



7.3.3 Student Record Management Policy and Procedures

1. Scope

- 1.1. This policy and procedures applies to all students, staff, contractors and consultants engaged in work for Acknowledge Education / Stott's College and ICHM (hereinafter "the Colleges").
- 1.2. The policy and procedures applies to HE, VET and international students under the age of 18 enrolled in the VCE and ELICOS programs.
- 1.3. The policy extends to records of reporting and investigation, training and development and minimum retention periods regarding incidents or allegations of child sexual abuse.

2. Purpose

- 2.1. This policy and procedures aims to ensure that the Colleges can effectively exercise their duty of care regarding the welfare of students.
- 2.2. The Colleges maintain academic and administrative records as evidence of decisions and actions relating to individual students, which represent a vital asset to support the Colleges' daily functions and operations. These records serve as a vital asset that supports the Colleges' operational, academic, and administrative functions.
- 2.3. This policy establishes the principles, procedures, roles, and responsibilities for the creation, management, maintenance, and disposal of student records in accordance with relevant legislation, internal policies, and recognised best practices.
- 2.4. The Colleges create, maintain and dispose of records relevant to child safety and wellbeing in accordance with Public Record Office Victoria (PROV) Recordkeeping Standards, including minimum retention periods.

3. Principles

- 3.1. The Colleges are committed to ensuring that student records are:
 - Created, managed, maintained, and disposed of in accordance with all applicable legislative requirements, internal policies, and recognised standards of best practice.
 - Records relating to current activities are captured and managed digitally. Paper records are scanned for digital capture in line with the university's procedures, except where there is a legal or other genuine business requirement to retain records in their original paper format
 - Integral to supporting College administrative and academic activities.
 - Handled consistently across all areas of the Colleges.
 - Maintained in a manner that ensures the student's information:
 - remains accessible for as long as needed and may be re-used as required
 - is accessible only to individuals with a legitimate need as part of their role or responsibilities
 - is accurate, current and complete
 - is protected by systems and staff to prevent unauthorised access, alteration, deletion, or misuse

- subject to clearly defined responsibilities for recordkeeping across all functions and processes.

4. Governance

4.1. The Colleges are responsible for ensuring compliance with all relevant legislation and regulatory requirements pertaining to student records. Formal responsibility for the monitoring and periodic review of student records is delegated to the Head of Student Administration (HSA). The HSA is tasked with:

- Implementing records management policies across the Colleges.
- Collaborating with College departments to establish and maintain standards for recordkeeping that comply with legislative and regulatory requirements.
- Providing guidance on student recordkeeping practices.
- Engaging with staff responsible for creating, managing, and maintaining student records to ensure consistency in practice.
- Coordinating with other accountable internal and external stakeholders, including senior leadership and company officers, to ensure that record management systems support both organisational and public accountability.

5. Recordkeeping

5.1. The Colleges adhere to stringent recordkeeping practices in order to ensure the following:

- Student records are retained in a manner to prevent unauthorised access.
- Records relating to current activities are captured and managed digitally. Paper records are scanned for digital capture, except where there is a legal or other genuine business requirement to retain records in their original hardcopy format.
- Systems are in place to appropriately manage student records requiring long term or permanent retention, as identified in the retention schedule.
- Electronic copies of testamurs, academic transcripts, records of results and statements of attainment are stored within the student's academic file.
- Staff must ensure appropriate management of student records including storage, access and security settings, data retention and disposal actions.
- All reasonable steps are taken by the Colleges to protect the security of a student's personal information, including the accuracy and relevance of said information.
- Requirements for records and information management shall be identified and assessed during the acquisition or development of new systems, with evidence of such assessments being retained by the Colleges.
- Student records will be disposed of in accordance with legislative requirements, policies and recognised standards of best practice.
- The destruction of student records requires formal written authorisation from the head or senior manager of the relevant business unit.
- The Colleges retain copies of records that can be produced if the originals are destroyed or inaccessible within the retention period.
- Where the Colleges engages a service provider, including cloud-based software-as-a-service (SAAS) arrangements:
 - The Colleges retain ownership of records and right of access to their records.

- Relevant recordkeeping obligations equivalent to the requirements outlined in this policy are imposed on the external party through an enforceable contract and the service provider's compliance is monitored.
- Student records are stored in data centres that are physically located within Australia.

6. Reporting requirements

6.1. The Colleges are required to report student data, including personal identifying information, to various government agencies in accordance with legislative and regulatory requirements. External government reporting systems that are utilised by the College for reporting purposes include:

- **AVETMISS** (Completed by SRO)
- **PRISMS** (For more detailed information relating to PRISMS reporting, please refer to 1.3.6 International Student Reporting on PRISMS Policy and Appendix.)
- **QILT**
- **TCSI** (Completed by SA)
- **VASS** (Completed by VCE Coordinator)
- **VSN** (Victorian Student Number) (Completed by HSA)

7. Information Privacy and Access rights

- 7.1. The Colleges will give students access to their personal information as held by the Colleges, subject to restrictions in other government legislation.
- 7.2. If a student wishes to gain access to their personal information held by a College, they should email their request to registrar@ae.edu.au.
- 7.3. If a graduate wishes to gain access to their personal information held by a College, they should contact the Registrar's Office.
- 7.4. An U18 student can request amendment to their personal information by the Student Support and Wellbeing team if they believe that it is inaccurate, out of date, incomplete, irrelevant, or misleading.
- 7.5. Over 18 students can update their details directly through the student portal.
- 7.6. Current and former students are entitled to timely access to their records of enrolment, financial status, and academic progression, subject to the retention periods specified within this policy.
- 7.7. The College will maintain up-to-date student records in the student management system, which complies with government reporting requirements. To access their records, students must contact the College; an administration fee may apply which will be disclosed to the student upon receipt of the request.
- 7.8. If a student has any complaints about a College's dealings with their personal information including any breaches of any [Australian Privacy Principles](#) or any questions regarding this policy, they are able to submit that complaint or query by contacting the Colleges at complaints@ae.edu.au.

8. Procedures

Records of Student Details

- 8.1. The Colleges keep records of each accepted student who is enrolled or who has paid any tuition fees to the Colleges. Accepted student means a student (whether within or outside Australia) who is accepted for enrolment, or enrolled, in a course provided by one of the Colleges.
- 8.2. 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. The records will be entered into the Student Management System when students first commence and then manually when required. PRISMS will also be updated by the student records officers.
 - To support the updating of student details in PRISMS, regular synchronisation is undertaken by the Head of Student Administration or International Student Records Officer from the College's SMS (RTO Manager) to PRISMS. This will occur during week two of each term and periodically thereafter.
 - In PRISMS, information about the identity of homestay hosts, or the parent or legal guardian, should be recorded in the field labelled 'Welfare comments', alongside any other relevant details.
 - **Student Records Officers must ensure that all of the required information is recorded for each student and that required updates are made promptly.**
 - **The Head of Student Administration is responsible for periodic audit of student records to ensure that there are no gaps in the mandatory information. This is to be done by running and checking the *Welfare Arrangement Details Export* from PRISMS.**
 - **The Head of Student Administration maintains a schedule for and undertakes weekly checks of course variations and CRICOS duration as well as fortnightly PRISMS/RTO data comparisons.**
- 8.3. The Colleges maintain up to date records of all student enrolments and participation in the SMS.
- 8.4. The Colleges will ensure that, at least every 6 months, while the student remains an accepted student:
- a) the Colleges will confirm, in writing, the details referred to in section 8.2 above with the student; and
 - b) the records are updated accordingly.
- 8.4.1 The International Records Officer will upload / synch address details from RTO into PRISMS. The Head of Student Administration is responsible for the checking and updating of welfare and accommodation information.

Records of assessment

8.5. If:

- a) an accepted student at a college completes an approved unit of study for a course; and
- b) the student's progress in that unit is assessed;

The VCE Coordinator will record the outcome of VCE student's assessment for the unit in VASS.

Records relating to child abuse allegations and investigations

8.6. Full and accurate records are created to document all aspects of any allegation and investigation of child sexual abuse as required by the [Public Record Office Victoria Recordkeeping Standards](#). Records of any complaint or allegation of child abuse and investigation will be recorded using the [PROTECT template](#) and saved in the incidents, disclosures and suspicions of child abuse SharePoint folder. Refer to the Colleges' **Guidelines to responding to incidents, disclosures and suspicions of child abuse**.

8.7. 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.

9. Roles and Responsibilities

Board of Directors

The Board is responsible for ensuring compliance with all legislative, regulatory, and contractual obligations relating to student records management. This includes ensuring that appropriate resources, systems, and oversight arrangements are in place to support effective, secure, and compliant recordkeeping across all academic and administrative functions.

Head of Student Administration (HSA)

The Head of Student Administration holds overarching accountability for student records management across the Colleges and is responsible for:

- Implementing, monitoring, and reviewing student records management policies, procedures, and standards.
- Ensuring systems and processes are in place for the creation, capture, secure storage, access, audit, retention, and lawful disposal of student records.
- Overseeing compliance with ESOS, ASQA, TEQSA, VRQA, privacy legislation, and other applicable regulatory frameworks.
- Conducting regular audits and reconciliation of student records, including PRISMS, RTO, and internal student management systems.
- Maintaining oversight of welfare, accommodation, and under-18 student records, including periodic verification of mandatory information.
- Providing authoritative guidance and advice to staff on student records governance and compliance matters.
- Coordinating with senior leadership, regulators, and external stakeholders on recordkeeping and reporting requirements.

International Student Records Manager

The International Student Records Manager is responsible for the operational management and integrity of international student records and compliance-related reporting, including:

- Overseeing RTO and PRISMS records to ensure all enrolment variations, cancellations, reporting, and updates comply with the ESOS Act and National Code.
- Managing student record processes such as deferrals, withdrawals, extensions, course changes, campus transfers, cancellations, and non-returning or non-paying students.
- Ensuring PRISMS reporting is completed accurately and within mandated timeframes.
- Monitoring course progress and attendance records and ensuring timely notifications and interventions where required.
- Issuing, managing, and cancelling Confirmations of Enrolment (CoEs) in accordance with regulatory requirements.
- Validating and reconciling data across student management systems to ensure accuracy, consistency, and audit readiness.
- Managing non-academic appeals related to student records, including refund appeals, and providing recommendations in line with policy.
- Providing expert advice to academic teams, student services, admissions, and finance on international student records and compliance matters.
- Maintaining up-to-date knowledge of relevant legislation, privacy obligations, and best-practice standards.
- Supporting continuous improvement of student records systems and processes.

Student Records Officers

Student Records Officers are responsible for the accurate, timely, and compliant maintenance of student records, including:

- Creating, updating, and maintaining student records in student management systems, RTO systems, and PRISMS.
- Processing enrolment-related transactions such as deferrals, withdrawals, extensions, course changes, campus transfers, and cancellations.
- Maintaining accurate student personal details, including contact and emergency information, in accordance with privacy legislation.
- Monitoring and updating records related to course progress, attendance, academic results, and compliance requirements.
- Identifying and rectifying missing, incomplete, or inaccurate records in collaboration with academic and administrative staff.
- Issuing and maintaining CoEs as delegated and in accordance with regulatory requirements.
- Supporting internal stakeholders with accurate information and guidance on student records and enrolment matters.
- Ensuring records are complete, auditable, and securely managed in line with policy and legislative requirements.

Admissions Officers

- Assessing and processing new student applications for HE, VET, and international programs.
- Creating and maintaining accurate admissions and offer records.
- Issuing new student CoEs for HE and VET programs in accordance with delegated authority and compliance requirements.

GS Team

- Assessing Genuine Student (GS/GTE) requirements in accordance with regulatory standards.

Admissions Manager / Admissions Team Leads

- Supervising and supporting Admissions Officers to ensure consistent and compliant admissions practices.
- Allocating and monitoring application workloads.
- Reviewing and authorising CoE issuance and welfare arrangements for ELICOS and school-sector students where required.
- Ensuring admissions records are complete, accurate, and aligned with student records and compliance requirements.

VCE Coordinator

The VCE Coordinator is responsible for the management and integrity of VCE student academic records and school-sector reporting, including:

- Recording and maintaining accurate VCE student enrolment, assessment, and results data in the Victorian Assessment Software System (VASS).
- Ensuring all VCE assessment outcomes are entered accurately and within VCAA-prescribed timeframes.
- Maintaining compliance with VCAA, VRQA, and NSSFSP requirements relating to VCE student records.
- Ensuring VCE student records are complete, accurate, and aligned with data held in internal student management systems.
- Supporting audits, reviews, and regulatory reporting related to VCE student enrolments and outcomes.
- Liaising with Student Administration, academic staff, and senior leadership to resolve discrepancies in VCE student records.
- Ensuring the secure handling and confidentiality of VCE student information in accordance with privacy and child-safe obligations.

Head of Quality and Risk

- Managing and responding to requests for access to student records under subpoena, legal warrant, court order, or regulatory request.
- Ensuring legal and regulatory risks associated with student records are appropriately managed and mitigated.

Chief Executive Officer (CEO)

- Approving the disposal of VCE student records in accordance with legislative requirements and authorised retention schedules.

Information Technology (IT) Services

- Providing and maintaining secure electronic systems for the storage, access, migration, backup, and disposal of student records.
- Ensuring appropriate access controls, security measures, and system integrity are in place.
- Conducting regular audits of system access and usage to prevent unauthorised access, alteration, or loss of student records.
- Supporting data retention, recovery, and continuity requirements.

Academic Staff and Other College Staff

All staff involved in the creation or use of student records are responsible for:

- Creating and maintaining accurate, timely, and complete records relevant to their role.
- Ensuring student information is handled securely and confidentially.
- Complying with this policy, privacy obligations, and any related procedures.
- Reporting errors, breaches, or concerns relating to student records promptly.

10. Record retention

- 10.1. Student records are retained for the periods specified in the applicable retention schedule(s). While the College reserves the right to retain and manage student records beyond the minimum retention period, there is no obligation to do so, and individual notifications regarding the destruction of records after the minimum retention period will not be provided.
- 10.2. All student records are stored securely and maintained as either sensitive or confidential. Where student records and personal information are no longer required by the College, and where legal retention is not mandated, the College will dispose of the information using secure methods at its discretion.

11. Record retention schedules

ALL STUDENT RECORDS	
Records retained	Minimum retention period
Details of ALL students, including but not limited to: • current residential address • mobile phone number (if any) • personal email address (if any) • amount of money paid to the College • amounts owing to the College • duration of a course that has been paid for • written agreement(s) between the student and the College • current records of assessment.	2 years after the individuals ceases to be a student.
Student financial records: • the total amount of fees • payment terms	7 years

- loan documentation, including but not limited to payment plans, FEE-HELP and VET student loans - any non-refundable deposit or administration fee - fees and charges for additional services.	
Student complaints and appeals records (excluding Vocational Education)	5 years from the date the complaint or appeal was lodged by the student.
Records required for legal action	Retained until the completion of the legal action, including any appeals.
Overseas student transfer / release requests and the assessment of, and decision regarding, the request.	2 years after the overseas student ceases to be an accepted student.
Critical incidents and remedial actions taken by the registered provider for at least two years after the student ceases to be an accepted student	2 years after the student ceases to be an accepted student.

INTERNATIONAL STUDENT RECORDS	
Records retained	Minimum retention period
Details of accepted students for a course at the College, including but not limited to: - name and gender - course/program name, location, start date and expected duration of the student's course/program - date of birth, country of birth and nationality - if the student is under 18 years old, details of person who has legal authority to act on the student's behalf - date when the student is expected to complete their course - amount of tuition and non-tuition fees received before confirming the student's enrolment in PRISMS - total tuition fees required to be paid to undertake the full course - whether premiums have been paid for student health insurance before the course commences - if the student has undertaken a test to determine their English language proficiency, the name of the test, testing location and score - the location of the Australian government immigration office where the student's visa application was lodged - the student's passport number and visa number (if applicable).	2 years for information pertaining to information detailed in the above table "All student records (International and Domestic)" Otherwise, within 14 days of the student being accepted into their course at Kaplan prior to the information being entered into PRISMS.

HIGHER EDUCATION STUDENT RECORDS	
Records retained	Minimum retention period
Certification documentation, including: - Testamur(s) - Records of results, academic transcript or similar documentation.	Indefinite Electronic records containing information on student results for Australian Qualifications Framework (AQF) qualifications will be retained for a minimum of 30 years after the student's course completion date, to enable re-issuance of statements of attainment or qualifications (if required).
Assessments including but not limited to examinations and assignments, including RPL assessments and supporting evidence.	12 months from the date on which the grade or RPL decision was made Note: If a complaint and/or appeal is regarding an assessment is lodged with the College within the 12-month period noted above, the retention period for that assessment will be 5 years.

VOCATIONAL EDUCATION STUDENT RECORDS	
Records retained	Minimum retention period
Any records that cover the following: - attainment of units of competency - Statements of attainment - Qualifications.	30 years
Assessments including but not limited to examinations and assignments, including RPL assessments and supporting evidence.	12 months from the date on which the judgement of competence was made. Note: If a complaint and/or appeal is regarding an assessment is lodged with the College within the 12-month period noted above, the retention period for that assessment will be 5 years.

RTO registration information, including: • policies & procedures • training delivery and assessment strategies • assessment policies • assessment tools/instruments and • complaints, grievances and appeal records.	For the duration of the current RTO registration period for audit purposes.
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VICTORIAN CERTIFICATE OF EDUCATION: STUDENT RECORDS	
Records retained	Minimum retention period
Assessments including but not limited to examinations and assignments	7 years Note: Physical assessments that have not been returned to students may be destroyed 4 months after the student is notified of their final result for the relevant unit. College assessed coursework, copies of coursework, College assessed tasks and externally assessed tasks must be retained until the end of the academic year in which the work was undertaken.
• Incident or allegation of child sexual abuse, including relevant evidence	99 years
• Student health and wellbeing records (file, single instance, assessment report, file notes)	75 years
• Student camp/excursion attendance	75 years
• Student class attendance	30 years
• Work experience records	30 years

NON-AWARD STUDENT RECORDS	
Records retained	Minimum retention period
• Attendance records	Until 2 years after the individual ceases to be a student
• Assessment records	Until 2 years after the individual ceases to be a student
• Certificates	Indefinitely
• Financial records	7 years

12. Records transfer/teachout protection

12.1. Higher Education and non-award courses

- In the event that the College ceases operations, all student records for higher education and non-award courses will be transferred to an authorised representative organisation on behalf of the College. This authorised representative may be another education provider, an industry body, or a government agency, ensuring that the integrity and accessibility of student records are maintained.

12.2. Vocational Education and Training

- Should the College cease operations, arrangements will be made to transfer all VET student records to ASQA. This transfer will include:
 - Certification documentation for each AQF qualification completed.
 - Statements of attainment for all units of competency completed by students who have not completed their qualification.
 - Any training and/or assessment results associated with an incomplete unit of competency.
- Additionally, as a VRQA-registered provider all VCE student records will be transferred to the VRQA.

13. Relevant legislation

13.1. As a registered education provider, the College operates under strict laws and regulations. The most relevant legislation which apply to this policy are:

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework 2021 (Threshold Standards)
- Standards for Registered Training Organisations 2025 (RTO Standards)
- National Vocational Education and Training Regulator Act 2011
- Victorian Child Safe Standards and Ministerial Order 1359 Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises.
- Public Record Office Victoria Recordkeeping Standards
- VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 Years
- Education and Training Reform Act 2006
- Education and Training Reform Regulations 2017
- Guidelines for Non-school Providers: Minimum Standards for Registration to Provide an Accredited Senior Secondary or Foundation Secondary Course 2022 (NSSSFSP Guidelines)
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Privacy Act 1988

14. Related policies

14.1. This Policy should be read in conjunction with the following College policies:

- International Student Reporting on PRISMS Policy and Appendix
- Welfare Arrangements Policy and Procedure
- Homestay Provider Engagement and Monitoring Policy and Procedure
- Admissions Policy for Domestic Students
- Admissions Policy for Overseas Students
- Course Progress Policy HE and VET
- Attendance Monitoring ELICOS Policy and Procedure
- Student Assessment and Awarding of Grades (HE) Policy
- Respecting Diversity and Facilitating Access and Equity Policy and Procedure
- Inclusive Education and Accessibility Policy
- Complaints and Appeals Policy
- Complaints and Appeals Procedure
- Privacy Policy
- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Guidelines to responding to incidents, disclosures and suspicions of child abuse

15. Definitions

AQF	Australian Qualifications Framework.
ASQA	Australian Skills Quality Authority.
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard: Government information system that contains a range of student data submitted by an RTO.
COE	Confirmations of Enrolment.
Course	A specific program or set of units/modules undertaken by students to achieve defined learning outcomes and receive a qualification or credential.
CT	Credit transfer: Recognition of previously completed units of competency at an RTO.
Education provider	A singular term to cover both higher education providers and RTOs.
ESOS Act	The Australian Education Services for Overseas Students Act 2000.
FEE-HELP	An Australian Government loan scheme that assists eligible students to pay for all or part of their tuition fees when studying a higher education course at an approved higher education provider.
International student	A student holding an Australian student visa.
Higher Education Provider	An Australian education provider accredited by TEQSA to deliver approved AQF qualifications.
Non-award course	A course leading to a qualification or certificate that is not governed by the AQF.
NSSSFSP	Non-school Senior Secondary and Foundation Secondary Provider registered with the VRQA.
PRISMS	Provider Registration International Student Management System (PRISMS): A secure online system, managed by the Australia's Federal and State/Territory governments, that allows an approved provider to issue Confirmations of Enrolment (CoEs) and facilitate regulatory reporting. PRISMS is used by various Australian government agencies to monitor student compliance with visa conditions, as well as monitor compliance of education providers against the ESOS Act.
PROV	Public Records Office Victoria
QILT	Quality Indicators for Learning and Teaching: Suite of government endorsed surveys for higher education.
RPL	Recognition of Prior Learning: An assessment process that evaluates an individual's relevant prior learning (formal, informal, or experience based) to determine credit outcomes.
RTO	Registered Training Organisation: A training provider accredited by ASQA, or the relevant state regulator, to deliver Vocational Education and Training (VET) services and AQF qualifications.

TCSI	Transforming the Collection of Student Information: Government information system that contains a range of student and staff data submitted by higher education providers.
Teach out	The process by which a course, while remaining accredited, is phased out by a provider. During this teach out period no new enrolments are accepted, and existing students are given the opportunity to complete the course or transition to an alternative program without disadvantage.
TEQSA	Tertiary Education Quality and Standards Agency.
VASS	Victorian Assessment Software System. A government system that allows for VCE student personal details, enrolments and results to be stored on the central VCAA database.
VCAA	Victorian Curriculum and Assessment Authority.
VCE	Victorian Certificate of Education.
VRQA	Victorian Registration and Qualifications Authority.
VSL	VET Student Loans: An Australian Government loan scheme that assists eligible students to pay for all or part of their tuition fees when studying an approved vocational education and training qualification at an approved RTO.

16. Policy Information

Policy Name	Student record management policy and procedures
Document Number	7.3.3
Purpose	This policy establishes the principles, roles, and responsibilities for the creation, management, maintenance, and disposal of student records in accordance with relevant legislation, internal policies, and recognised best practices
Audience	☒ Staff ☒ Students ☒ Public
Category	7.0 Representation, Information and Information Management
Subcategory	7.3 Information Management
Approval Date	20 February 2025
Effective Date	26 February 2025
Date of Last Approval	19 February 2026
Review Date	19 February 2028
Policy Advisor	Head of Student Administration
Approving Authority	Board of Directors
Contact	Head of Quality and Risk regulatorcompliance@ae.edu.au

17. Change Log

Date	Version	By	Notes
20/12/2014	1.5	BS	Reformat, include WA, QLD legislation.
18/11/2021	1.6	Dean (TW)	Added timelines for Record Retention.
20/02/2025	2.0	Head of Risk and Compliance	Full policy review and update.
05/01/2026	2.1	Head of Quality and Risk	• Dual-badged policy for AE / Stott's and ICHM • Developed and incorporated procedures, more explicitly listing information requirements per NC • Strengthened information privacy and access rights section • Updated and expanded Roles and Responsibilities section. Incorporated clearly defined staff roles and responsibilities for data entry, e.g., PRISMS as well as for ongoing review and monitoring. • Re-aligned responsibilities with new org structure and leadership roles • Replaced HQR with HSA as policy advisor • Expanded list of relevant legislation • Added mandatory ESOS info regarding records of assessment

			• Added transfer / release requests / decisions to the record retention schedules • Updated approving authority from Academic Board to Board of Directors • Included more explicit references to PROV Recordkeeping Standards
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