



Student Records Management Policy

Purpose

This policy covers the obligations of the Australian Institute of Flexible Learning (AIFL) to keep adequate records for the purpose of verification of issuance of qualifications and certificates, training delivery and assessment and the general operations of the training organisation.

Scope

This policy relates to all records kept either on paper or electronically by the AIFL.

This policy is to be made available to all AIFL staff for information and direction. This policy must be filed with other AIFL policies and procedures in the Policy and Procedures Manual.

Record Requirements

AQTF Standard requirements demand that accurate and orderly records are kept by a training organisation. These records must be kept for 30 years. The following data must be maintained and archived for a prescribed period:

- Certification – copies of certificates and statement of attainment.
- Record of the training course commencement and completion dates.
- Training and Assessment Plans.
- Timetable of classes/Class attendance lists.
- A minimum of 1 piece of work per student
- Assessment records or log books, observation and assessment results.
- Assessor notes of student outcomes for each unit in each qualification.
- Moderation, validation and continuous improvement records for assessment, training and delivery.
- Organisational documentation regarding compliance with the AQTF standards.

Other records required

- Students' enrolment form
- Copies of receipts or receipt number traceable through trust fund accounts and financial records, or where it applies, statement of exemption re administration fee
- AVETMISS statistical information record (where appropriate)
- Communications with students that may impact on the outcome of assessments or the student participation in training or assessment.

Record storage

All student records are to be kept in the student filing cabinet in the AIFL store room.

Electronic copies of results and qualifications issued will be backed up to CD-ROM or Thumb Drive on a regular basis and stored independently to the training and administrative records.

- It is important that our auditors, internal and external, are able to track a single student through each course, subject and class, and locate records of outcome that are found to be uniform across:
- Trainer and assessor records
- AVETMISS statistics collected
- Qualifications issued, certificate or statements of attainment.
- Fees and charges applied, refunds given and other financial dealings with clients.
- Collected stakeholder feedback, opportunity for improvement systems inputs and other feedback on the operation of the organisation.
- Actions taken to address feedback on operational and other matters.

Our Student Management Software VETTRAK will collect most of the above information and archive it electronically. Back-up records will be created from that software for all plans, attendance records, assessment results and other student information.

All documentation stored should demonstrate that the organisation has implemented the requirements of the Training Package, Purchasing Guides and AQTF Guidelines. Internal audits will verify that this requirement is being met.

Privacy and security of student information

All records will be kept in a manner that will ensure privacy of students' information. Staff are not to distribute any information about any student to others unless with written approval from the student concerned. The students' privacy will be protected at all times. All student files are confidential and for use within the organisation only. Certain circumstances such as audits may require the disclosure of student information. These circumstances will be preceded with written notification from the relevant authority.

Staff will keep student rolls and assessment details in a secure manner. It is expected that this would extend to not being left open in a public manner or left unattended in a classroom or other place in the workplace.

Access to records

Students may seek access to their student files at any time with a weeks notice. This request should be made through the Course Coordinator or AIFL office.