

RTO 1.11 Student Records Management (including USI)

1. Policy Purpose

Student records (including Unique Student Identifiers (USIs)) are evidence of participation in and outcomes from accredited training. A student record includes the individual's private information and is verification of their achievements. This policy aims to ensure the Institute manages all student records in accordance with the relevant legal and ethical obligations for privacy, confidentiality, and sensitivity. It also seeks to enable students' and former students' access to information about their VET achievements and ensure the Institute complies with data reporting obligations under the Standards for Registered Training Organisations 2015.

2. Policy Statement

The Institute will collect and maintain records of student engagement, participation and outcomes in accordance with the Standards for Registered Training Organisations 2015 and ensure students can access information about their VET achievements.

3. Scope

This policy applies to all staff and contractors keeping and maintaining student records.

4. Definitions

- 4.1. **USI** – Unique Student Identifier
- 4.2. **The Institute** – Relationships Australia South Australia Limited trading as The Australian Institute of Social Relations.
- 4.3. **ASQA** - Australian Skills Quality Authority, the national VET regulator for RTOs.
- 4.4. **AQF** - the Australian Qualifications Framework.
- 4.5. **SMS** – Student Management System
- 4.6. **LMS** – Learning Management System
- 4.7. **NRT** – Nationally Recognised Training
- 4.8. **NCVER** – National Centre for Vocational and Education Research
- 4.9. **DESE** – Department of Education, Skills and Employment (Federal)
- 4.10. **DIS** – Department of Innovation and Skills (State)

5. Procedures

5.1. TRAINING AND ASSESSMENT SERVICES

- 5.1.1. Students are required to obtain and provide to the Institute their USI at the point of enrolment or as soon as practicable.
- 5.1.2. When a USI is acquired, the Institute will verify that Student Identifier with the Student Identifiers Registrar before using that Student Identifier for any purpose.
- 5.1.3. The Institute will retain records of all qualifications and statements of attainment issued for 30 years. Records are retained electronically in the Student Management System. Records prior to 2007 are in hard copy form and are stored securely on site.
- 5.1.4. The Institute will retain NRT assessment evidence for a period of no less than 6 months from the outcome date electronically in the Learning Management System (LMS)
- 5.1.5. Non accredited enrolments are retained electronically in the student management system for at least the life of the current platform (SMS).
- 5.1.6. The Institute is required to transmit de-identified NRT training data to the national data authority (NCVER) yearly.
- 5.1.7. The Institute is required to share enrolment, demographic, outcome and completion data with the State Authority, Department for Industry, Innovation and Science (DIS) for all subsidised NRT enrolments.
- 5.1.8. The Institute is required to share enrolment, demographic, outcome and completion data with the Federal Authority, Department for Education, Skills and Employment (DESE) for all NRT enrolments where a VET Student Loan exists.
- 5.1.9. The Institute will share enrolment status, training outcome and progression data with an employer if they have sponsored that enrolment.
- 5.1.10. The Institute will not share any student or training related information with any party outside of the arrangements described above without the express permission of the student.

6. Roles and Responsibilities

6.1. The student is responsible:

- 6.1.1. To provide the Institute with their USI upon application to a course. If the student does not have a USI they must create one prior to submission of their course application.

6.2. The Institute is responsible:

- 6.2.1. To retain records of all qualifications and statements of attainment issued for 30 years.
- 6.2.2. Verification of all supplied USI's via an integrated service between the Institute's SMS and the Australian Government's USI portal.
- 6.2.3. To ensure that at all times it has sufficient security measures in place to protect both digital and hard-copy records from loss, damage or unauthorised access.
- 6.2.4. To ensure that all hard copy records (student enrolment documentation, student assessment materials and outcomes documentation) are stored in locked cabinets.
- 6.2.5. To have restricted access to data stored in networks and using strong passwords on all network-connected computers.
- 6.2.6. To create back-up copies of electronic records and store them securely.
- 6.2.7. To maintain registers of AQF qualifications authorised to issue, and of all AQF qualifications and statements of attainments issued be stored in the electronic Student Management System.