

# Information Handling/Student Records Management Policy and Procedure

## Purpose

The School will comply with the requirements of the VET Quality Framework (VQF) and the ESOS Act in the recording and management of student data for all its VET courses. The School is committed to the implementing best practice in its records management practices and systems.

All staff employed by the School will be required to apply themselves to the following written procedures and safeguard confidential and personal information according to the National Privacy Principles in the *Privacy Act 1988 (Cth)* (the *Privacy Act*).

## Disclosure Practices

Upon reasonable request and notice, the Schools administrative staff shall provide a student with access to their personal student records and re-issue statements of attainment or qualifications received.

Upon receipt of written consent by a student, the Schools administrative staff, with permission from the General Manager/Director, will provide third parties with student's personal details. Access to student records may be provided where the Standards for NVR RTO or an officer of the law require the School to do so.

The School will disclose personal information about our Level 4-7 students to:

- VCASS, our academic provider, to administer cross-institution enrolments (where you are a cross-institution student or student enrolled with the School and another provider under an approved arrangement)

By law, the School is required to provide personal information about our students to:

- the Commonwealth Department of Education (routinely, statistical information about student enrolment, educational background, etc.)
- the Australian Taxation Office (in relation to VETSL debt where students may defer fee payments through the taxation system)
- the Commonwealth Government on student request for Commonwealth support or financial assistance, and particularly if you request financial assistance by submitting an electronic Commonwealth Assistance Form. You will be asked to consent to personal, identifying data, including your Tax File Number, being provided to the Australian Government for the allocation of a unique identifier - CHESSN (Commonwealth Higher Education Student Support Number) and the management of your Commonwealth assistance
- Centrelink (which requires the School to provide information to monitor domestic student entitlements to Centrelink benefits).

## Student Rights

Students may request that incorrect or out of date information in their personal records be removed or updated.

## Purpose of Student Record

The information categorised as Student Records is an integral part of the Schools administrative, reporting and business operations. Details of information typically collected about students is contained in Appendix 1 - Typical Information Collected about Students

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## **Data Security and Storage Processes**

All data will be recorded and stored in accordance with the National Privacy Principles in the *Privacy Act 1988 (Cth)*.

The School ensures that suitable storage arrangements and appropriate filing procedures exist with suitable security arrangements for all records that contain personal information. The School undertakes to employ all reasonable steps to ensure personal information is suitably protected and securely stored and is safe from misuse, loss, unauthorised access, modification or disclosure. The School uses physical, electronic and procedural safeguards to protect personal information held by the School.

## **Retention**

Student records will be maintained in hard copy for a period of at least five years and electronic copies of student record will be kept for a period of 30 years according to the archiving requirements of the VQF. Personal information will be destroyed or de-identified when it is no longer required for either primary or secondary purposes.

## **Student Record Access**

Student records may be accessed by the following School personnel:

- the person whose responsibilities include collection, collation and processing of the record;
- the Registrar, Student Administration Coordinator;
- other officers authorised by the School to collect, collate, record and maintain records of personal and academic history of students;
- Members of Academic Staff, and
- Student Support Officer.

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## Appendix 1– Typical Information Collected about Students

Typical Information collected about students	Purpose for which information is collected
Application Form (incl proof eligibility, citizenship)	Provides personal information necessary to assess student eligibility for enrolment and ongoing student contact
Attendance Records	Identifies student attendance per legislation requirements
Commonwealth Higher Education Student Support Number (CHESSN)	Records the unique national student identifier allocated to students who receive Commonwealth VETSL debt or HECS-HELP assistance
Commonwealth Assistance Notice (CAN)	Records the loan assistance that is provided to students through the VETSL debt arrangements
Withdrawal form	Records request by student to defer or withdraw from a course of study
Student Satisfaction Survey	Evaluates student's learning experience in the School and possible future life direction
Correspondence: School Initiated	Records letters, emails and notes initiated by School Staff
Correspondence: Student Initiated	Records letters, emails and notes initiated by students
Recognition of Prior Learning Application	Records application details for Recognition of Prior Learning
Register of RPL Applications and Approvals	Records application and approval details for Recognition of Prior Learning
Enrolment Form	Records students' subject selection each semester and provides details for calculation of tuition fees
USI	Unique Student Identification number
Statement of Attainment	Identifies units of competency where a student has not been successful
Statement of Results	Identifies successful completion of a course
Assessment outcomes/grades	Progression through each Level/course