

Effective Administrative & Records Management

Policy:

This policy aims to ensure Berendale School RTO completes effective administration and records management.

Procedure:

The RTO has an electronic system used to maintain student, staff and administrative records. The system will be reviewed at least annually as part of the overall review of policies and procedures.

- electronic data is backed up automatically on the school server. Records are duplicated and stored on backup drive.
- records will be stored safely and securely both electronically or hard copy
- retention, archiving and retrieval and transfer of all other records are consistent with contractual and legal requirements
- Berendale RTO is compliant with all external reporting requirements. The RTO uses VETTRAK
- the RTO record management systems are designed to safeguard any confidential information
- the RTO will not disclose any information held by the RTO to a third party without the written consent of the client
- the RTO will allow clients to have access to their personal records
- enrolments and participation - student enrolments are completed and filed
- attendance records are kept for each unit/module
- education records will be kept and stored securely both in hard copy and in electronic format for 30 years
- it is recommended that student samples of work are maintained for 6 months for audit purposes

Checklist of Items to be looked at annually:

Timelines

- timeline checklist to be distributed to staff at commencement of the year
- reminders for deadlines to be issued at appropriate staff/trainer meetings
- deadline reminders to be documented in appropriate staff/trainer minutes
- timelines and deadlines be incorporated into 'term dates' documents

- Enrolment**
- enrolment form provided at acceptance of student into course/school
- enrolment form to be passed on to RTO office by administration staff
- enrolment details completed as per enrolment procedure in RTO/Vettrak system

Record Management

- student records to be entered according to VASS and VETTRAK procedures and deadlines
- deadlines and required data to be outlined to administration and training staff at commencement of training period
- deadlines and required data to be documented in duty statements and MOUs
- results to be recorded and stored in accordance with AQTF 2010 requirements
- AQTF 2010 requirements for recording results to be documented and outlined to administration and training staff at commencement of training period
- students to be supplied with records of attainment of qualifications in line with AQTF 2010 standards and certification
- records to be stored in two separate formats - hard drive and soft copy
- backup copies of records to be archived on disc annually
- records to be securely stored to maintain privacy
- records to be accessible to students when required

Meetings

- regular meetings with training staff/management to be documented at the commencement of the training period
- records of meetings and outcomes to be maintained
- meeting should foster effective communication, feedback and discussion
- meeting to provide an opportunity to identify and record continuous improvement strategies, complete assessment validation and discuss resources

Roles and Responsibilities

- roles and responsibilities to be clearly outlined to administrative and training staff
- roles and responsibilities to be documented in positions descriptions and MOUs

Data Collection

- data relevant to training and continuous improvement to be collected, analysed and acted upon
- data relevant to RTO services to be collected, analysed and acted upon
- data relevant to RTO operations to be collected, analysed and acted upon

Auditing

- internal audit procedures to assess and review and record updates and changes in administration procedures on an annual basis