Student Record Management Policy

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Academic Board.

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Online Higher Education.

Introduction

All student information collected by Kaplan will be retained as part of a database, which will be securely monitored and maintained by Kaplan. The data will not be made available to a third party, unless it is legally required and verified, without the written authority of the individual who provided the personal information.

Kaplan will make available for inspection all personal information, based on the information supplied by the individual that it holds in relation to an individual, provided reasonable notice is given. In the event that any part of the personal information that the individual inspects is determined to be incorrect and requires alteration then Kaplan will make such alteration in compliance with the corrected advice provided by the individual.

Kaplan will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy. Where information held by Kaplan is no longer required to be held, and the retention is not required by law, then Kaplan will destroy such personal information by a secure means.

If an individual has any concerns regarding the privacy of personal information, then the individual may make a complaint to the Privacy Officer, at privacykaplan@kaplan.edu.au who will then endeavour to resolve the complaint.

Sources of Information

Where possible, Kaplan will collect the information directly from individuals, customers and clients. In some instances, Kaplan may collect personal information from press reports or published mediums, in which case, it will endeavour to verify such details with the person concerned.

Kaplan acknowledges that there is no obligation for an individual to provide us with personal information (excluding International students on a student visa who must provide us with their contact details as part of their visa requirements). However, if an individual chooses not to provide Kaplan with personal details, it may not be able to provide the individual with a full range of services and may reduce the ability of Kaplan to comply with legislation such as superannuation and taxation.

Access Rights and Contact Details

The Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) provides the right to access personal information held by Kaplan. If the information is inaccurate, a request can be made to correct it. Further information can be obtained by contacting the Kaplan.
Administration and Records Management Procedure

All student and staff records at Kaplan are stored securely and kept confidential. Student files are stored in a locked filing cabinet in the relevant campus.

Retention of records

AQF qualifications

All electronic records containing information on student results for AQF qualifications will be retained for a period of 30 years to enable a re-issue of statements of attainment or qualifications.

Examinations and assignments

In most cases assessments will be kept for a minimum of six months and no more than 12 months (unless relating to a complaint or appeal. After that time they will be destroyed (hard copy) or deleted (soft copy).

Students should note that assignments submitted to Turnitin by the student or Kaplan will be maintained by that system and students will not have access to their assignments through this system.

Records relating to complaints and appeals

All records relating to complaints and/or appeal will be recorded on the complainants record and maintained for a minimum of 5 years to allow both parties access to these records upon written request.

RTO registration

The following records will be retained for the duration of the current RTO registration period (five years) for audit purposes:

- AQTF Policies & Procedures
- Training delivery and assessment strategies
- Assessment policies
- Assessment tools/instruments
- RPL assessment records
- Complaints, grievances and appeal records.

In the event that Kaplan ceases to operate as a RTO, they will make arrangements for all current students to receive a copy of their student records including:

- A parchment for each qualification completed.
- For students who haven’t completed their qualification, a statement of attainment for any units of competence/modules completed
- Any training and assessment activities undertaken that were only in partial fulfilment of a unit of competence.

Kaplan will forward electronic copies of all student records since initial registration including: student’s personal details, units of competency achieved including title, code and date issued and qualifications / statements of attainment issued to each student including title, code and date issued.
Version Control

Individual course materials and course outlines are stored on the shared academic Drive and/or a Content Management System. Only academic and management staff have write access to this area. Version control is guaranteed by using limited and restricted levels of access to the shared drive where all curriculum documents are stored and each version has the date automatically entered in the footnote when any changes are made.

Back up of electronic records

All electronic records are backed up daily on tape. Kaplan backs up all electronic information stored on the Kaplan databases and the shared drive once a week. A double-sided DVD back up system will also be implemented and carried out once a month.

Database systems

Kaplan uses a range of database systems for the storage of student information. These systems include:

- Sonics
- Edupoint
- MYOB
- Great Plains
- Moodle
- Laserfiche.

Information stored in these systems includes:

- Student absenteeism and management data
- Pastoral care comments
- Payments (invoicing and payment data).
- Changes in enrolment in program of study
- Student letter of offer and fees paid on that first invoice
- Subsequent invoices, dates, amounts and when due
- Refunds are recorded in outgoings
- Commission paid to agent for individual students
- Storing class lists
- Storing student results and generating academic transcripts and reports.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.