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#### **4-1001 Administration and Management of Records:**

Institute of Training and Further Education (iTFE) has effective administrative and records management procedures in place.

iTFE has:

- secure storage, including backup of electronic records
- retention of student results for a period of 30 years
- retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the registering body
- compliance with external reporting requirements (for example the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS))
- safeguarding confidential information
- ensuring that information about a client is not disclosed to a third party without the written consent of the client
- access by clients to their personal records by request in writing within 21 days.

##### **i. Security of Student Records:**

iTFE College student files and apprentice and trainee files are maintained and stored at our head office (Level 6, 250 Collins St Melbourne).

Working files for trainees and apprentices are held by trainer/assessors while the student is active. Trainers keep these files in their possession until the student withdraws or completes their program.

Documents and records to be archived are sent into storage. The storage site has been chosen for its, secure and dry environment and systems for document access management.

##### **ii. Retention of Student Records:**

###### **Electronic Records - iCare:**

Retention: Electronic data is maintained on a regular basis. All data is backed up onto iTFE server at the end of each week.

###### **Paperbased Records:**

Retention: All paperwork relating to the delivery and assessment of individual student's will be kept on file for up to two years at the offices of iTFE, then archived off site. Hardcopies of the paperwork will be kept by iTFE for seven years.

##### **iii. Archiving & Retrieval of Student Records & Results:**

###### **Electronic Records - iCare:**

Archiving: A procedure for archiving electronic data will be created. At this stage there has been no need to archive electronic student records. iTFE will keep in line with government requirements to maintain records for a period of 30 years.

Retrieval: The choice of which system iTFE will use in place of iCare will include an option for efficient retrieval of electronic records.

###### **Paperbased Records:**

Retention: All paperwork relating to the delivery and assessment of individual student's will be kept on file for up to two years at the offices of iTFE, then archived off site. Hardcopies of the paperwork will be kept by iTFE for seven years.

Archiving: A record of all documents archived, including destroy by dates is maintained by iTFE.

Retrieval: Should iTFE be required to retrieve any of the documents this can be done simply by faxing or emailing the requirements to the storage facility and requesting the file to be delivered to iTFE. The document can then be returned and stored in the same place.

iTFE will ensure retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the registering body:



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**iv. Compliance with External Reporting Requirements:**

iTFE will ensure that its student information database will always be capable of producing the AVETMIS report due at the end of each calendar month. And that the supplier of the system selected will provide upgrades for the system to ensure the data collected for any given period complies with government requirements.

**v. Safeguarding Confidential Information:**

Confidential information relating to individual trainees and apprentices will be kept secure on their files whilst active through out their program, filed and stored as described above. Any documents which need to be destroyed will be shredded. Under no circumstances will documents be disposed of in rubbish bins or in recycling bins when they are intact.

**vi. Third Party Disclosure:**

iTFE College students and Trainees and Apprentices are advised that information in their records will be kept secure at all times. That only that information which is required to be provided to the government will be provided in the AVETMIS report.

A separate policy and form exists to provide iTFE permission to use names and personal information in iTFE marketing activities.

**vii. Access to Personal Records:**

iTFE College students and Trainees and Apprentices have the right to access their personal files. Whilst active they are able to ask the administration team for access to their file. They may contact iTFE to request access to their file at any time. This is referred to in their Trainee Student Handbook and a form is provided which allows them to write in for information.

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**Policy Authorisation**

Responsibility: P.E.O.

Confirmation Date: 14.03.2014

Version No: 14.03.2014

Electronic Record:

Links:

Signed:

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