

Student Record Management Policy

Introduction

This policy is current as of 15 June 2015.

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Murdoch Institute of Technology ("School").

Overview

Student data and information is managed in accordance with the School's Privacy Policy, which should be read in conjunction with this policy. All student information collected by the School will be retained as part of a database, which will be securely monitored and maintained by the School. Generally, personal information will not be made available to a third party without the written authority of the individual concerned, unless it is legally required or as outlined in the School's Privacy Policy.

If an individual has any concerns regarding the handling or storage of their personal information, or they wish to access their personal information, they should contact our Privacy Officer at privacy@kaplan.edu.au.

Administration and records management

The School takes all reasonable steps to protect the security of the personal information that it holds and maintain the accuracy and relevance of the data it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

All student records (except assessment records) are to be confirmed in writing with each student, and updated at least every six (6) months by the School, while the student continues to be enrolled.

Where personal data held by the School is no longer required for the School's administration purposes, and the retention is not required by law, then the School will destroy the personal information by a secure means.

All student records at the School are stored securely and kept confidential.

Retention of records

The School retains records for the period(s) set out in Attachment A of this policy.

Students should note that assessments submitted to the School through the School's assessment management system (currently Turnitin) will not be accessible through the system after submission.

For the purposes above, a 'completed student assessment item' is the actual piece(s) of work completed by the student or evidence of that work, including evidence collected for the process or Recognition of Prior Learning (RPL). This also includes a completed marking guide, assessment criteria together with the assessment item (for example a report, exam, essay, and case study) which may be retained either in hard copy or electronically. Where it is not possible to maintain an assessment item (such as a piece of art work), then evidence of the assessment item having been completed will be retained (such as a photograph of the art work).

Back up of electronic records

All electronic records are backed up daily on tape.

Student record protection

In the event that the School ceases to operate, arrangements will be made for access to current student records including:

- A parchment for each qualification completed;
- For students who haven't completed their qualification, a statement of attainment for any units of competence or modules completed; and
- Any training and assessment activities undertaken that were only in partial fulfilment of a unit of competence or module.

Students that continue their studies with another provider will generally have their records transferred to their new provider with their written consent.

Otherwise, for higher education courses – arrangements will be made for records to be held by an authorized representative organisation on behalf of the School (such as a new provider) and for vocational education courses - student records will be transferred electronically to the national vocational education and training regulator - ASQA.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Academic.

Policy Category	Academic			
Document Owner	Vice President, Academic			
Review Date	January 2016			
Approved by				
VP, Academic on behalf of the Academic Board				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
2.0	Quality & Standards Group	Reviewed data retention obligations to ensure alignment with current practice and the updates to the Privacy Act – March 2014. Format and wording changes to align across all businesses.	22.05.2015	15.06.2015

ATTACHMENT A – STUDENT RECORD MANAGEMENT POLICY RETENTION PERIODS

Documents retained	Minimum retention period(s)
Records of all students, including: <ul style="list-style-type: none"> • Current residential address; • Mobile phone number (if any); • Email address (if any); • Amount of money paid to the School; • Duration of course paid for; • Amounts owing to the School; • Written agreements between the student and the School; • Amount that will be charged for the student to access their records; and • Up-to-date records of assessment. 	Until two (2) years after the person ceases to be a student
Examinations and assessments	Twelve (12) months from the date on which the grade decision was made (unless relating to a complaint or appeal – see below).
Student complaints and appeals records	5 years from the date the complaint or appeal was lodged
OVERSEAS STUDENT RECORDS	
Details of accepted students, including: <ul style="list-style-type: none"> • Name and gender; • Name, start date and expected duration of the student’s course at the School; • Date of birth, country of birth and nationality; • Details of person who has legal authority to act on the student’s behalf (if the student is under 18 years old); • Course and location; • Agreed start date of the student’s course at the School; • Day when the student is expected to complete their course at the School; • Amount of tuition and non-tuition fees received before confirming the student’s enrolment using PRISMS; • Total tuition fees required to be paid to undertake full course; • Whether premiums have been paid for student health insurance before the course commences; • If the student has undertaken a test to determine their English competency, the name of the test and the course taken, and the score; • The location of the Australian government immigration office where the student’s visa application was lodged; • The student’s passport number; and • If the student holds a visa, the visa number. 	Until the information is entered into PRISMS – within 14 days of the student being accepted into their course at the School (unless retained for 2 years above – such as through the written student agreement)

HIGHER EDUCATION PROVIDER RECORDS	
Certification documentation, including: <ul style="list-style-type: none"> • A testamur; and • Records of results or statement of attainment, which may also include an Australian Higher Education Graduation Statement. 	Indefinite – electronic records containing information on student results for Australian Qualifications Framework (AQF) qualifications will be retained for 30 years after the student’s course completion date, to enable re-issuance of statements of attainment or qualifications (if required)
VOCATIONAL EDUCATION PROVIDER RECORDS	
Vocational education records, which cover: <ul style="list-style-type: none"> • Attainment of units of competency; and • Qualifications, which must: <ul style="list-style-type: none"> • Meet the Australian Qualifications Framework (AQF) requirements; • Identify the registered training organisation (RTO) by its national provider number from the National Register; and • Include the NRT logo in accordance with current conditions of use. 	30 years
Learning participation records	Until the student has completed their training
Fee information for each student, including: <ul style="list-style-type: none"> • The total amount of fees; • Payment terms; • Any non-refundable deposit or administration fee; • The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course; • Fees and charges for additional services; and • The organisation’s refund policy. 	Until the student has completed their course or training
RTO registration information, including: <ul style="list-style-type: none"> • AQTF Policies & Procedures; • Training delivery and assessment strategies; • Assessment policies; • Assessment tools/instruments; • RPL assessment records; and • Complaints, grievances and appeal records. 	For the duration of the current RTO registration period (five years) for audit purposes

<p>Electronic records provided to ASQA (in the event of the School ceasing to operate) include the student's:</p> <ul style="list-style-type: none">• full name;• residential post code;• date of birth;• student ID number (if issued);• enrolment and commencement dates;• code and title of qualification, course or program the student was enrolled in;• codes and titles of units of competency completed and results (if applicable); and• date the Certificate or Statement of Attainment was issued to the student.	<p>Submitted to ASQA within 30 days of registration expiring or ceasing operation (or such other time period set in accordance with the <i>National Vocational Education and Training Regulator Act 2011</i>).</p>
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