

70. Records Management Policy

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Related Legislation & Guidelines		Standards for Registered Training Organisations (RTOs) 2015	
Scope	Course Type	All	
Version Updates	Version		
<p>Communication</p> <p>All AOT policies, procedures and guidelines are saved in PolicyDoc (cloud based document management system) which accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose

AOT understands the importance of protecting the privacy of personal information and is committed to the effective management and storage of student records.

2. Policy

AOT will ensure adequate management and storage of student records for the purpose of privacy protection, verification of issuance of qualifications and certifications, training delivery and assessment and the general operations of the training organisation.

2.1. Compliance

AOT keep all records in accordance with the Standards for Registered Training Organisations (RTO's) 2015.

2.2. Privacy of information

Confidentiality of information provided by students is mandatory.

AOT requires the collection of personal information as part of the application process for training. This information includes details of educational background, employment history, current employment status, language, literacy and numeracy skills and payment related details. The purpose of this information is to allow AOT to develop effective training and assessment programs, according to the needs of each individual.

AOT must not request any information from, or about, students that is not directly related to training and assessment business.

The Australian Government developed a set of principles that are derived from the Privacy Act 1988. As part of AOT's commitment to privacy of information the 'Australian Privacy Principles', have been adopted as part of company policy.

2.3. Student Records

AOT must make sure that all records are accurate, complete and up to date. Each student has the right of access their records and personal files. Requests must be made in writing for access to records.

Student records are securely stored, electronically, in a Student Management System. These records include, but are not restricted to:

- Interview reports
- Enrolment form
- Fee arrangements

- Student identification
- Applications for RPL or Credit Transfer
- Results

Student records are entered and maintained on the AOT database by administration. All changes to personal details must be forwarded directly to student administration.

2.4. Sharing information

Request for the student information must be made in writing, this can be via email. Once the request is received then AOT staff will process the request in accordance with the AOT Privacy Policy.

AOT will not sell, share, rent or otherwise provide personal information to others, including employers, spouses or parents, without written consent from the student.

AOT will not make available, their client list or student data base to any other party unless required by law. Refer to AOT's Privacy Policy.

AOT will disclose information if required by law and will cooperate with the investigations of purported unlawful activities, conform to the edicts of the law or comply with legal process served on AOT.

2.5. Ascertaining Identity

AOT staff will not release any information without being reasonably satisfied with the identity of the person seeking disclosure of a student's personal information.

3. Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

4. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,



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c) feedback received from staff.

Any recommendations to improve this document must be submitted to the Training Manager.

This request will be logged on AOT's Continuous Improvement Register, and reviewed by the relevant staff.