

## STUDENT ACADEMIC RECORDS MANAGEMENT POLICY

Policy Category	Academic		
Document Owner	Dean		
Responsible Officer	Registrar		
Review Date	December 2020		
References and Legislation	Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth); Education Services for Overseas Students Act 2000 (Cth); Education Services for Overseas Students Regulations 2001; The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code); and the Higher Education Support Act 2003 (Cth).		
Related Documents	Privacy Policy, Admission Policy, Awards of Grades Policy		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
1.0	New policy developed	16 December 2016	
1.1	Errors corrected	28 October 2017	October 2017
2.0	Review and updated to provide clarity regarding how long data/information is required to stored and maintained. Logo was updated	Academic Board 16 August 2018	30 August 2018

### 1. Purpose

This document sets out the College's policy on the management of student data and information in accordance with APIC's Privacy policy.

All student records are collected and retained in a database, which is securely maintained and regularly monitored by APIC. Personal information may, in certain cases be made available to a third party without the written consent of the individual concerned, unless it is legally required or as outlined in APIC's Privacy Policy.

### 2. Scope

This policy applies to Asia Pacific International College (APIC). All student data collected by APIC is maintained in a secure data base. Personal information will not be provided to a third party without the authority of the individual concerned, unless APIC are legally required to do so, as outlined in the Privacy Policy.

Individuals concerned with regards to the storing, handing of their personal information, or if they wish to access their personal information, should contact APIC's privacy officer at [privacy@eca.edu.au](mailto:privacy@eca.edu.au).

### 3. Definitions

Item	Definition
<i>On-line Learning System (OLS)</i>	Database management system for designing and managing courses, teaching materials, assignments, collaborations, recording grades and the like.

Item	Definition
<i>RTO Manager</i>	Database management system for storing and recording student records.

#### 4. Management of Records

APIC takes all reasonable care to ensure that all records of personal information are accurate and maintained securely. Processes and procedures are in place to protect information whether in an electronic or hard copy format and to maintain confidentiality.

Data and information that is no longer required will be destroyed in a secure manner.

#### 5. Storage of Records

All records are kept in an electronic format in RTO Manager, APIC's OLS or on SharePoint. Electronic records in RTO Manager and OLS are backed up daily by the ICT department and stored off site.

#### 6. Retention of Records

Attachment 1 – Retention of Records (found on page one (1)) provides information regarding the duration for maintaining student records and information.

#### 7. Disposal of Records

The Registrar authorises the disposal of records and manages the process for disposal.

#### 8. Access to and Security of Records

All APIC's electronic records are backed up daily. Paper files and information are maintained in a safe and secure environment.

Only APIC staff who have legitimate reason within their job description to access students' academic records may do so.

Current and former students of APIC have access to their own records on request through the Registrar's office.

Information required by other education institutions to confirm qualifications of a current or former student of APIC, such as confirmation of units of study completed, participation in officially recognised activities, and scholarships received by students, will not be released by APIC unless accompanied by written authorisation of the student.

## Attachment 1: Retention of Records

DOCUMENTS AND INFORMATION RETAINED	Minimum Retention period(s)
Certification Documentation	Records containing information regarding student results for the Australian Qualifications Framework (AQF) will be retained for 30 years as the student's course completion date.
Records of Student information, including <ul style="list-style-type: none"> <li>• Current residential address</li> <li>• Mobile phone number (if any)</li> <li>• Email address (if any)</li> <li>• Amount of money paid to APIC</li> <li>• Duration of the course paid for</li> <li>• Amounts owing to APIC</li> <li>• Written agreements between APIC and the student</li> <li>• Up-to-date records of assessments</li> </ul>	Until two (2) years after the person ceases to be a student
Examinations and assessments	Twelve (12) months from the date on which the grade decision was made (unless relating to a complaint or appeal)
Student complaints and appeals records	Five (5) years from the date the complaint or appeal was lodged
FEE-HELP application documentation	Seven (7) years
Records required for legal action	Retained until the completion of that legal action
OVERSEAS STUDENT RECORDS	
Details of accepted students, including: <ul style="list-style-type: none"> <li>• Name and gender</li> <li>• Name, start date and expected duration of the course at APIC</li> <li>• Date of birth, country of birth and nationality</li> <li>• Details of the person who has the legal authority to act on the student's behalf (if the student is under 18 years of age)</li> <li>• Course and location</li> <li>• Agreed start date of the APIC course</li> <li>• The day when the student is expected to complete their course at APIC</li> <li>• Amount of tuition and non-tuition fees received before confirming the student's enrolment</li> <li>• Total tuition fees required to be paid to undertake the full course</li> <li>• Whether the premium has been paid for the student's health insurance before the course commences</li> <li>• If the student has undertaken a test to determine their English competency, the name of the test, the course taken and the score</li> <li>• The location of the Australian government immigration office where the student's visa application was lodged</li> </ul>	Until the information is entered into PRISMS (within 14 days of the student being accepted into the APIC course)

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| <ul style="list-style-type: none"><li>• The student's passport number, and</li><li>• If the student holds a visa, the visa number</li></ul> |  |
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