Records and Information Management Policy & Procedure

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Policy

This policy is designed to ensure that Infinity Institute Australia ("IIA") effectively manages administrative, record management and reporting requirements in accordance with the requirements of the *Standards for NVR Registered Training Organisations 2025*.

This Policy and Procedure applies to all student and organisational records collected and maintained for the delivery of nationally recognised training and assessment, including for students accessing VET Student Loans (VSL).

This Policy is written to comply with the Australian Privacy Principles.

The Policy and Procedure also provide the processes ensuring IIA maintains compliance with all external reporting responsibilities (for example AVETMISS, Quality Indicators and VSL progression reporting).

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 VET Manager 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 NVR Registered Training Organisations 2025

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

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The Holistic Healing Company Pty Limited trading as   email: admin@ii.edu.au   ABN: 34 097 426 303
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IIA 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

IIA 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 IIA. Documents and records may be kept in archived format.

Retention of Student Records and Assessments

IIA retains all student assessment and other records of training securely for the duration of the student's enrolment and a further 2 years from the date of completion or cancellation of the student's enrolment.

Retention of AQF certification

IIA retains records of all AQF certification documentation issued to VET students for a period of 30 years. This includes all qualifications and statements of attainment issued.

For VSL students:

Records related to engagement, progression forms, tuition fee notices, CANs, and re-credit decisions are retained for 5 years as required under the *VET Student Loans Act 2016*.

Procedure

Documentation and records will be maintained by IIA 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 IIA, 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 two years 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)

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- 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 IIA.

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 IIA, 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 /VET manager. 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 IIA's Student Record Management System (Wisenet). All electronic records are kept on a secure server that is backed up daily.

Privacy and Student Access

Please refer to Privacy Policy for detailed information.

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Except as required under the Standards for NVR Registered Training Organisations 2025or 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 IIA has collected.

Monitoring and review of records

On an annual basis IIA will conduct an internal audit against the Standards for NVR Registered Training Organisations 2025 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.

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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:

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