Records Management

Last updated :	**CEO Approval:**
1 December 2015	**Lisa Materano (original signed)**

This policy covers standards 3.2, 3.3, 3.4

This policy commences from Version 2.0 from 1 December 2015.

Purpose:

The purpose of this policy is to provide guidance and direction on the creation and management of information and records and to clarify staff responsibilities. Blended Learning International manage all records with accuracy and integrity and is committed to establishing and maintaining information and records management practices that meet its business needs, accountability requirements and stakeholder expectations. It is also the purpose of Blended Learning International to have information and records that are well described, securely stored in known locations and accessible to staff and clients when needed.

Scope:

- BLI Students
- BLI Staff
- BLI Trainer and Assessor
- BLI CEO and Directors

Policy and Procedure

RTO Records

- All details of enrolments will be collected no later than the Introduction Session prior to course commencement.

- All details of the enrolment are entered on the AVETMISS compliant record management system, VETtrak.

- The trainer will collect records of student results on a form with signature of the trainer and student. This record is then verified by the RTO Office Manager and entered on VETtrak.

- The RTO administration staff will be responsible for attendance records.   This will be provided to the Trainer prior to the commencement of each class. At the end of each class, the completed attendance record is returned to the RTO administration staff.

- The RTO Administration staff will provide a report to the RTO Manager of attendance records. The RTO Manager will follow up any students with poor attendance records, who will also offer support services to the student as may be required.

- All data shall be entered in a timely manner that reflects the student's current status.

- All student records and result are stored on the online student management system, VETtrak. These records are password protected and kept on a secure server as managed by the VETtrak system. Backups are maintained in the VETtrak system.

- VETtrak have undertaken to provide annually, a copy of all student records. This will commence during 2015.

- Hardcopies of student records and results are stored in the BLI office for six months after their course completion. After this time they are then relocated to archive storage.

- Hardcopies of all Certificate's, Diploma's and Statement's of Attainment are held in the Blended Learning International Office for 12 months. After this time they are relocated to archive storage.

- Storage of student records including qualifications will be for a period of 30 years from the time of their course completion. This will be stored electronically in

VETtrak or other authorised electronic storage system/s as may apply during this 30 year time period.

- Paper based student records will be destroyed after two years with the exception of assessment items or classwork that will be kept for six months after the students course completion date.

- The document retention period of all other documents if not contractually required is 7 years.

- Document disposal after the retention period will be the responsibility of the General Manager. All documents containing personal details or other sensitive information will be destroyed before disposal.

AVETMISS Data

- Blended Learning International must collect and report 'Total VET Activity' data. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, in accordance with the National VET Provider Collection Data Requirements Policy.   Refer http://www.asqa.gov.au/vet-registration/comply-with-your-obligations/total-vet-activity-reporting.html
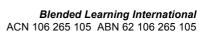
Email Records and Correspondence

- Some information relating to BLI's operation will be transmitted using email. It is important that this information is also retained.

- Accordingly this email correspondence will be identified and stored either in hardcopy on student files or electronically by the RTO Administration.

- Document disposal after the retention period will be the responsibility of the General Manager. All documents containing personal details or other sensitive information will be destroyed before disposal.   Prior to document disposal, records to be destroyed will be advised at the end of year monthly meeting for confirmation by all stakeholders and signed off by the CEO.

Retention of training resources and assessment

- Where training resources and assessment documents are revised, the old training resources will be kept for a period of six months on site, then they will be managed

in accordance with ASQA General direction: Retention requirements for completed student assessment items

- These obsolete resources will be kept for a period of two years after which time they will be destroyed.
- Document disposal after the retention period will be the responsibility of the General Manager. All documents containing personal details or other sensitive information will be destroyed before disposal.   Prior to document disposal, records to be destroyed will be advised at the end of year monthly meeting for confirmation by all stakeholders and signed off by the CEO.

Retention of student records and assessment

- Blended Learning International will ensure that an appropriate sample of student work is maintained for continuous improvement and validation purposes
- One student file from each qualification will be selected as the sample file.
- The sample file will be replaced on an annual basis as available.
- Other records will be destroyed following the timelines as detailed above.
- Document disposal after the retention period will be the responsibility of the General Manager. All documents containing personal details or other sensitive information will be destroyed before disposal.   Prior to document disposal, records to be destroyed will be advised at the end of year monthly meeting for confirmation by all stakeholders and signed off by the CEO.

Student access

- Access by students to their personal records is available upon request to the Blended Learning International office. Access will be granted once a student confirms their identification. This access will be view access only and not print or scan copies. There will be no fee for view access.
- Where access is required as a scan or hardcopy, a fee will apply. This fee will be advised upon the size of the file details requested. A quote will be provided accordingly.
- Access to student files by authorised agencies will be granted upon receipt of written notification and validation of authority to do so.
- Access shall be provided within 5 working days of after confirmation of identification.

- Information that may be accessed includes personal details and any relevant details of the student enrolment.

Responsibilities

- The CEO has the responsibility to ensure Blended Learning International has suitable arrangements to comply with the standards fro NVR Registered Training Organisations.
- The General Manager has the responsibility for the compilation, maintenance and storage of all version controlled documents relating to training and assessment.
- The CEO has the responsibility for the corporate documents including financial records, annual reports, company plans etc.
- The trainer and/or assessor has the responsibility to ensure that student records are appropriately filed during the training.