

Student Record Management Policy & Procedure



Purpose

The purpose of this policy and procedure is to outline VFA Learning's approach to ensuring it manages student information, records and administration effectively.

Policy

VFA Learning ensures that it abides by the Australian Privacy Principles and relevant Record Keeping Acts in its creation, storage, management and disposal of all student files and records, inclusive of personal information.

VFA Learning:

- Maintains sound administrative practices and processes to ensure secure and effective management of student records.
- Has established processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
- Maintains an electronic file for each enrolled student that is stored securely in a commercial online system that only authorised staff have access to. Each student file contains copies of all relevant documents relating to a student's enrolment and course delivery.
- Records all student information on its AVETMISS-compliant student management system, VETtrak. Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results, correspondence and issuance of AQF certification.
- Regularly conducts internal audits of student files to ensure the records are accurate and complete. Any issues identified during a student file audit will be rectified and root cause of the issue identified to avoid re-occurrence.
- Submits all statistical reporting and claiming for training activity using relevant state and commonwealth program reporting systems as required by the contractual obligations.

1. Student Record Retention

1.1 Student records will be kept for the following minimum periods of time:

- **Evidence of assessment decisions** are kept for a minimum of 6 months past the date of course completion or withdrawal, unless the student is a government-funded student.
- **For government-funded students** all records relating to a student's enrolment in the course, confirmation of students' eligibility for subsidised training and confirmation of application fees for delivery of the course are kept for at least 5 years so that the records may be audited upon request.
- **For government-funded students** all records relating to the Training Plan and Evidence of Participation including but not limited to assessment outcomes are kept for at least 5 years so that the records may be audited upon request.
- **For VET Student Loan students** all records of the student's ACER and suitability assessment are kept for 5 years so that the records may be audited upon request.
- **Records of the issuance and attainment of AQF qualifications and units of competency** will be kept for a minimum of 30 years in VETtrak to ensure that they can be re-issued as required.
- Student records are all stored and disposed of in line with the Australian Privacy Principles and Public Records Act.

2. Course Enrolments, Entry and Admission

2.1 Student records will be kept for the following procedures for the prescribed minimum periods of time:

- Applicants will participate in a Pre-Training Review process to ensure the course is suitable for the student, to determine if the student is eligible for Government Funding and to ensure VFA Learning is able to support the student appropriately in the course.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All government-funded students will undergo an eligibility assessment in line with state requirements to confirm their entitlement.
- All government-funded students are eligible for a concession if they hold a current Commonwealth Health Care Card, Pensioner Concession or Veterans Gold Card at the time of enrolment and provide a copy to our office. Concession rates cannot be applied to Materials Fees. Evidence of concession is held on file.
- Students will be sent a Welcome Letter/Confirmation of Enrolment Letter with details of the course they have been enrolled in, start and expected completion dates, trainer details, funding type (if applicable), all applicable fees including a statement of fees and study mode once the student's application has been processed and accepted by VFA Learning.
- All students will be required to sign an Enrolment Form to show acceptance of the Enrolment Terms and Conditions.

3. Apprentices/Trainees

3.1 Student records will be kept for the following procedures for the prescribed minimum periods of time:

- Apprentices/Trainees must be enrolled with VFA Learning and training plans signed within 3 months of the date of commencement of the Apprentice/Trainee's Training Contract and VFA Learning will ensure they assist employers meet this requirement.
- DELTA will be monitored regularly to identify if new individuals have nominated VFA Learning as their preferred provider.
- VFA Learning will immediately notify the relevant Australian Apprenticeship Support Network (AASN) if the qualification on DELTA is not appropriate or relevant to the apprentices/trainee's work duties and will request the employer to vary the contract.
- Apprentices/Trainees will have vocationally relevant individual training plans developed in consultation with the employer, RTO and apprentice/trainee to ensure it reflects the industry requirements and workplace setting.
- VFA Learning will notify the AASN within 2 weeks if the apprentice/trainee:
 - does not enrol with the RTO
 - withdraws from the course or does not commence training
 - changes the employer
- VFA Learning will update DELTA:
 - There are any situations, including absences, that may affect the trainee/apprentice's completion of the Training Contract
 - The trainee/apprentice completes their qualification and it is issued – this will be notified via DELTA.
 - the trainee/apprentice changes their address
- The Manager of the AASN and funding department delegate will be notified within 24 hours by email if VFA Learning becomes aware of the death of an apprentice/trainee.

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- Once all parties have signed the training plan, a copy will be provided to the student and workplace. As the training plan is a living document, all parties must continually update and maintain their copy of the training plan.

4. Completions

4.1 Upon completion of a course, students will be issued with their certification documents in line with our *AQF Certification Policy and Procedure*. These will be issued within 30 days of completion, if all fees have been paid.

4.2 Records of completion and issuance are stored on each student's file and entered into VETtrak, VFA Learning's student management system, to ensure accurate AVETMISS reporting.

4.3 For trainees and apprentices, DELTA will be updated with the completion information within two (2) weeks of completion.

4.4 Where the student is government funded, the relevant departmental reporting system will also be updated according to the reporting timelines, and no later than each month.

5. Withdrawals

5.1 Students who wish to withdraw from their course are required to fill in a *Withdrawal Request Form* and return it to a VFA Learning office, which may be via email.

5.2 Where fees have been paid, VFA Learning will apply its *Withdrawals and Refund Policy and Procedure*. Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

6. Unique Student Identifier

6.1 VFA Learning complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards for RTOs 2015 (the standards). This means that VFA Learning collects a Unique Student Identifier (USI) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents.

7. Student Access to Records

7.1 VFA Learning confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

VFA Learning Privacy Officer
03 5223 6800
privacy@vfalearning.vic.edu.au

8. Ensuring Accurate Information is Maintained

8.1 Students are encouraged to review and update any incorrect personal information from the time of application and at the time of enrolment. A further reminder is provided within the Student Handbook.

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8.2 As part of VFA Learning's *Application and Enrolment Procedure* and as evidenced on the VFA Learning *Application and Enrolment Form*, VFA Learning ensures that it verifies all personal and related student information for the purposes of any application, regardless of the funding or loan support arrangement that may be of interest to a prospective student (refer to VFA Learning's *Application and Enrolment Policy and Procedure* for details of what is collected and verified).

9. Provision of Student Information to the Regulator, Tuition Assurance Scheme Operator and Funding Bodies

9.1 All records will be made available to the Commonwealth, ASQA, ACPET as VFA Learning's Tuition Assurance Scheme Operator and all funding bodies and their delegates on request in a timely manner.

9.2 All VFA Learning staff commit to full cooperation with ASQA, funding bodies and their delegates.

9.3 Students are made aware of this requirement through the Student handbook as well as the publishing of this Policy and Procedure on VFA Learning's website.

10. VET Student Loan Program

VFA Learning has ensured that it has met all its student information obligations as outlined in the VET Support Loan Program through this Policy and Procedure.

11. Skills First Program (Vic)

VFA Learning will ensure that it will retain, and make available to the Department, or its auditors or reviewers for audit, review or investigation purposes, all records relating to the Training Services, including:

- Evidence of Eligibility, Evidence of Concession/Waiver/Exemption, Statements of Fees and Evidence of Participation;
- Evidence of issuing a VIC Student Number to eligible students;
- in respect of each Pre-Training Review that is required to be conducted, the evidence of that Pre-Training Review as required under regulations;
- evidence that the training and assessment provided was appropriate and of high quality as defined in the Quality Charter and meets the requirements set required; and
- evidence that the Training Provider has received any and all fees from Eligible Individuals that the Training Provider reported via the SVTS as having charged, and copies of any invoices, or statements provided to the Eligible Individuals, and bank generated transaction statements of the Training Provider's accounts into which the fees were paid or received, such that the Department can confirm that the Training Provider received the fee for which each Eligible Individual was invoiced, in respect of each Eligible Individual in relation to whom the Training Provider provides the Training Services.

Related Documents

POLICY AND PROCEDURE Privacy

POLICY AND PROCEDURE Application & Enrolment

POLICY AND PROCEDURE Training & Assessment Policy & Procedures

POLICY AND PROCEDURE Issuing AQF Qualifications

POLICY AND PROCEDURE Fees & Charges

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POLICY AND PROCEDURE Withdrawals and Refunds
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FORM Application and Enrolment
SUPPORTING DOCUMENT Student Handbook

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Academy Manager.

Publishing details

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