

# **NARTEL Record Storage Policy**

## **RSP01: Student Record Retention Policy**

NARTEL CONFIDENTIAL

## Document Control

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<b>Policy:</b>	<b>RSP-01</b>	<b><u>Student Record Retention Policy</u></b>
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**1. Purpose**

AMBI’s student records provide evidence of actions and decisions and represent a vital asset to support its daily functions and operations. This policy outlines the principles, roles and responsibilities that govern the recordkeeping of student records at AMBI.

**2. Scope**

This policy applies to all students, staff, contractors and consultants engaged in work for the Australia Massage & Beauty Institution across all of its registered education providers including Australia Massage & Beauty Institution (AMBI).

**3. Policy Statement**

The management of student records protects the interests of AMBI, the rights of graduates and current students, and helps to deliver AMBI’s services and obligations in consistent and equitable ways.

AMBI is committed to complying with relevant legislation and delivering better outcomes through the best practice management of these core assets.

Student data and information is managed in accordance with AMBI’s Privacy Policy and should be read in conjunction with this policy.

All student information collected by AMBI will be retained as part of a database and will be securely monitored and maintained by AMBI. Personal information will not be made available to a third party without the written authority of the individual concerned, unless AMBI is legally required to share this information, or as otherwise outlined in AMBI’s Privacy Policy.

If an individual has any concerns regarding the handling or storage of their personal information, or they wish to access their personal information, the individual should contact the AMBI Privacy Officer at info@ambi.edu.au

## 4. Definitions

Terms	Definition
<b>AQF</b>	The Australian Qualifications Framework.
<b>ASQA</b>	The Australian Skills Quality Authority.
<b>AVETMISS</b>	The Australian Vocational Education and Training Management Information Statistical Standard
<b>ELICOS</b>	English Language Intensive Courses for Overseas Students (Australia).
<b>ESOS Act</b>	Education Services for Overseas Students 2000 (Australia).
<b>FEE-HELP</b>	An Australian loan scheme that assists eligible fee paying students to pay all or part of their tuition fees at university and other higher education providers.
<b>International student</b>	Student on an Australian student visa (if studying in Australia) or a New Zealand student visa (if studying in New Zealand).
<b>Non-award course</b>	A course leading to a qualification, or an award not covered by the Australian Qualifications Framework (AQF).
<b>NZQA</b>	The New Zealand Qualification Authority.
<b>PRISMS</b>	The Provider Registration International Student Management System (PRISMS) – an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs). PRISMS is used by government agencies to monitor student compliance with visa conditions and to monitor educator provider compliance with the ESOS Act 2000.
<b>PTE</b>	A Private Training Establishment that provides education or training (New Zealand).
<b>RPL</b>	Recognition of Prior Learning - an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.
<b>RTO</b>	A Registered Training Organisation that is a training provider registered by ASQA (or state regulator) to deliver Vocational Education and Training (VET) services, and provide quality training and qualifications that are nationally recognised (Australia).
<b>VET Student Loans</b>	An Australian loan scheme that assists eligible full fee paying students studying an approved vocational education and training qualification to pay their tuition fees.

## 5. Policy Principles

AMBI adopts the following principles:

- Student records are appropriately created, managed, maintained and disposed of in accordance with legislative requirements, policies and recognised standards of best practice.
- Student recordkeeping practices are set up to support all administrative activities of AMBI.
- Student recordkeeping practices are consistent across the organisation.

- Information in the form of records is:
- ready for re-use and remains accessible for as long as needed
- accessed across the organisation only by those with legitimate need
- accurate, up-to-date and complete.
- Levels of responsibility are established regarding recordkeeping as relevant to all functions, processes, activities and transactions.
- Systems and staff protect information from unauthorised access, alteration, deletion or misuse.
- Everyone understands and appreciates the value of information as an asset for the organisation

## **6. Responsibilities**

### **Staff**

- Relevant Managers retain responsibility for ensuring appropriate systems and processes are in place for the capture, storage and disposal of records within their areas of responsibility, and that their team members are aware of their recordkeeping responsibilities and on how to meet them.
- All staff and contractors of AMBI have an obligation to adhere to the proper and accurate keeping of records within their areas of responsibility
- Staff are aware of their responsibilities to create, capture and maintain records, how to achieve these responsibilities, and where to access further assistance if they require it.
- Information Technology (IT) Services retain responsibility for the capture, storage and subsequent migration or disposal of records captured to the system and perform regular audits on user access.

### **Systems and Processes**

- Electronic and hardcopy records are never destroyed without first undergoing a process of appraisal and the approval of the relevant authority. The destruction of records must be always correctly documented.
- Records and information management requirements are identified and assessed in system acquisition or development, and evidence retained of this assessment.
- Records and information management requirements are identified and assessed when entering into cloud or similar service arrangements.

## 7. Access to Student Records

It is AMBI's intent to ensure that current and past students have timely access to their records of enrolment, financial status and academic progress. AMBI maintains up-to-date student records relating to enrolment and ongoing participation through the relevant School's Student Management Systems (RTOM).

To access their records, current and past students are required to contact their relevant School's Student Services team. An administration fee may apply.

## 8. Retention of Student Records

AMBI retains student records for the period(s) set out in the table below. AMBI's Student Management Systems are compatible with government systems to allow for regulatory reporting

AUSTRALIA STUDENT RECORD MANAGEMENT POLICY RETENTION PERIODS	
Documents retained	Minimum retention period(s)
Records of ALL students, including: <ul style="list-style-type: none"> <li>• current residential address</li> <li>• mobile phone number (if any)</li> <li>• email address (if any)</li> <li>• amount of money paid to AMBI</li> <li>• amounts owing to AMBI</li> <li>• duration of course paid for</li> <li>• written agreement(s) between the student and AMBI</li> <li>• amount to be charged for the student to access their records (if applicable), and</li> <li>• up-to-date records of assessment.</li> </ul>	Until six months after the person ceases to be a student
FEE-HELP and VET Student Loans application documentation	Six months
Records required for legal action	Retained until the completion of that legal action, including appeals.

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<b>VOCATIONAL EDUCATION PROVIDER RECORDS</b>	
Vocational education records, which cover: <ul style="list-style-type: none"> <li>• attainment of units of competency</li> <li>• statements of attainment and</li> <li>• qualifications.</li> </ul>	30 years
Student Assessments, including RPL assessment evidence	Six months from the date on which the judgement of competence was made (unless relating to a complaint or appeal – see below)
RTO registration information, including: <ul style="list-style-type: none"> <li>• policies &amp; procedures</li> <li>• training delivery and assessment strategies</li> <li>• assessment policies</li> <li>• assessment tools/instruments and</li> <li>• complaints, grievances and appeal records.</li> </ul>	For the duration of the current RTO registration period (seven years) for audit purposes
<b>FOUNDATION PROGRAM, ELICOS AND NON-AWARD PROVIDER RECORDS</b>	
Attendance records	Until six months after the person ceases to be a student
Assessment records	
Certificates	30 years

All student records at AMBI are stored securely and kept confidential.

Where student records and personal data held by AMBI is no longer required for AMBI’s administration purposes, and the retention is not required by law, then AMBI will destroy the information by a secure means.

**9. Student Records Protection**

**Vocational Education and Training**

In the event that AMBI ceases to operate, arrangements will be made for all student records to be transferred to the Australian Skills Quality Authority (ASQA), including:

- certification documentation for each AQF qualification completed
- a statement of attainment for all units of competency completed for students who have not completed a full qualification



- any training and/or assessment activities undertaken that were only in partial fulfilment of a unit of competency.

## 10. Reporting

In alignment with government and regulatory requirements, AMBI is required to report on student data in accordance with scheduled reporting dates. These reporting requirements include, but are not limited to:

- AVETMISS
- FEE-HELP Estimates & Declarations
- PRISMS
- Quality Indicators
- TCSI

## 11. Recordkeeping

AMBI maintains and monitors recordkeeping to ensure:

- student records requiring long term or permanent retention, are identified and managed appropriately including, where applicable, their transfer to AMBI's archives when no longer required as active student records
- a copy of testamurs, records of results, academic transcripts and statements of attainment will be electronically kept in the student's academic file
- AMBI takes all reasonable steps to protect the security of personal information that it holds and maintains the accuracy and relevance of the data it holds – including the implementation of appropriate measures to protect electronic records and records stored and generated in hard copy
- recordkeeping requirements are identified and addressed in the development and or purchase of all AMBI business systems and that special consideration is given to outsourced, cloud based or similar service arrangements - including the management of records through system transitions and/or migrations
- student records must be disposed of in accordance with legislative requirements, policies and recognised standards of best practice
- AMBI retains student records in a manner that safeguards them against unauthorised access, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible.

## 12. Relevant Legislation

As registered education providers, AMBI operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

The most relevant legislation which apply to this policy are:

Australia

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework (Threshold Standards) 2015
- Standards for Registered Training Organisations 2015
- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- ELICOS Standards 2018
- National Standards for Foundations Program and Explanatory Guide
- Privacy Act 1988

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