



## Student Records Policy

### Guidelines:

Col Joy Training Services will administer the care of Client Records in accordance with their contractual agreements with QMITAB



**Generic Induction Program - Handbook**  
Policies, Procedures and Best Practice for licensed providers and their trainers



and the State Registering Body's requirements under the Australian Quality Training Framework (AQTF).

Col Joy Training Services will administer the care of Client Records and in particular personal information in accordance with the Privacy Act 1988. This act may be accessed at:

<http://scaleplus.law.gov.au/html/pasteact/0/157/top.htm>

In particular IPP's from section 14 are pertinent to our organisation:

“Section 14 of the Privacy Act contains the Information Privacy Principles ('IPPs'), which prescribe the rules for handling personal information. Employees of Col Joy Training Services involved in the administration of our courses must abide by the IPPs and the Privacy Act when handling personal information collected for the purposes of training and assessing.”

Col Joy Training Services will also administer the care of Client information within the boundaries of National Privacy Principles (Extracted from the Privacy Amendment (Private Sector) Act 2000). These principles may be accessed at:

<http://www.aq.gov.au/www/aqhome.nsf/AllDocs/RWP4F5346B13D041F55CA256BB40023EB65?OpenDocument>

### Documents administration:

All employees are charged with the responsibility of the administration of the collection, dissemination, storing and confidentiality of client records.

### Process:

The above principles particularly apply, but not only to the following documents:

- “Statements of Attainment” & “Certificates of Qualification”
- Photographs for issue of industry passports,
- Copies of proof of identity for processing purposes,
- marked and unmarked assessment items,
- completed course enrolment forms,
- completed course evaluation forms,
- completed course attendance sheets,
- completed destination surveys,
- completed assessment summary checklists, and
- training program master copy of assessment.



## **Security**

Client records are stored on site at Col Joy Training Services, 12 Fursden Street, Glenella, and Mackay.

Copies of all client records commencing January 2005 are held electronically with all originals once processed being disposed by shredding. Backup copies of electronic data are stored off site. Prior to January 2005, hard copies of client records are archived securely on the premises.

## **Confidentiality**

No public access is available to client documentation except by express written permission of the client who owns the information. The period of time archived copies will be stored is in accordance with our schedule of disposal.

Under the contractual agreement of delivery with the QMITAB, Col Joy Training Services will supply required personal information for the purpose of facilitating the issue of industry passports. All clients completing courses under this agreement are aware of these requirements.

## **Archiving and disposal**

As specified below in Record Retention

## **External Reporting**

With written permission from the client we will make available details as requested to other RTO's for the purpose of RPL or Credit Transfer. Information will be made available to the State Registering Body as required under contractual arrangements.

## **Access to Records by Clients**

Clients will be provided with access to their own personal records on request. Copies of "Statement of Attainment" & "Certificate of Qualification" will be granted under the provisions of Certification and Certificate Replacement Policy.



## Record retention

| Record                                                                                                                   | Notes                                                                                                                                                                            | Disposal                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course Enrolment Form                                                                                                    | Preserved until processing is completed after contract/course completion.<br>Archived electronically.                                                                            | Hard copies destroyed when electronically stored.<br><br>Electronic destruction after 30 years                                                                                                                                 |
| Course Evaluation Form                                                                                                   |                                                                                                                                                                                  |                                                                                                                                                                                                                                |
| Course Attendance Sheets                                                                                                 |                                                                                                                                                                                  |                                                                                                                                                                                                                                |
| Statement of Attainment                                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                                                                |
| Certificate of Qualification                                                                                             |                                                                                                                                                                                  |                                                                                                                                                                                                                                |
| Destination Survey                                                                                                       | Director to hold file.                                                                                                                                                           | Destroy after next DET audit.                                                                                                                                                                                                  |
| Assessment Summary Checklist                                                                                             | All copies for all students to be kept in electronic form as Word document exported from Contract database.                                                                      | Electronic destruction after 30 years                                                                                                                                                                                          |
| Training Program Master copy of Assessment                                                                               | This is covered by "Final completed copy of student assessment".<br>Archive electronically with completed contracts.                                                             | May be destroyed after 7 years.                                                                                                                                                                                                |
| Final completed copy of student Assessment<br><br>This document doubles as "Training Program Master copy of Assessment". | 1) All copies for all students to be kept until after specified appeals period.<br>(see Grievance and Appeals Policy)<br><br>2) Archive electronically with completed contracts. | 1) - 1 month after final date of course attendance<br><br>2) - Documents must be kept for 12 months then<br><br>3) - 1 copy to retained as Training Program Master copy of Assessment.<br><br>Destroy final copy after 7 years |

Refer: Policy for Registered Training Organisations Operating in Queensland

[http://www.trainandemploy.qld.gov.au/resources/registration\\_audit/pdf/retentionstudent.pdf](http://www.trainandemploy.qld.gov.au/resources/registration_audit/pdf/retentionstudent.pdf)