1. Policy

This policy is designed to ensure that CAC is able to effectively manage administrative, record management and reporting requirements in accordance with the requirements of Standards for NVR Registered Training Organisations 2011 and ESOS Act 2000.

This policy applies to administration, records management and records retention for training and assessment delivered by CAC.

2. Procedure

2.1 Responsibility for records management

- The CEO has responsibility for the compilation, maintenance and storage of all version controlled documents, corporate documentation including human resources, financial records and annual reports.
- The Student Administration Officer is responsible for the storage, maintenance and archiving of all student records, student files, training and assessment records in accordance with NVR standards and ASQA requirements. The Student Administration Officer is also responsible for notifying the Secretary and updating student records via PRISMS in accordance with the ESOS Act and ESOS Regulation.
- CAC is required to maintain an AVETMISS compliant student management system. CAC use RTOmanager as its student management system to record and maintain all student records and details.

2.2 Student records and assessment records

- CAC will provide the following information about its student to the Secretary within 14 days after the event specified below occurs in accordance with Section 19 of ESOS Act 2000:
  a. the name and any other prescribed details of each person who becomes an accepted student of that provider;
  b. for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
  c. the prescribed information about an accepted student who does not begin his or her course when expected;
  d. any termination of an accepted student’s studies (whether as a result of action by the student or the provider or otherwise) before the student’s course is completed;
  e. any change in the identity or duration of an accepted student’s course;
  f. any other prescribed matter relating to accepted students.
- For student who is enrolled with the CAC or who has paid any tuition fees, student records will include the following:
  a. the amount of money that the student has paid to CAC, including the separate identification of tuition fees and non-tuition fees
  b. for an amount of tuition fees that the student has paid to CAC for a course:
     i. whether the amount was paid for the full course or part of the course; and
     ii. if the amount was paid for the full course, the duration of the course; and
     iii. if the amount was paid for part of the course, the duration of that part of the course
  c. copies of written agreements to which the CAC and student are parties
  d. any amounts that:
2.3 Retention of student records and assessment

- For all Nationally Accredited Training that is conducted by CAC, student records will be retained according to the following schedule:
  a. Full hard copy student records are kept for six months from the date of completion, withdrawal or cancellation of training.
  b. Full electronic student records will be retained for a period of thirty (30) years.
  c. All completed student assessments are to be retained for a period of six (6) months from the date of completion after which the files will be disposed of responsibly. Electronic records of student outcomes are retained for 2 years from the date of completion. Where training and assessment records are conducted under a HESG contract, such records are retained for 7 years from the date of completion.
  d. All records of student attendance or evidence of participation are to be retained for a minimum of six months from the date of completion of the term after which they are disposed of responsibly; electronic records are retained for two (2) years from the date of completion.
  e. All electronic copies of Student results, Qualifications and Statements of Attainment are retained for a minimum of thirty (30) years from the date of completion.

2.4 Provision of student records to regulator

- Transfer of records will be consistent with contractual and legal requirements and the requirements of ASQA.

2.5 Document retention and disposal

- All student records and results are stored securely at CAC premises.
- The document retention period of all other documents, if not contractually required, shall be seven years.
- The manner of disposal after the retention period will be the responsibility of the Student Administration Manager. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed before disposal.

2.6 Secure storage of electronic records

- Student records and results are entered and stored in the CAC’s Student Management System – RTOmanager.
- All electronic records are kept on a secure server that backed up regularly.
2.7 Enrolments and participation
- All details of enrolment and ongoing participation in training and assessment are entered on the AVETMISS compliant student management system RTOmanager.
- This database shall also contain records of student progress that will be maintained by Student Administration.
- Data will be entered in a timely manner that reflects the student’s current status. This includes identifying the training and assessment that has been undertaken.

2.8 Privacy
- Information about a student will be handled as per the CAC’s Privacy Policy.
- Except as required under the NVR Standards for Registered Training Organisations, Government Contracts or by law, information about a student will not disclosed to a third party without the written consent of the student.
- Access by students to their personal records is available upon request to Student Administration in writing.
- Information that may be accessed includes progress, personal details, and any relevant details of the student’s enrolment that the CAC has collected.
- Students are required provide an acceptable photo identification such as passport or driver’s licences.
- Student will not be charged any fees to access their records.

2.9 Confidential Information
- CAC will make all reasonable efforts to protect confidential information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.