

STUDENT RECORDS MANAGEMENT POLICY

Policy Category	Corporate		
Document Owner	CEO		
Responsible Officer	Registrar		
Review Date	11 December 2025		
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 The NSW State Records GDA is referenced in this schedule. NSW is a member of Council of Australasian Archives & Records Authorities (CAARA) which oversees the consistency of record keeping guidelines for public authorities. GDA-23- General Retention and Disposal Authority: University records		
Version	Change description	Approved	Effective Date
1.0	New policy developed	16 December 2016	
1.1	Errors corrected	28 October 2017	October 2017
2.0	Review and update to clarify how long data/information is required to be stored and maintained. Logo was updated	Academic Board 16 August 2018	30 August 2018
3.0	Major review of policy and Retention of Student Records Schedule	CEO under delegation from Board of Directors 19 July 2021	19 July 2021
3.1	Minor changes to the job titles and extension of review date	CEO 11 July 2023	11 July 2023
3.2	Extension of review date	CEO 30 January 2025	30 January 2025

1. Purpose

The purpose of this policy is to provide a framework for the management of student records at APIC. This document refers to the secure capture, management, and destruction of student records, including the length of time records should be kept and how and when records should be destroyed and outlines responsibilities in relation to student records management. This policy

2. Scope

This Policy applies to all student records created and kept by Asia Pacific International College (APIC).

3. Definitions

Item	Definition
<i>Destruction/destroy</i>	The complete and irreversible obliteration of all physical instances of records, data, or information such as shredding or pulping, and, in the case of electronic records, of data or information so that it is completely unreadable and cannot be accessed or used for unauthorised purposes.
<i>On-line Learning System (OLS)</i>	Database management system for designing and managing courses, teaching materials, assignments, collaborations, recording grades, and the like.
<i>Meshed HE</i>	Student Management System used at APIC for collecting, storing, and reporting student records.

4. Creation of Student Records

Student information is collected and captured in accordance with APIC's Privacy Policy and securely maintained to meet compliance and legislative requirements, APIC business needs, provide student outcomes data and reports including student progress, completion, graduation, and quality improvements, and meet student needs.

Collection of student records is in accordance with the Privacy Policy.

5. Management of Records

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

Data and information that is no longer required will be destroyed securely in accordance with the Retention of Student Records Schedule in Attachment 1.

6. Storage and Backup of Records

All records are kept securely. Physical records are kept in secure and locked cabinets in secure areas of campus. Electronic student records are kept in Meshed HE, APIC's OLS, or on SharePoint. Electronic records in Meshed HE, OLS and Sharepoint are backed up by the vendor daily and the backup is stored in the vendor's infrastructure for 30 days in the case of Meshed HE and 90 days for the OLS. Please note that both vendors host their platforms with Amazon.

7. Retention of Records

Attachment 1 – Retention of Student Records Schedule (see Attachment 1) provides information regarding the duration for maintaining student records.

8. Disposal of Records

The Registrar authorises the disposal of records and manages the process for disposal. Records should be disposed of in accordance with the Retention of Student Records Schedule in Attachment 1.

9. Access to and Security of Records

Access to records is in accordance with the Privacy Policy. Only APIC staff who have legitimate reason within their role to access students' records may do so.

Disclosure of student information must be in accordance with APIC's Privacy Policy. Current and former students of APIC have access to their 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.

Requests for access to records via subpoena or legal warrant are directed to and managed by the Chief Executive Officer.

Attachment 1: Retention of Student Records Schedule

DOCUMENTS AND INFORMATION RETAINED	Minimum Retention period(s)
Admissions, enrolment, and progression	
All records relating to the admission, enrolment, and subsequent progress of students. Includes show cause for progression purposes, special considerations affecting enrolment and progression, variations, of course, advanced standing, withdrawals, etc.	Retain a minimum of 7 years after completion or discontinuation of course or program of study by the student, then destroy.
Overseas students transfer requests	2 years after student ceases to be an accepted student.
Results and Graduation	
Records relating to the grading/marking of individual assessment components of a unit or course and determination of final results/grades. Includes: <ul style="list-style-type: none"> examiners/assessor's reports and related records for higher degree students appeals of grades local faculty level informal requests for extension of assessment components for a subject local special consideration arrangements 	Retain a minimum of 1 year after the end of appeal period or minimum of 1 year after action completed, whichever is longer, then destroy.
Records confirming the award/receipt of a qualification Certification Documentation	Records containing information regarding student results for the Australian Qualifications Framework (AQF) will be retained for a minimum of 30 years from the student's course completion date.
Records of Student information, including: <ul style="list-style-type: none"> name current residential address mobile phone number (if any) email address (if any) amount of money paid to APIC duration of the course paid for amounts owing to APIC written agreements between APIC and the student up-to-date records of assessments 	At least 2 years after the person ceases to be a student.

Grievances and Appeals and Misconduct	
<p>All records in relation to student grievances, appeals, and misconduct, whether proven or unproven. Includes but is not limited to:</p> <ul style="list-style-type: none"> • inquiries and investigations, outcomes, and matters referred to external bodies for investigation. • changes to assessment and final marks as a result of the grievance, appeal, or misconduct • handling complaints about perceived discrimination, the work/study environment, assessment/assignment organisation or distribution, peers, lecturers, tutors or supervisors, access to equipment, facilities (such as laboratories), tutorials, or other services • disciplinary processes for breaches of policy, rules, and other student disciplinary matters. 	Retain a minimum of 7 years after action completed, then destroy.
Financial and Legal	
FEE-HELP application documentation	Retain a minimum of 7 years.
Records required for legal action	Retained until the completion of that legal action.
Support services	
Records relating to the provision of financial assistance services, special needs, and accessibility services (e.g., interpreters, reading assistance for sight-impaired students, disabled access, etc.) and other tailored advisory or study support services and assistance to individual students, counselling services	Retain a minimum of 7 years after action completed, then destroy.
Records relating to the provision of library borrowing and usage rights (including the imposition of fines or other penalties).	Retain a minimum of 1 year after action completed, then destroy.
OVERSEAS STUDENT RECORDS	
<p>Details of accepted students, including:</p> <ul style="list-style-type: none"> • name and gender • name, start date, and expected duration of the course at APIC • date of birth, country of birth, and nationality • 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) 	In accordance with this schedule, and also entered into PRISMS (within 14 days of the student being accepted into the APIC course).

<ul style="list-style-type: none"> • course and location • agreed start date of the APIC course • the day when the student is expected to complete their course at APIC • amount of tuition and non-tuition fees received before confirming the student's enrolment • total tuition fees required to be paid to undertake the full course • whether the premium has been paid for the student's health insurance before the course commences • if the student has undertaken a test to determine their English competency, the name of the test, the course was taken, and the score • the location of the Australian government immigration office where the student's visa application was lodged • the student's passport number, and • if the student holds a visa, the visa number 	
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