

Record Management

Policy

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1. PURPOSE

The purpose of this policy is to delineate foundations and protocols of the management of all the records at the JMC ACADEMY (JMC).

2. SCOPE

This policy is applicable to all JMC's, staff and students.

3. DEFINITIONS

All definitions are located in the *JMC Glossary*.

4. POLICY

4.1. RECORDS OF ADMISSION ENROLMENT AND PROGRESSION

4.1.1 Records relating to the admission, enrolment and progress of students

including:

- Special considerations applications and outcomes affecting enrolment and progression;
- Specified credits, block credits and unspecified credits awarded;
- Aegrotat assessments awarded;
- Withdrawals, deferrals, suspensions, cancellations, or similar will be retained for a minimum of 3 years after completion or discontinuation of course of study by a student.

4.1.2 All records relating to applications for admission including:

- Offers which have or have not been accepted or have lapsed, and unsuccessful, incomplete, withdrawn applications, or similar;
- application forms and supporting documents;
- Interview records;
- Audition records;
- Portfolios;
- Correspondence records;
- Details of referring agents will be retained for a minimum of 1 year after action completed or until the end of appeal period if such appeal is in place, whichever is longer.

4.1.3 Records relating to the management of student concessions will be retained for a minimum of 1 year.

4.1.4 Records that a working with children check has been completed will be retained for a minimum of 99 years.

4.1.5 Records of all written agreements as well as receipts of payments made by students under the written agreement will be retained for at least 2 years after the person ceases to be an active student.

4.1.6 Records of student details, consistent with ESOS and other regulations will be retained for at least 2 years after the person ceases to be an active student. However, the records do not need to be kept up to date after the cessation.

4.2. RESULTS AND GRADUATION

4.2.1 Records relating to the grading/marking of individual assessment components of a unit or course and determination of final results/grades including:

- examiners/assessor's reports and related records;
- appeals of grades;
- requests for extension of an assessment;
- special consideration arrangements will be retained for a minimum of 1 year or until the end of the appeal period, whichever is longer.

4.2.2 Records relating to changes to assessment results as a result of moderation, re-marking or appeal by the student will be retained for a minimum of 5 years.

4.2.3 Records confirming the award/receipt of an accredited HE or VET qualification or statement of attainment will be retained for a minimum of 30 years.

4.2.4 Finalised results obtained by students, where the results are generated as an outcome of some form of assessment will be retained for a minimum of 30 years.

4.2.5 Records relating to arrangements for graduation and determination and notification of students of their eligibility to graduate including program or order of proceedings and uncollected testamurs will be retained for a minimum of 1 year.

4.3. SCHOLARSHIPS, PRIZES AND AWARDS

4.3.1 Records relating to the management and delivery of scholarships, prizes and awards will be retained for a minimum of 2 years.

4.3.2 Records relating to the establishment and conditions of scholarships, prizes and awards will be retained for minimum of 5 years.

4.4. STUDENT EXCHANGE

4.4.1 Records relating to the processing of applications received for exchange student placements, study abroad or study tours will be retained for a minimum of 2 years.

4.5. STUDENT GRIEVANCES, COMPLAINTS AND MISCONDUCT

4.5.1 Records relating to the management of proven and unproven student grievance, misconduct and disciplinary cases including:

- inquiries and investigations, outcomes, and matters referred to external bodies for investigation, and
- handling complaints over perceived discrimination, the work/study environment, assessment/assignment organisation or distribution, peers, lecturers, tutors and/or supervisors, access to equipment, facilities (such as studios), tutorials, or other services will be retained for a minimum of 5 years.

4.5.2 Records relating to preliminary/fact finding investigations that were not formally proceeded with (i.e., the allegations have been found to be unsubstantiated, false, vexatious, or misconceived or could not be proven) and the accusation has not involved a child, or a young person will be retained for a minimum of 1 year.

4.6. ASSESSMENT

4.6.1 Student assessment material completed by students, which includes, but is not limited to any work submitted or completed by students for the purposes of assessment or evaluation such as:

- examinations (written or oral),
- assignments,
- work placement supervisors' reports,
- presentations,
- works of art (movies, recordings, projects),
- observation checklists.

will be retained at least until the end of the trimester/semester following the completion of the assessment tasks or until the end of appeal period if such appeal is in place, or for a minimum of 6 months, whichever is longer.

4.6.2 Copies of all assignments, examination booklets and other assessment materials used for assessment purposes along with any marking guides, model answers or assessment rubrics will be retained for a minimum 2 years post the completion date of the unit.

4.6.3 Assessment records of appeals of individual assessments will be retained for a minimum of 1 year after action completed.

4.7. ATTENDANCE

4.7.1 Records relating to the management of student attendance for teaching and assessment activities such as examinations, assessment activities, classes, tutorials, and studio sessions, e.g., attendance lists, sick leave forms and medical certificates will be retained at least until the end of the trimester/semester following the completion of the assessment tasks or until the end of the appeal period if such appeal is in place, whichever is longer.

4.8. COURSE DELIVERY

4.8.1 Records relating to course delivery, including unit resources, material used in course delivery, and quality assurance including:

- unit outlines,
- study guides,
- self-assessment exercises,
- audio/visual teaching aides,
- reading lists,
- assignment lists,
- lecture notes,
- timetables, rosters, organising venues, teaching allocations
- feedback data collection/survey forms
- assessment of data/feedback on course delivery. will be retained until no longer required for teaching or other purposes.

4.9. CURRICULUM DEVELOPMENT & APPROVAL

4.9.1 Final approved versions of curricula including:

- master/authoritative set of descriptions of course requirements,
- prerequisites,
- content and outcomes,
- calendars,
- faculty handbooks and course guides. will be retained for a minimum of 7 years.

- 4.9.2 Records relating to the development, review and/or approval of the curriculum including correspondence, reference/advisory/industry groups, records of working parties and notes, and committee records will be retained for a minimum of 5 years after superseded.
- 4.9.3 Records relating to successful or unsuccessful external accreditation of courses by professional or registration bodies including letter/notification of outcome of accreditation processes will be retained for a minimum of 7 years after expiry of accreditation or until action completed, whichever is longer.
- 4.9.4 Records generated to support compliance with agreed accreditation obligations including:
- samples of output and results
 - reports and portfolios created for accreditation body will be retained for a minimum of 5 years.

4.10. **TRANSFER OF COURSES**

- 4.10.1 Records relating to the transfer of responsibilities and ownership of courses to another institution will be retained for a minimum of 5 years after the expiry or termination of the agreement.
- 4.10.2 Records relating to courses, assets, services, and administration functions, where responsibility and/or liability has been transferred to another organisation and where records are required to continue teaching, provision of services or management of business or activity including but is not limited to:
- assets,
 - student administration,
 - student and other services,
 - teaching,
 - general administration, and
 - commercial activities and consultancy services will be transferred to new institution.

4.11. **POLICIES, PROCEDURES and GUIDELINES**

- 4.11.1 Final, approved versions of rules governing the institution including final approved versions of JMC's Governance Charter, will be retained for a minimum of 5 years after superseded
- 4.11.2 Records relating to the development and review of the whole of institution policies and procedures will be retained for a minimum of 3 years after superseded or action completed.
- 4.11.3 Records relating to the development and review of internal/processes relating to core and administrative functions including processes, manuals, forms etc developed by business units to facilitate day-to-day operations will be retained until administrative or reference use ceases.

4.12. **REGISTRATION**

- 4.12.1 Records relating to the registration of the institution as an education provider will be retained for a minimum of 7 years after JMC Pty. Limited (or IFSS Pty Limited) ceases to operate as an Education Provider.

4.13. STUDENT SUPPORT SERVICES

- 4.13.1 Records relating to the establishment, negotiation, maintenance, and review of agreements to provide and operate services to students including:
- correspondence and records of negotiations,
 - final, approved versions and significant drafts of agreements, and
 - reviews of agreements. will be retained for a minimum of 3 years.
- 4.13.2 Records relating to the special needs and accessibility services (e.g., assistance for sight impaired students, disabled access, etc.) and other tailored advisory or study support services and assistance to individual students will be retained for a minimum of 2 years.
- 4.13.3 Records relating to critical incidents, particularly those related to international students will be retained for at least 2 years after the international student ceases to be an accepted student, or such other period as specified by the ESOS legislation and regulations.
- 4.13.4 Records relating to unsuccessful applications for student support services will be retained for a minimum of 1 year after.
- 4.13.5 Records relating to the placement services for students; careers, employment and general services; mentoring, peer networking services, etc. will be retained for a minimum of 2 years.
- 4.13.6 Records relating to the provision of counselling by a professional counsellor including case files will be retained for a minimum of 5 years after action completed. Case files may be destroyed prior to the expiry of the minimum retention period in certain circumstances e.g., agreement between counsellor and client.

4.14. LIBRARY SERVICES

- 4.14.1 Records relating to the provision of library borrowing and usage rights (including the imposition of fines or other penalties) will be retained for a minimum of 1 year.

4.15. COMMERCIAL ACTIVITIES AND SERVICES

- 4.15.1 Records relating to the management of commercial ventures and services including:
- the provision of consultancies and other professional services,
 - expressions of interest and tenders,
 - negotiations, contracts, agreements, and other formal arrangements regarding provision of services, commercial ventures, use of intellectual property, etc.
 - records relating to provision of products and services. will be retained for a minimum of 7 years after provision of services ceased or minimum of 7 years after all terms and conditions of contract are satisfied, whichever is longer.
- 4.15.2 Records relating to commercial ventures and services that did not proceed or where the tender/expression of interest, etc., was unsuccessful will be retained for a minimum of 2 years after action completed.
- 4.15.3 Register of commercial activities will be retained for a minimum of 7 years.

4.16. SECURITY OF RECORDS

- 4.16.1 All records will be securely retained in a manner that safeguards them against unauthorised access, fire, flood, termites, or any other pests, and which ensures that records can be produced if the originals are destroyed or inaccessible. Records may be in hard copy or electronic format
- 4.16.2 Access to all records will be subject to the specified privacy arrangements and policies
- 4.16.3 All records will be securely destroyed at the end of the specified retention period

5. RELATED DOCUMENTS

- 5.1. JMC Glossary
- 5.2. Complaints and Appeals Policy and Procedure
- 5.3. Marketing Privacy and Data Collection Policy
- 5.4. Personal Information and Privacy Policy and Procedure (VET)
- 5.5. Privacy Notice - VET students_Schedule 1 of the National VET Data Policy_Addendum 1 of this policy (VET)

6. RELEVANT LEGISLATION

- Standards for Registered Training Organisations (RTOs) 2015
- User Guide Standards for Registered Training Organisations (RTOs) 2015
- Australian Skills Quality Authority (ASQA)
- Australian Qualification Framework (AQF)
- Data Provision Requirements 2012
- Vocational Education and Training Act 2011
- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- State Records Act 1998 (NSW),
- Privacy and Personal Information Protection Act 1998 (NSW),
- Privacy Act 1988 (Cth),
- Evidence Act 1977 (QLD),
- Public Records Act 2002 (QLD),
- Public Records Act 1973 (VIC)
- Retention and Disposal Authority for Records of the Higher and Further Education Functions
- State Records and Archives (NSW)
 - Education
 - Higher and further education records (GA47)
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
 - ESOS National Code 2018, Part B, Standard 6

7. POSITIONS RESPONSIBLE

- 7.1. Chief Executive Officer
- 7.2. Director of Education
- 7.3. Director of International Services
- 7.4. Campus Manager
- 7.5. Head/s of Department
- 7.6. Student Admissions
- 7.7. Administration
- 7.8. Librarians
- 7.9. Counsellors

8. APPROVAL INFORMATION

Approval Authority	Quality Education and Risk Committee (QERC)
Health Check approval authority	JMC CEO
Review date	01/12/2024

Version	Approved by	Approval date	Effective date	Modifications	Status
2.0	QERC	02/02/2022	03/02/2022	New template	Current