

## **Student Records Policy & Procedure**

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising the confidentiality of the records or your privacy.

Individual student hard copy records will be stored in a locked secure office area. Our electronic records are stored in “JobReady” Student Management System (which is held on an external Server and Managed by JobReady). The Student Management System (SMS) is protected by password access allocated to authorised personnel. We further protect our records by maintaining up to date virus, firewall and spyware protection software. Further data security information is available from the CEO.

We conduct an overnight download to an external device of our computer systems; this is the responsibility of our CEO and or Office Manager.

We will securely retain an electronic copy of student records and all completed assessment items relating to each unit or module for at least three years from the date the decision on competence for the individual unit or module was made or the student completes or ends their training, whichever is later. Austrain Academy must provide any records, including those listed below, if requested by the organisations listed on page two (2) of this policy. Evidence must be valid, readily accessible, current, sufficient, authentic and capable of verification. This is in alignment with NSW Smart & Skilled contract requirements and national standards.

We will upload to the SMS all records associated with students including:

- enrolment and identification documents;
- eligibility evidence
- evidence of fee status;
- Notification of Enrolment Process (where applicable)
- training plan (if applicable);
- training participation evidence such as attendance sheets;
- all RPL / CT evidence and forms;
- completed assessments;
- competency record for every completed unit;
- completion / cancellation / withdrawal / transfer documents & forms;
- copy of credential issued;
- evidence of learning support provided to students

Hard copy records are shredded after uploading and placed in a locked container for collection by a secure service.

Our Student Management System has automated functions and tasks such as file notes and checklists to ensure records are accurate and current.

Our software systems will retain student results for a period of not less than 30 years. In the event that we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and details as specified by ASQA at the time of ceasing RTO operations.

Austrain Academy will provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

All other records including training records, taxation records, business and commercial records will be retained for a period of six years.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Upon confirmation of your enrolment, you will be provided with a user name and password to our Student Management System via the student online portal. The URL to access this portal is:

<https://austrain.jobreadyrto.com.au/user/signin>

This will allow you to check your progress, view your timetable, communicate with your trainer and Austrain Academy administration and view important documents, and view and update personal information.

All learners who hold a verified USI, and whose results have been reported into the USI system (from 1<sup>st</sup> January 2015), will be able to access their records through the USI system.

For those students without internet / computer access – please **contact** your trainer or Austrain Academy administration who will assist you to obtain the required information.

Please note – you will be required to verify your identity with a series of questions i.e. date of birth, address, employer, name of trainer. You may be requested to complete the Student Record Access Form if we cannot verify your identity.

We are able to reissue the following:

- certificates and / or statements of attainment,
- copies of personal information,
- assessment results.

These records will require the completion of the Student Record Access Form.

(Please note – there may be administration charges. Please contact our office for charges.)

Access to individual student training records will be limited to the student themselves or those required by the Vet Quality Framework such as:

- trainers / assessors and administration staff to access and update the records of the students whom they are working with,
- management personnel as required to ensure the smooth and efficient operation of the business,
- officers from the Department of Education and Communities, the NSW Department of Industry, the Australian Skills Quality Authority or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

- people permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act),

Or

- students authorising release of specific information to third parties in writing via the **Student Record Access Form** or Enrolment Form.

In some circumstances, we may be unable to provide access to these records. In that case, we will advise you in writing within five working days of the reasons for refusal and the steps that may be taken by the individual to complain or re-frame the request to mean that access will not be refused.