

Student Record and Data Entry Policy

Policy

Sydney Metro College will ensure its records are accurate and will provide returns of client records of attainments of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. In addition, Sydney Metro College will keep organizational records securely in line with this policy.

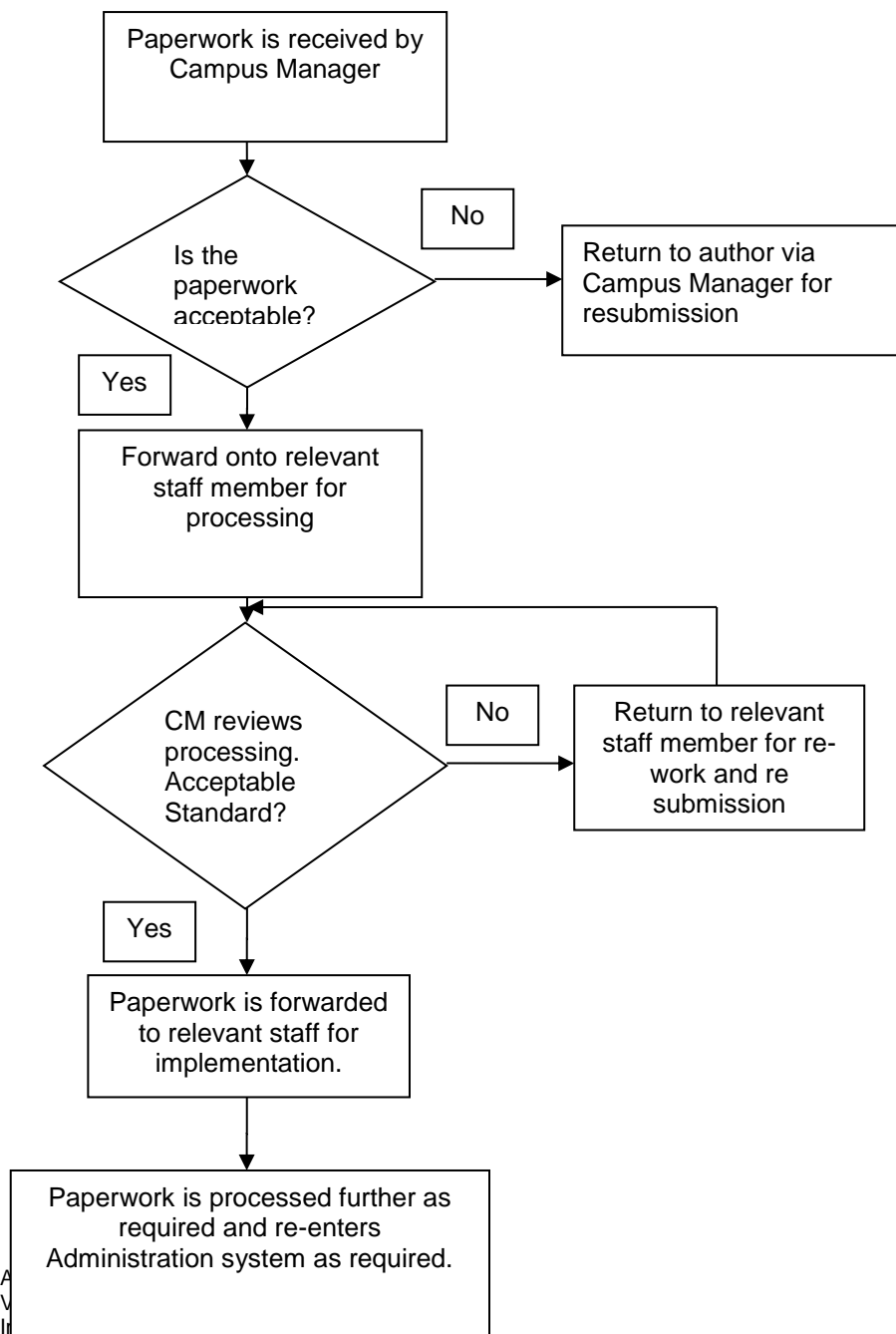
1.0 Data Entry Guidelines

- 1.1 Each individual staff member is responsible for ensuring accurate records within the scope of their tasks and responsibilities
- 1.2 SMC staff are required to take a proactive approach to ensure that all records entered by the individual staff member are accurate and maintain the integrity of the Institute
- 1.3 SMC Directors are responsible for ensuring the overall accuracy and integrity of records from within their department
- 1.4 The Principal Executive Officer is responsible for ensuring the overall accuracy and integrity of all Institute records

2.0 Data Entry Overview

- 2.1 All Student related information is to be forwarded to the appropriate Campus Manager
- 2.2 Upon receipt of any information, the Campus Manager will review the material for accuracy, completeness and relevance to its intended purpose
- 2.3 Inaccurate, illegible, incomplete or other information that is not in a finished, acceptable standard, will be returned to the responsible individual for rectification and resubmission
- 2.4 Once the Campus Manager has determined the material is suitable for processing, the material will be forwarded to the appropriate staff member for onward processing

Flow Chart Representation



3.0 Records Guidelines

- 3.1 All hard copy records including individual Student records must be stored in a locked, secure office area. This is the Admin and Account Officer's responsibility
- 3.2 All electronic records must be protected by password access and computer viruses, firewalls and spyware protection software. Electronic records contained will typically include (but are not limited to):
 - Continuous improvement records
 - Training and assessment strategies
 - Individual trainer records, including verified CV's and certified copies of qualifications
 - Assessment validation documentation and records
 - Complaints and appeals records
 - Any contracts or associated records
 - Records of qualifications issued
 - Client feedback
 - Minutes of staff meetings
 - Assessment results for appeal or validation
 - Student enrolment records
 - Participation records
 - Attendance records
 - Course progress records
 - Deferment, suspension or cancellation records
- 3.3 The IT Officer is responsible for conducting a weekly back up of SMC's computer systems to an external removable hard drive. The backup is then kept securely offsite
- 3.4 In the event that Sydney Metro College ceases to operate as a RTO, the Institute will transfer all records to the National VET Regulator in the appropriate format and detail, as specified by the National VET Regulator, at the time of ceasing RTO operations
- 3.5 All other records, including training records, taxation records, business and commercial records etc. will be retained for a period of 7 years

- 3.6 The Principal Executive Officer will ensure that the Institute collects, records and submits AVETMISS data to the National VET Regulator as required by the National VET Regulator. Sydney Metro College's AVETMISS compliant software is RTO Manager by Websutra Technology.
- 3.7 The Principal Executive Officer will provide returns of the Institute's client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. In April of each year, the Principal will complete the Competency Completion Report for the previous calendar years activities (January – December) and submit the report via the Competency Completion Online System (CCOS) to the National VET Regulator prior to 30th June.
- 3.8 The Principal Executive Officer will ensure that Sydney Metro College systematically collects, analyses, acts upon and submits quality indicator data relating to the previous calendar years activities, to the National VET Regulator by the 30th June each year.
- 3.8.1 In week 5 of Terms 2 and 4 of each academic year, the Admin and Account Officer distributes the Learner Questionnaire to all current students and Employer Questionnaire (where relevant) to the employers of current students. Note that students and employers may only complete the relevant questionnaires once throughout the individual students course enrolment for the purpose of the quality indicator data submission.
 - 3.8.2 The Admin and Account Officer then collects the completed Learner and Employer Questionnaire's and forwards them to the Student Services Officer for entry into the AQIS Manual Entry Template (Learner) and AQIS Manual Entry Template (Employer), which is due by the conclusion of week 6 of the Term
 - 3.8.3 In week 7 of the Term, the Admin and Account Officer sends the completed templates to the AQTF Quality Indicator Service (AQIS) who collate the data into a comprehensive benchmark report. Upon returned receipt, the Manager of Student Services analyses the report and provides it, along with recommendations to the Campus Manager
 - 3.8.4 The findings are discussed and analysed further in

- the Management meeting and final improvement actions are decided by the Principal Executive Officer
- 3.8.5 Where possible, the improvements are implemented by the conclusion of the following Term in line with the Institute's continuous improvement policy and stakeholder feedback policy
- 3.8.6 In April of each year, the Campus Manager will review implementation of the previous academic year (January – December) Learner and Employer questionnaires and will ensure that the policy has been implemented correctly
- 3.8.7 The Campus Manager will then complete the Quality Indicator Annual Summary Report and present it to the Principal Executive Officer for review
- 3.8.8 The Principal Executive Officer will ensure the Quality Indicator Annual Summary Report is submitted to the National VET Regulator prior to 30th June of that year
- 3.9 From the 1st January 2015, Sydney Metro College will include the National unique student identifier (USI) into our systems (See Unique Student Identifier Policy) and will:
- collect a USI for each enrolling student
 - verify each students USI
 - include the USI as part of SMC's report on training activity for the national VET data collection
- 3.10 Sydney Metro College will ensure that any confidential information acquired by us, as well as individuals, committees or organizations acting on our behalf, is safeguarded
- 3.11 Access to individual Student training records will be limited to those required by the Standards for Registered Training Organisations (RTOs) 2015 such as:
- trainers and assessors to access and update the records of the Students whom they are working with,
 - management staff as required to ensure the smooth and efficient operation of the business,
 - Officers from National VET Regulator or their

representatives for activities required under the Standards for Registered Training Organisations (RTOs) 2015

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act)

Or

- Students authorising releases of specific information to third parties in writing
- the Student's themselves, after making an application in writing

Access to Student records is to be made directly to the appropriate Campus Manager in the required form available from SMC reception in person.

4.0 Retention of Records

RECORD	RESPONSIBILITY	LOCATION	STORAGE	DISPOSAL
Assessment Tools and Marking Guides/Criteria/ Observation Checklist	Campus Manager	RTO Office	Computer system	7 years
Attendance, Course Progress, Deferment, Suspension, Cancellation and all other communication between the student and the college throughout enrolment	Admin and Account Officer	RTO Office	Filing Cabinet	7 years
Completed Quality Indicator Questionnaires	Admin and Account Officer	RTO Office	Filing Cabinet	1 year
Completed	Campus Manager	RTO Office	Locked Filing	2 years after

Student Assessment Records			Cabinet	completion
Details of Advertising	Marketing and Admissions Officer	RTO Office	Filing Cabinet	3 years after approval
Details of Appeals	Admin and Account Officer	RTO Office	Filing Cabinet	7 years
Details of Complaints	Admin and Account Officer	RTO Office	Filing Cabinet	7 years
Details of Feedback	Admin and Account Officer	RTO Office	Filing Cabinet	1 year
Details of Qualifications and Statements of Attainment issued to Students	Principal Executive Officer	RTO Office	Computer system	30 years from date of issue
Details of RPL Applications	Campus Manager	RTO Office	Filing Cabinet	7 years
Details of Student "Reasonable Adjustment"	Campus Manager	RTO Office	Filing Cabinet	7 years
Quality Indicator Data and Annual Reports	Principal Executive Officer	RTO Office	Filing Cabinet	7 years
RTO Enrolment Forms	Marketing and Admissions Officer	RTO Office	Filing Cabinet	7 years
RTO Policy and Procedure Documentation	Campus Manager	RTO Office	Filing Cabinet	7 years after obsolescence
RTO Staff Induction Records	Admin and Account Officer	RTO Office	Filing Cabinet	7 years after leaving company
Student Electronic Records of Results showing result and date of result for each unit of competency	Admin and Account Officer	RTO Office	Computer system	30 years from date of completion
Student Record Access forms	Admin and Account Officer	RTO Office	Filing Cabinet	7 years
Trainer/Assessor CVs	Campus Manager	RTO Office	Filing Cabinet	7 years after leaving company

Related Documents

- Student Document Request Form
- Staff Position Descriptions

Related Policies

- All Policies and Procedures