

RTO Student Records Procedure

Version: 6.2
Issued: 1/12/2015
Doc #: RTOPRO09
Authorised by: RTO Manager



Human Resources Pty Ltd

1. Purpose

All due professional care and respect will be given to the confidentiality of Vocational Education and Training information acquired during the operation of Mentor Human Resources Pty Ltd (herein referred to as MHR) as a Registered Training Organisation and staff members will ensure conformity to all relevant privacy legislation.

Student records comprise all information relating to individual students in all forms including hard copy and electronic records. MHR only collects information from a student which is relevant to their training, progress and course delivery. All training and assessment achievements are recorded.

2. Compliance Referencing

MHR is bound by the *Privacy Act 1988* and *Information Privacy Act 2000* and has adopted the *Information Privacy Principles* contained in privacy laws as the minimum standards in relation to handling personal information in the provision of its services.

Standards for RTOs 2015; Standard 3 and 4

3. Storage of Information

The RTO Manager is responsible for management of all MHR student records. All students enrolment details and evidence of participation, are recorded manually (in an individual student file) and/or electronically. Results of assessment are entered on both records.

All student evidence are scanned onto MHR secure server. Electronic results are entered into the student management system, maintained on a secure server which is backed up on a daily basis and are to be accessible for up to 30 years.

A student record may include the following:

- Enrolment form
- Training plan
- Attendance records
- Assessment tasks
- RPL application where applicable
- Statement of Attainment/Certificate
- Proof of identification

4. Management of Student Records

The RTO Manager and Administration staff manage student records and information. Access to student records and electronic systems used by MHR and external bodies is restricted to these positions.

5. Security

Student records are stored securely in accordance with the *Public Records Act 1973* and *Information Privacy Principle 4*.

Hard-copy student records: Stored in secure filing cabinet in-house.

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Electronic student records: Standard procedures are applied to ensure the security of data held on computers.

These include, but are not limited to:

- Established security access levels
- User identification and password codes
- Cyclical changes to passwords
- Established frequencies for backup of data

6. Archiving

All student records will be archived electronically and kept for 30 years. No student records are deleted before this time, in line with any Service Agreement and Standards for Registered Training Organisations (RTOs) 2015 requirements.

Hard-copy student records older than 12 months are stored electronically on server. Any interim hard-copy files which have not yet been scanned into storage on server are held securely on the premises. All records are accessible for audit purposes.

MHR will delete related video links for superseded courses to minimise data storage; the identifying link within the actual program will remain for reference.

7. Release of Student Information

MHR does not release any student enrolment details or results to any party, including employers, without the consent of the student.

Information will only be released in accordance with an authorisation signed by a student. The signed authorisation shall be retained on the student's file.

Students are entitled to access any information on their personal and training records in accordance with Privacy Legislation and *Information Privacy Principles 5-7*. Applications for release of information should be made in writing to the RTO Manager on the Request for Copies of VET Information form.

Students must allow ten working days for the requested information to be supplied.

8. Related Documents

- Enrolment form
- Training plan
- Attendance records
- Assessment tasks
- RPL Application
- Request for Copies of VET Information form
- Statement of Attainment/Certificate

9. WorkSafe Courses

MHR delivery of WorkSafe approved courses will ensure that course records be maintained for seven years and will be made available for inspection at the request of WorkSafe Victoria.