and admissions eligibility evidence • Evidence of student eligibility (course dependent) including but not limited to: ○ 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: ○ 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 • Further records specific to International Students under the National Code 2018 ○ 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.	**VET Students** Student records, for a period of 2 years after the student has completed the training product.
VET Students and DTWD Publically Funded Students Stanley College mandates the secure retention of all completed student assessment items for VET students. These records must be available for audit if requested and retained for five years following the completion of the training product. 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.	**VET Students and DTWD Publically Funded Students** Student records of all assessments submitted by a VET student to Stanley College or a third party for a period of 5 years after the student has completed the training product.
DTWD Publically Funded Students Department of Training and Workforce Development (DTWD) evidence records for government funded students where funding has been claimed including: • Evidence of commencement • Evidence of final assessment in any UoC • Evidence of fees and charges	**DTWD Publically Funded Students** For a period of 5 years following the end of the contract
VET PROVIDER RECORDS	
VET Provider Records Vocational education records, which cover: • Attainment of units of competency; and • Qualifications, which must: ○ 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
Fee information for each student, including: • The total amount of fees; • Payment terms; • Any non-refundable deposit or administration fee;	Until the student has completed their course or training

• 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	