



ALBRIGHTON & CONSULTING TRAINING & SERVICES

Student Records Management Policy

Albrighton Consulting collects and holds personal information about all of its students, and has a range of legislative responsibilities in regard to maintaining the confidentiality of students' personal information. The privacy of this information is a vital part of Albrighton Consulting's relationship with its students, and Albrighton Consulting recognises its responsibility to collect, manage, use and disclose personal information in accordance with legislative requirements and prevailing community expectations of best practice.

The purpose of records management is to ensure that records of evidential quality are created, managed and disposed of in accordance with legal requirements. Business records are valuable and often vital assets which facilitate daily functioning and operations. Records of transactions need to satisfy a variety of legal, administrative and audit conditions. More enduring records document the Business's corporate memory, providing the principal source of continuity.

The aim of this policy is to promote consistent and coherent records management processes and practices which govern records from their creation, through their effective use, to disposal or preservation as archives. Well managed records are invaluable aids for policy formulation and decision making. Records help protect the interests of the Business and its employees, students, industry partners and other clients, by enabling the Business to make effective use of known precedents and organisational experience. Records managed according to an explicit, approved regime ensure the Business meets its legal obligations for recordkeeping.

Student and employer Records will be kept for the period of 5 years and will then be archived in keeping with the requirements of the Training and Skills Development Act 2008. This policy does not extend to information that is by its nature public.

Guiding principles and legislative requirements

The interests of the student and the preservation of their privacy and confidentiality are paramount in the interpretation of this policy. Student personal information will therefore not be used or disclosed except in accordance with this policy. In all areas of academic and administrative practice the principle of minimal disclosure will be applied.

Albrighton Consulting upholds a student's right to know how their personal information will be managed, including the use, storage and disposal of that information. Albrighton Consulting will take all reasonable steps to ensure the responsible handling of student personal information. Certain types of information may be subject to additional confidentiality standards over and above those provided by this policy. These may be imposed by other Albrighton Consulting policies (for example Sexual Harassment policy) or by legislative requirements. The confidentiality requirements under this policy will in certain instances be overridden by legal or legislative obligations of disclosure.



Collection of personal information

Albrighton Consulting collects and holds a range of personal information about all of its students. This includes:

- personal details: name, student ID number, contact information, age, enrolment status,
- digital images, etc.
- academic records: course and enrolment details, assessment results, academic standing
- personal welfare information: emergency contacts, financial information

Information collected is used for a variety of purposes, including:

- admission to a program
- enrolment and academic progress
- program and course administration
- communication with students
- provision of student services
- mandatory reporting to external agencies
- promotion of Albrighton Consulting- in the case of photographs and other images, this will occur only with the explicit written permission of the individuals involved.

Albrighton Consulting will collect personal information only where it is necessary for one or more legitimate functions or activities. Where personal information is collected, all reasonable steps will be taken to inform students of:

- the purpose for which the information is collected
- any person, body or agency to which Albrighton Consulting usually discloses information of that kind
- any law that requires or authorises particular information to be collected.

Albrighton Consulting will take all reasonable steps to ensure that personal information collected is accurate, relevant, up-to-date, complete, and not misleading. To this end, Albrighton Consulting will take reasonable steps to allow individual students to correct inaccurate information as appropriate.

Storage of personal information

Albrighton Consulting will take all reasonable steps to protect records of personal information from misuse, loss, unauthorised access, modification or disclosure. Staff access to records of personal information will be restricted to staff members who need the information in order to carry out their duties and responsibilities in the personal and/or academic interests of students. Staff who are granted access to records of personal information will be made aware of the confidentiality regarding access to records of personal information. Where personal information is no longer needed for any legitimate purpose it will be destroyed using a confidential method of disposal.

Use and disclosure of personal information

Personal information will be used only for the purpose for which it is required. Where information has been obtained for a particular purpose, it will not be used for any other purpose, unless:



- the individual concerned has consented to its use
- use of the information is required by law
- Albrighton Consulting believes it is necessary in order to prevent or lessen a serious and imminent
- threat to the life or health of the individual concerned, or another person.

Albrighton Consulting will not disclose personal information about students to people, bodies or agencies outside Albrighton Consulting (including parents, spouses or other relatives or friends of the student), or to staff who have no need of the information, unless:

- the student has given written permission for Albrighton Consulting to disclose the information
- Albrighton Consulting is required by law to disclose the information (as detailed in clause 10.1)
- Albrighton Consulting has taken reasonable steps to inform the student that information of that kind
- is usually passed on to those people, bodies or agencies.
- Albrighton Consulting believes the disclosure is necessary to prevent or lessen a serious and
- imminent threat to the life or health of the individual concerned, or another person.

Sensitive information

Albrighton Consulting will not collect sensitive information unless such collection is required by the law, or occurs with the consent of the individual student.

Individual's right of access to personal records

Albrighton Consulting will take reasonable steps to allow individual students to view the personal information Albrighton Consulting holds about them.

Records Request Procedure

In the event that a student has a request to view their records, the student will:

- Speak directly with a representative of Albrighton Consulting. (call **08 8186 3600**)
- Designate a time that they will view the record or request in writing, a copy of the documents they wish to view.
- Students will not be allowed to take the record from the premises of Albrighton Consulting or view the record without a representative present at all times.
- Records can only be viewed that belong to Albrighton Consulting. Training Records that are held on the employer's premises must be requested through that organisations records management process.
- Contact can be made either via email to kirra@albrightonconsulting.com.au or via post to PO Box 73, Seaford Rise, 5169.
- Requests for reprints of certificates shall carry a \$50.00 reprint and postage charge.



Students who wish to correct a record of personal information kept by Albrighton Consulting, which they believe to be incorrect, may do so by emailing kirra@albrightonconsulting.com.au. Where a student provides a request for correction in writing, this will be kept on the student's file.

Complaints regarding Personal Information Records

Complaints regarding any aspect of the Albrighton Consulting's collection, storage, use and disclosure of students' personal information should be made to the Office Manager or Chief Executive Officer through the complaints and appeals process.

Disclosure of Personal Information Records

Albrighton Consulting will regularly provide personal information about students to STELA - information data base maintained by the Department of Further Education Science and Technology. (DFEEST)

- enrolments
- academic programs being undertaken
- completion of academic programs and courses

Albrighton Consulting will release information about individual students under certain circumstances to the following:

- Recognised education providers and tertiary admission centers: providing information on students who have applied for admission
- Police: Albrighton Consulting is not obliged to provide information about a student to the police unless there is a court order in place, or there is potential for a student to be at risk.
- Approval must be sought from the Director, Office Manager or authorised nominee before any information is released.
- The court: Albrighton Consulting may be required to provide information related to a civil action
- Professional bodies: providing information only to the extent needed to meet requirements for establishing the entitlement of students and graduates to practice in a profession
- Other agencies as required and approved by the Chief Executive Officer