

## RECORDS MANAGEMENT POLICY AND PROCEDURE

<b>Approving authority</b>	Executive Management Team
<b>Purpose</b>	This Ozford College policy has been developed to define policy and procedures for records management and to be read in conjunction with the confidentiality policy.
<b>Responsible Officer</b>	High School Coordinator
<b>Associated documents</b>	All policies and procedures

### 1. RATIONALE

To ensure the College keeps appropriate records of its activities, its records management practices support continuous improvement and provide evidence of compliance with relevant regulatory requirements including but not limited to:

- Minimum standards and other requirements for schools
  - the Education and Training Reform Act 2006
  - the Education and Training Reform Regulations 2017.
  - Ministerial Order No.706: Anaphylaxis Management in Victorian schools and school boarding premises
  - DET Anaphylaxis Guidelines
  - VRQA Guideline school financial capability assessment
  - VRQA Guidelines on Bushfire preparedness
  - Victorian Child Safe Standards, Ministerial Order 1359 Managing the Risk of Child Abuse in Schools And School Boarding Premises.
  - Public Record Office Victoria Recordkeeping Standards
- ESOS Act and associated requirements
  - Education Services for Overseas Students Act 2000
  - Education Services for Overseas Students Regulations 2019
  - Education Services for Overseas Students (Registration Charges) Act 1997
  - The Education Services for Overseas Students (TPS Levies) Act 2012
  - Education Services for Overseas Students (Calculation of Refund) Specification 2014
  - National Code of Practice for Providers of Education and Training to Overseas Students 2018
  - VRQA Guidelines for enrolling overseas students agreed under 18 years
  - VRQA Guidelines for VCAL courses to international students

### 2. SCOPE

This policy applies to all Ozford College staff.

### 3. POLICY

#### General Policy

- 3.1 The Executive Management Team has responsibility for ensuring the College has an effective records management policy and procedures and oversight of the implementation of this policy.
- 3.2 The management of records at Ozford College is the responsibility of all staff.

- 3.3 The records / files / documentation are categorised into financials, on line documentation, Ozford College specific documentation and other data to ensure records can be accessed timely.
- 3.4 The College will comply with external reporting requirements (VRQA/VCAA/DoE/DHA/CRICOS/ESOS) as required.
- 3.5 It is an offence under the Crimes (Document Destruction) Act 2006 for individuals or organisations to destroy documents that they know are reasonably likely to be required in a future legal proceeding, with the intention of keeping the documents out of evidence.
- 3.6 Destroying records however in accordance with a valid Authority is lawful as long as the requirements under the Crimes (Document Destruction) Act 2006 are met.
- 3.7 As required by Ministerial Order 1359 Managing the Risk Of Child Abuse In Schools And School Boarding Premises, this policy is reviewed after any significant child safety incident, or at least every two years, and improved where applicable.

## 4. PROCEDURE

### Financial Records

- 4.1 The financial records are archived at the end of each financial year. The data is placed into archive boxes, clearly labelled and stored for 7 years. At the end of this period the documents are shredded.
- 4.2 The College will maintain up to date records of financial information including fees paid and refunds given.

### On-Line Documentation

- 4.3 Any on-line documentation regarding the quality system is updated as required on-line. Printed out-of-date documentation is to be destroyed by relevant staff members as soon as they have been notified of any amendments to documents. Out-of-date documents are to be placed into the locked security recycling bins or shredded in-house.
- 4.4 On-line information is stored in appropriate folders on the computer by the Head of Departments.

### Student records

- 4.5 The College keeps records of each accepted student who is enrolled with Ozford College or who has paid any tuition fees to the College. Accepted student means a student (whether within or outside Australia) who is accepted for enrolment, or enrolled, in a course provided by Ozford College.
- 4.6 The records must consist of the following details for each accepted student:
  - The student's current residential address;
  - The student's mobile phone number (if any);
  - The student's email address (if any);
  - Any other details prescribed by the ESOS regulations such as the name and address details for the student's parent/guardian and the details of any CAAW arrangements.
- 4.7 The records will be entered into the Student Administration program and scanned in secured network drive. The PRISMS system will also be updated.
- 4.8 The College maintains up to date records of all student enrolments and participation, both in paper-based and electronic forms as appropriate.

- 4.9 The College's student records of attainment of units of competency and qualifications will be maintained electronically for a period of 30 years.
- 4.10 Student contact and personal information are maintained indefinitely.
- 4.11 Full and accurate records are created to document all aspects of the allegation and investigation as required by the Public Record Office Victoria Recordkeeping standards (<https://prov.vic.gov.au/recordkeeping-government/document-library/pros-1908-organisational-response-child-sexual-abuse> ). Records of any complaint or allegation of child abuse and investigation will be recorded on Student Management System and stored in student physical file. Student physical files will be maintained and archived in a secure, locked facility indefinitely.
- 4.12 Due to the nature of child abuse allegations, these records must be properly managed, protected and retained **indefinitely**. Examples of records which could form part of the allegation and investigation record include:
- Letters or emails making allegations or in relation to allegations (if this occurs verbally, a record should be made of this).
  - Incident reports, witness statements.
  - Records, including notes, of meetings or discussions about the actual or alleged incident.
  - Investigation records.
  - Referrals to law enforcement authorities and briefs of evidence supporting cases, including evidence gathered for cases that do not proceed.
  - Reports received from medical practitioners, health professionals, psychologists, teachers, coaches, social workers, legal officers, counsellors, chaplains and case officers in relation to actual or alleged incidents.
  - Records documenting support and remedial action i.e. claims, assessments, support, counselling, compensation, redress.
  - Rosters, timesheets, personnel child safe screening records of employees and volunteers, records detailing student work placements.
  - Enrolment, attendance and absence records of children.
  - Permission forms from parents and carers.
  - Surveillance images and footage.
  - Location maps and photographs of the environment.
  - Records which could be used to provide information about the whereabouts of an alleged abuser or child within a particular timeframe (rosters, timesheets, observation records, personnel records, student work placement records, leave records, records showing travel or visits, enrolment, attendance, absence records).
  - Records detailing child safe policies, guidelines, training programs and behavioural standards.
- 4.13 All Student enrolment, deferral, suspension, withdrawal or termination records are archived and destroyed 2 years after students' departure from Ozford.
- 4.14 Student assessments not returned to students are kept and destroyed 4 months after notification of final result.
- 4.15 Records of special provision are kept in student files and destroyed 1 year after student's departure from the school.

- 4.16 Student attendance records are archived electronically at the end of every term and electronic records are destroyed 6 years after end of school year in which the entry was made.
- 4.17 The College will ensure the retention, archiving and timely retrieval of sufficient information on client results to enable the re-issue of a qualification or statement of attainment if required.
- 4.18 The College will comply with external reporting requirements as required.

## **Information Privacy**

- 4.19 The College has implemented the Information Privacy Principles specified in the Information Privacy Act 2000 (Vic).
- 4.20 The collection and use of personal and health information must relate directly to the legitimate purposes of Ozford College.
- 4.21 Individuals must be aware of, or informed of, the purposes for which personal and health information is obtained.
- 4.22 The College will take all reasonable measures to ensure that the personal information it receives and holds is up to date.
- 4.23 The College will take all reasonable measures to store personal information securely.
- 4.24 Individuals are entitled to have access to their own records, unless prevented by law.
- 4.25 Third party access to personal and health information may only be granted in accordance with the Privacy principles and Ozford policy and procedures.
- 4.26 The College will amend records shown to be incorrect.
- 4.27 The College will safeguard the confidentiality of information obtained on its behalf and will ensure that except as required by law, information about a client is not disclosed to a third party without written consent of the client.

## **Staff records**

- 4.28 The Principal and High school coordinator is responsible for ensuring records of the verified qualifications and competencies of all staff and persons working on behalf of the College are obtained and maintained.
- 4.29 The Finance Manager is responsible for ensuring appropriate employment records are maintained including employment agreements and payroll documentation.
- 4.30 The staff records are kept secured in the finance office.

## **Other Documentation**

- 4.31 All other hard-copy documentation is archived as required by staff and management. All archive boxes are to be clearly labelled and stored for 7 years. At the end of this period the documents are shredded.

## **Computer Data Back-up Procedure**

- 4.32 The ICT Department ensures that back-ups are completed on a daily basis. Contents of the shared drives are backed up to local backup servers and offsite storage.
- 4.33 Back up for the network drive that contains the student record results and qualifications are retained for a period of 30 years.

**4 FEEDBACK**

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.