

## Records and Information Management Policy & Procedure

### Policy

This policy is designed to ensure that The Holistic Healing Company Pty Ltd (Infinity Institute) effectively manages administrative, record management and reporting requirements in accordance with the requirements of the *Standards for Registered Training Organisations 2015*.

This policy and procedure applies to administration, records management, and record retention of all records and details collected and maintained for training and assessment services delivered by Infinity Institute.

The policy and procedure also provides processes to ensure Infinity Institute maintains compliance with all external reporting responsibilities (e.g. – AVETMISS, Quality Indicators).

Correction – students have the right to seek that erroneous records are corrected in accordance with this policy and procedure.

### Responsibility

#### *Business and Financial*

The Chief Executive Officer has the responsibility to ensure that all business and financial records are accurately maintained. This includes but is not limited to:

- Financial and annual reports
- Business plans
- Minutes of meetings relating to business operations and governance arrangements

#### *Delivery and Training*

The Chief Executive Officer has responsibility for ensuring that all records relating to the delivery of training and assessment services are maintained appropriately. This includes but is not limited to:

- All records of delivery and assessment arrangements
- Staff records
- All required records to ensure compliance against the *Standards for Registered Training Organisations 2015*

#### *Student records*

Student Administration has the responsibility for the storage, maintenance and archiving of all training, assessment and other student records. This includes but is not limited to:

- Student records database
- Records and evidence of training and assessment services
- All related administration paperwork and records relating to student enrolment, progress, and completion of any training and assessment services provided

Infinity Institute maintains a Student Record Management System that is able to collect AVETMISS data as required by the regulatory framework.

#### *Retention of Student Training Resources and Assessment Instruments*

Infinity Institute maintains master copies of all training resources and assessment instruments for all staff to access as required. These training resources and assessment instruments are maintained for a period of no less than one year from the date the materials cease to be used within Infinity Institute. Documents and records may be kept in archived format.

*Retention of Student Records and Assessments*

Infinity Institute retains all student assessment and other records of training securely for the duration of the student's enrolment and a further six months after completion or cancellation of the student's enrolment.

## Procedure

Documentation and records will be maintained by Infinity Institute depending on the format of the record in accordance with this procedure as outlined below.

### Hard Copy Student Files

#### *Currently Enrolled Students*

All student records are maintained in hard copy while a student is enrolled with Infinity Institute, including but is not limited to:

- Enrolment Form
- The assessment schedule for each unit included in the enrolment (Training Plan)
- Pre- Training Review (including LLN testing, and any CT / RPL applications)
- Assessments and results documentation
- Financial and fee related documentation (copies of CAN and prescribed fee notices)

#### *Completed/ Cancelled Students*

Hard Copy student records will be retained in full for a period of six months after the completion of training and assessment. These files may be archived as per the archiving processes in place.

Each individual student file will include the following:

- Enrolment Form
- The assessment schedule for each unit included in the enrolment (Training Plan)
- Pre- Training Review (including LLN testing, and any CT / RPL applications)
- Assessments and results documentation
- Financial and fee related documentation (copies of CAN and prescribed fee notices)
- Assessment Outcome Record Sheets for each unit
- Copy of the Statement of Attainment or Qualification issued

### Electronic records

Full electronic student records (including all documentation referred to under the completed/cancelled students for hard copy records) for all students will be retained for a period of thirty (30) years. This will be maintained in a format that is able to be retrieved for purposes of student, staff or other lawful access as required.

#### *Enrolments and participation*

All details of enrolment and ongoing participation in training and assessment are entered on the AVETMISS compliant Student Records Management System. This database shall also contain records of student progress that shall be maintained by Student Administration.

Student data shall be entered in a timely manner that reflects the student's current status (but no less that required by the regulatory reporting requirements). This includes identifying the training and assessment that has been undertaken as it occurs and maintaining an ability to provide up to date student records at any time.

#### *Provision of student records to regulator*

Transfer of records will be consistent with contractual and legal requirements and the requirements of the National VET Regulator (Australian Skills Quality Authority). This may include regular reporting of various data (i.e. Quality Indicators) relating to the training and assessment services provided by Infinity Institute.

## **Document disposal**

### *Student Records*

All student records are stored securely in line with the timeframes above. The manner of disposal after the retention period will be the responsibility of Student Administration. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed securely before disposal.

### *Other documentation*

The document retention period of all other documents relating to the operations of Infinity Institute, if not contractually or legally required, shall be seven (7) years other than where in accordance with this Policy and Procedure. The manner of disposal after the retention period will be the responsibility of the Chief Executive Officer. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed before disposal.

### *Secure storage of electronic records*

Student records and results are stored on Infinity Institute's Student Record Management System. All electronic records, are kept on a secure server that is backed up daily. Copies of the daily back up are kept in three different places (including two offsite locations).

### *Privacy and Student Access*

Please refer to Privacy Policy for detailed information.

Except as required under the *Standards for Registered Training Organisations 2015* or otherwise by law, information about a student will be kept confidential and not disclosed to a third party without the written consent of the student.

Access by a student to their personal records is available upon request to the Student Administration. A student may contact Student Administration in writing to discuss a suitable time to view their file. Access will only be granted once a student can confirm their identification. Student Access to the file will be granted only once written notification is received and Student Administration has validated the student's identification. Access shall be provided within two days of confirming the student's identification. Information that may be accessed includes progress, personal details and any relevant details of the student's enrolment that Infinity Institute has collected.

### *Monitoring and review of records*

On an annual basis Infinity Institute will conduct an internal audit against the *Standards for Registered Training Organisations 2015* and this will include reviewing all records to ensure compliance is being maintained. This process is supported within the Quarterly Review Schedule and the Quality Management Policy and Procedure. Student files will also undergo regular reviews to ensure information is included as required. This includes use of the 'Student File Checklist'.

## **Correction**

Students have the right to seek that erroneous records are corrected in accordance with this policy and procedure. Where a student forms the view that a record (whether it be personal information, student assessment or related records or financial and fee related records) is incorrect, the student may apply for a correction of that record by completing the attached form and providing it in writing to Student Administration.

Upon receipt of the application for correction, Student Administration will consider the request and make a decision regarding the application within 7 business days. Student Administration will advise the student in writing of the outcome along with reasons for the decision.

Where the student feels aggrieved with the outcome, the student may, in writing seek a review of the decision. This application for review must be presented to Student Administration, who will in turn provide the application and a copy of all materials pertaining to the original application and the reasons for refusal, to the Chief Executive Officer.

The Chief Executive Officer will review the materials and make a determination within 7 business days. The decision along with reasons for the decision will be provided to the student in writing. The decision of the Chief Executive Officer will be final and no further correspondence regarding the decision will be entered into.

Nothing in this procedure affects, removes or diminishes the rights of the student to seek any and all remedies that are otherwise available to the student at law.

**Application to correct student record**

**Student Name:**

**Student ID:**

What is your application in respect of? (please indicate)

Personal record

Academic record

Financial/fee record

Review of refusal decision

Please identify the nature of the record which you are applying to have corrected. Please provide all details to sufficiently identify the record in question (including course; trainer; unit; assessment number or type; fee or notice etc). Please clearly identify why the record is incorrect and the reason required for correction:

Where appropriate or applicable, please identify what the corrected record should state:

**Signed:**

**Date:**

