Records Management Policy

1.   Rationale

The purpose of this Ozford English Language Centre (Ozford) policy is to outline Ozford's records management practices and processes. Ozford's record management supports the continuous improvement principle and to provide evidence of compliance with the relevant standards and requirements.

2.   Scope

This policy and procedure applies to all Ozford staff and students.

3.   Policy

3.1   The management of records at Ozford is the responsibility of all staff.

3.2   The records/ files/documentation are categorised into financials, on line documentation, Ozford specific documentation and other data to ensure records can be accessed in a timely manner.

3.3   Ozford will comply with external reporting requirements (For eg: CRICOS/ESOS) as required.

4.   Procedure

4.   Financial Records

4.1   Ozford maintains complete, accurate and up to date records of financial information including fees paid and refunds in the finance system.

4.2   The financial records are archived at the end of each financial year.

4.3   Physical records are placed into archive boxes, clearly labelled and stored for 7 years. At the end of this period the documents are shredded.

4.4   Electronic records are retained and archived after 7 years.

Electronic / On-Line Documentation

4.5   Any electronic/on-line documentation regarding the quality system is updated as required on-line. Printed out-of-date documentation is to be destroyed by relevant staff members as soon as they have been notified of any amendments to documents. Out-of-date documents are to be placed into the locked security recycling bins or shredded in-house.

4.6   On-line information is stored in appropriate folders on the computer by the Heads of Department.

Student records

4.7   Ozford keeps records of each accepted student who is enrolled with Ozford or who has paid any tuition fees for a course provided by Ozford.

4.8   Accepted student means a student (whether within or outside Australia) who is accepted for enrolment, or enrolled, in a course provided by Ozford.

4.9   The records must consist of the following details for each accepted student:
   (a)   The student's current residential address;
   (b)   The student's mobile phone number (if any);
   (c)   The student's email address (if any);
   (d)   Any other details prescribed by the ESOS regulations (applicable to international students on student visa only).

4.10   The record will be entered onto the student Administration program and scanned in secured network drive. The PRISMS system will also be updated.

4.11   Student files will be maintained for two years after the student ceases to be an accepted student in a secure network drive after which time they will be deleted.

4.12   Ozford maintains up to date records of all student enrolments, participation and assessment, both in paper-based and/or electronic forms as appropriate.

4.13   The records of student assessment will be maintained for a period of 30 years.

4.14   Student participation records and actual assessment tasks will be kept for a period of 6 months from the date on which the assessment was marked.

4.15   Ozford will ensure the retention, archiving and timely retrieval of sufficient information on client results to enable the re-issue of a qualification or statement of attainment if required.

4.16   Full and accurate records are created to document all aspects of any child or sexual abuse allegation and investigation. Records of any complaint or allegation of child or sexual abuse and any investigation conducted will be recorded on Student Management System and stored in student physical file. Student physical files will be maintained and archived in a secure, locked facility indefinitely.

Teaching and Assessment records

4.17   Teaching records are retained for purposes of verification, program coordination and course review.

4.18   Assessment records include Assessment Tools and Completed student assessment items. All student assessment records are maintained in compliance with the relevant requirements.

4.19   Assessment tools include the following components—context and conditions of assessment, tasks to be administered to the student, an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). This term also takes in the administration, recording and reporting requirements, and may address a cluster of competencies as applicable for holistic assessment.

4.20   Completed student assessment items are the actual piece(s) of work completed by a student or evidence of that work, including evidence collected for an RPL process. An assessor's completed marking guide, criteria, and observation checklist for each student may be sufficient where it is not

possible to retain the student's actual work. However, the retained evidence must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.

4.21 Ozford is required to securely retain and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, as per the definition above, for a period of six months from the date on which the judgement of competence for the student was made.

Information Privacy

4.22 Ozford implements the Information Privacy Principles specified in the *Information Privacy Act* 2000 (Vic).

4.23 The collection and use of personal and health information must relate directly to the legitimate purposes of Ozford.

4.24 Individuals must be aware of, or informed of, the purposes for which personal and health information is obtained.

4.25 Ozford will take all reasonable measures to ensure that the personal information it receives and holds is up to date.

4.26 Ozford will take all reasonable measures to store personal information securely.

4.27 Individuals are entitled to have access to their own records, unless prevented by law.

4.28 Third party access to personal and health information may only be granted in accordance with the Privacy principles and Ozford policy and procedures.

4.29 Ozford will amend records shown to be incorrect.

4.30 Ozford will safeguard the confidentially of information obtained on its behalf and will ensure that except as required under the Standards for Registered Training Organisations or by law, information about a client is not disclosed to a third party without written consent of the client.

Staff records

4.31 The Academic Director, Coordinator, trainers and relevant administrative staff are responsible for maintaining up to date records of the verified training and/or assessment and competencies of all staff and persons working on behalf of Ozford as trainers and assessors. These documents are kept secured in the Accounts office.

Other Documentation

4.32 All other hard-copy documentation is archived as required by staff and management. All archive boxes are to be clearly labelled and stored for 7 years. At the end of this period the documents are shredded.

Computer Data Back-up Procedure

4.33 The ICT Department ensures that backups are performed on a daily basis. Contents of the shared drives are backed up to local backup servers and offsite storage.

4.34 Back up for network drive that contains students' records of attainments of units of competence and qualification are retained for a period of 30 years.

5.   Feedback

Feedback or comments on this policy and procedure is welcomed by the Executive Management Team.