

## Records Management

### Policy:

Berendale RTO keeps electronic records of staff and enrolled students including their results and assessment where required on a dedicated database and hard copy files stored in a locked room. The system will be reviewed at least annually as part of the overall review of policies and procedures.

### Procedure

- Trainers are informed of training requirements, required data for auditing purposes and record retention guidelines at the commencement of the year. They are listed in:
  - trainer guidelines document/s
  - trainer checklist document/s.
- Trainers to provide all enrolments and end of term/year results to RTO administrator on completion
- Enrolment form provided as acceptance of student into course/school.
- Enrolment details completed as per enrolment procedure in Vettrak requirements.
- Student result to include student name, unit results and outcome (S, C or NYC).
- Certificates to be generated reflecting results and in accordance with AQF requirements and guidelines (see certification policy).
- Copies of certificates to be secured in student files.
- Students to be issued with records of attainment of qualifications at graduation ceremony.
- Certification to be posted to students not attending graduation accordance with AQTF 2010 requirements.
- Student records to be stored in two separate formats - hard drive and soft copy.
- Student assessments are to be kept for 6 months
- Certificates and Statements of Attainments will be maintained for 30 years
- It is recommended that student samples of work are maintained for 6 months for audit purposes
- Backup copies of records to be archived annually.
- Records to be securely stored to maintain privacy in secured RTO store room and archived securely in storage area.
- Records to be accessible to students when required as per handbook.
- Appeals and/or complaints pertaining to record keeping to be filed in relevant student file.
- Retention, archiving and retrieval and transfer of all other records are consistent with contractual and legal requirements.
- The RTO will not disclose any information held by the RTO to a third party without the written consent of the client.
- 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.
- Data relevant to training and continuous improvement to be collected, analysed and acted upon ie CCOS. The results of unit of competence and qualifications are sent to NCVET for recording purposes annually.
- Data relevant to RTO services to be collected, analysed and acted upon.
- Data relevant to RTO operations to be collected, analysed and acted upon.
- Internal audit procedures to assess and review and record updates and changes in administration procedures on an annual basis.
- Unit and course specific records of student work will be maintained for assessment purposes until the end of the academic year.