STUDENT RECORDS MANAGEMENT POLICY AND PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is committed to ensuring the secure and effective management of student records, in compliance with the Privacy Act 1988, National Vocational and Education and Training Regulator Act 2011 and other relevant legislation, including the Standards for Registered Training Organisations (RTOs) 2015, the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice 2018 and the English Language Intensive Coursed for Overseas Students (ELICOS) Standards 2018. This policy outlines AAC's approach to the creation, storage, access and disposal of student records while safeguarding privacy and confidentiality.

Purpose

The purpose of this policy is to establish a framework for the effective management, protection, and compliance of student records at the Australian Academy of Commerce (AAC).

Scope

This policy applies to all AAC staff, contractors, and third-party providers involved in the creation, management, storage, and disposal of student records. It includes:

- Personal, academic, and financial records of students enrolled in VET and ELICOS programs.
- Records maintained for compliance with the *Privacy Act 1988*, *National Vocational Education and Training Regulator Act 2011*, and *ESOS Act 2000*.
- Systems used for the collection and management of student information, including the Student Management System (SMS) and hard copy records.

Policy Statement

AAC is committed to maintaining accurate, secure, and confidential student records that comply with regulatory and legislative requirements. This policy ensures that:

- Student records are managed responsibly to protect privacy and maintain confidentiality.
- Records are stored and accessed in a manner that supports operational needs and compliance.
- Students can access their personal and academic records in a secure and transparent process.
- Records are retained and disposed of according to prescribed retention periods.

Definitions

Australian Privacy Principles (APPs)	A set of principles under the *Privacy Act 1988* governing the handling of personal information.
Data Provision Requirements	The requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.
NVR Act	National Vocational Education and Training Regulator Act 2011

Personal Information	Any information that identifies an individual, including their name, date of birth, contact details, and identification numbers
Privacy Act 1988	The Privacy Act 1988 is an Australian law that regulates the handling of personal information about individuals. It includes rules about how personal information is collected, used, stored, and disclosed, as well as access and correction rights for individuals.
Retention Period	The minimum period student records must be kept, as mandated by legislation.
Student Management System (SMS)	An AVETMISS-compliant system used to manage and store student data securely.

References

- Australian Privacy Principles
- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018
- NVR Act 2011
- Privacy Act 1988
- Standards for RTOs 2015

Related AAC Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Course Completion and Qualification Issuance Policy and Procedure
- Course Credit and Recognition of Prior Learning (RPL) Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Data Integrity and Provision of Information Policy and Procedure
- Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure
- ELICOS Attendance Policy and Procedure
- Fees Management and Refund Policy and Procedure
- International Student Transfer Request Policy and Procedure
- Reporting International Students (PRISMS) Policy and Procedure
- Support for Students Policy and Procedure
- Student Enrolment and Admissions Policy and Procedure
- VET Student Attendance Policy and Procedure

Student Records Management Procedure

1. Creation and Management of Student Records

1.1 Enrolment Records

Student enrolment data, including personal details, USIs, and supporting documentation (e.g., passports, visas), is collected during enrolment. All enrolment records are stored in an AVETMISS compliant Student Management System (SMS) and hard copy records are filed securely.

1.2 Academic Records

Academic progress, attendance, and results are recorded by teachers, trainers, and assessors in the Student Management System (SMS). Trainers and assessors are responsible for recording weekly attendance for VET students and updating academic progress and results in the SMS. Attendance records for ELICOS students are updated weekly to meet the attendance monitoring requirements under the *Education Services for Overseas Students (ESOS) Act 2000*.

1.3 Financial Records

Tuition fee payment details and invoices are maintained securely in AAC's financial management system. Payment records are linked to student enrolment data in the SMS.

2. Access to Records

2.1 Student Access Requests

Students may request access to their personal or academic records by submitting a formal written application to the Student Services Officer (SSO). Requests are processed within ten (10) business days, and access is granted under supervision to ensure data security.

2.2 Third-Party Access

Personal information is only shared with third parties (e.g., employers, parents, or guardians) with the student's written consent, except as required by law.

3. Privacy and Confidentiality

3.1 Compliance with Privacy Laws

AAC adheres to the *Privacy Act 1988* and APPs to ensure the confidentiality of all student records. Sensitive information is handled with additional safeguards, including restricted access.

3.2 Data Security

All electronic records are password-protected, and access to the SMS is limited to authorised personnel. Hard copy records are stored in lockable cabinets within secure office spaces.

4. Retention and Disposal

4.1 Retention Periods

Student records are retained for at least thirty (30) years, as mandated by the *National Vocational Education and Training Regulator Act 2011*. VET assessment evidence is retained for six (6) months after the judgement of competence and ELICOS student assessment records are retained for minimum period of two (2) years.

4.2 Disposal of Records

Records that exceed their retention period are securely destroyed, using shredding for physical documents and permanent deletion for digital files. Disposal activities are logged and reviewed for compliance.

5 Reporting

Under *AAC's Data Integrity and Provision of Information Policy and Procedure*, AAC ensures the submission of all required data to regulatory bodies, including ASQA and other relevant authorities, in full compliance with applicable standards, such as the *Standards for RTOs 2015*, the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, and other regulatory reporting requirements.

Roles and Responsibilities

Role	Responsibility
CEO	• Ensure compliance with all legislation regarding the management and retention of student records.
Compliance Officer	• Conduct regular audits to ensure the integrity and security of student records. • Ensure compliance with the *Privacy Act 1988* and other legislative requirements.
Student Services Officer (SSO)	• Maintain and update student records in the SMS. • Process and respond to student access requests. • Ensure compliance with record retention and disposal requirements.
Directors of Studies ELICOS/VET	• Oversee the accuracy and timeliness of academic records, including attendance and progress reporting. • Ensure academic staff are trained in student record-keeping responsibilities. • Monitor compliance with the *ESOS Act 2000* for ELICOS attendance and *Standards for RTOs 2015* for VET reporting. • Liaise with academic staff to ensure accurate recording of results and assessment outcomes in the Student Management System (SMS).
Academic Staff	• Record student attendance, academic progress, and results in a timely manner. • Provide accurate information to ensure up-to-date student records.

Monitoring and Review

AAC's Student Records Management policy is reviewed annually to reflect legislative changes and operational requirements.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V2.0	Feb 2025	Updated policy from Records Maintenance Overview	CEO	17 Feb 2025	Compliance Team	Feb 2026

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