



53. STUDENT RECORDS & RETENTION POLICY (Use alongside Students Record Management Policy No. 51)

GTPS is required to collect and store certain information about students for tracking and administration of course progress, participation, outcomes and statistical reporting. While collecting this data, GTPS will be governed by the **Privacy Act 1988 (Commonwealth) & Privacy Amendment (enhancing Privacy Protection) Act 2012** and relevant Funding Contract and Registration conditions. From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. The 13 APPs from Schedule 1 of the Privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the privacy Act 1988.

GTPS will retain the following student records for 30 years as a minimum:

- ✓ Family name and first name
- ✓ Postcode at the time of doing the course
- ✓ Date of birth
- ✓ Enrolment date or commencement date
- ✓ Course title and code
- ✓ Codes and titles of all units of competency achieved and date achieved
- ✓ Qualifications/Statements of Attainment issued to that student, including date issued.
- ✓ Assessment results on a per unit basis

The following information will be stored for 7 years:

- ✓ After completion, documents relating to student participation and related services
- ✓ Assessments submitted by students (both those deemed competent and not yet competent by a qualified assessor)
- ✓ RPL, National Recognition as well as Credit Transfer Evidence
- ✓ Student certificate checklist forms
- ✓ Student placement evidence
- ✓ Payment information
- ✓ Master copies of training, learning and assessments

To be retained for 2 years following the completion of a course by a student:

- ✓ Workplace Agreement (to be found in the Placement Book)

GTPS will on an annual basis keep a register (see template) that shows Higher Education and Skills Group Funded Students records specifically:

- ✓ Enrolment date
- ✓ Retention Period
- ✓ Destruction date

SMS, Data Storage and Backup:

GTPS will securely store all students' records and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure. We shall take all reasonable measures to ensure that any personal information collected is relevant for the purpose for which it is collected, up to date, complete and accurately recorded.



At GTPS, students' records are processed via VETtrak student management system (SMS) which is compliant with the *Victorian VET Student Statistical Collection Guidelines*. These records are daily backed up by the software provider OZSoft. Additionally, there is a monthly backup, stored offsite by GTPS. All other GTPS files are similarly backed up. It is the responsibility of every staff member to ensure daily back up.

Responsibility:

It is the responsibility of the Accounts manager and the IT officer to ensure that these records are preserved and backed up both onsite and offsite as indicated and that the SMS remains compliant with the Victorian VET Student Statistical Collection Guidelines and any published changes to these guidelines.

Collection and usage:

GTPS will collect, store and maintain student's personal records to enhance administrative management activities. This information will be stored in

- (i) hard copy format in a secure and locked cupboard
- (ii) soft copies in password protected computers (password changed every 6 months)

where only management and authorised RTO staff have access. Student information no longer required is destroyed via shredding.

Use:

We use student information for the purpose disclosed at the time of collection, or otherwise as set out in the Privacy Statement.

Student's personal information at GTPS will be shared with RTO registering body (VRQA) and Funding bodies such as Higher Education and Skills Group as applicable. Others whom we might share students' information with might include designated authorities such as Australian Apprenticeship Centres and the National Centre for Vocational Education Research (NCVER) where applicable. This information may include personal contact details, course enrolment details and changes and circumstances related to funding (if applicable).

Students need to know there is a possibility that NCVER may invite them to participate in the National Students Outcomes Surveys.

Generally, we will only use and disclose your personal information:

- ✓ to establish and maintain your relationship as a client of GTPS;
- ✓ to provide the products and services you have requested from GTPS;
- ✓ to answer your enquiry
- ✓ for direct marketing via email, specials on products or services you have shown interest in.

GTPS will not disclose student's personal information to another person of organization unless:

- ✓ Students are reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organization;
- ✓ If GTPS acquires, or is acquired by or merged with, another Registered Training Organization. In such circumstances, GTPS will endeavor to the best of its ability to notify the student before information about is transferred and becomes subjected to a different privacy policy.
- ✓ The student has given written consent;
- ✓ We believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the student's life or the health of another person;
- ✓ The disclosure is required or authorised by or under law; or



- ✓ The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Accessing records

As a student you may gain access to your records upon request

These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. Please note that 0.20 cts apply per page as photocopy charges will apply.

For lost or misplaced certificates or SOA's that is not GTPS fault, a reprint fee of \$ 50 will be payable by the student. The reprinted document will also be clearly marked "reprint" as a replacement of the original. A written request will need to be in place. Email request to contact@guidestartraining.com.au

Or post mail to

The Operations Manager,
25 Victoria Crescent,
St Albans, Vic 3021.

It is the student's responsibility to ensure that:

- ✓ All the information provided to GTPS is accurate
- ✓ They notify of any changes in their personal contacts

Disposal of Records:

This shall be done in line with the standards issued under the PR Act referenced at the beginning of this policy document

This policy is to be used alongside:

(i) **STUDENTS RECORD MANAGEMENT POLICY (No 51)**

Authorised: GTPS CEO	Sonia Bhatia	Date	10 JAN 2022
Approved: GTPS Executive Board Member		Date	