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## STUDENT RECORDS MANAGEMENT POLICY

### 1.0 Purpose

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This policy has been developed to ensure the safety, security, privacy and confidentiality of CG Spectrum Institute's (CGSI) student records.

### 2.0 Scope

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This policy applies to all CGSI's staff members (academic and professional), prospective and current students and graduates, and third parties. All student records will be managed according to this policy, the *Student Records Management Procedure* and the *Privacy Policy*.

### 3.0 Definitions

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**Student Records** mean any personally identifiable record maintained about prospective and current students by CGSI and third parties, including admission, enrolment, advanced standing, credit transfer, course progression, students at risk, applications, academic transcripts and testamurs, assessment and examination results, grievances, complaints and appeals, and other administrative records regarding scholarships and tuition fees. All student records are confidential.

### 4.0 Responsibilities

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The **Academic Director** is responsible for ensuring:

- control of data entry and student records;
- that staff and third party management of student data and records for administrative purposes and legislative requirements is conducted in accordance with this policy;
- the confidentiality and secure storage of all electronic and paper copies of student records; and
- that reports on the academic performance of student cohorts do not identify individual students (excluding grade reports).

The **CEO** is responsible for:

- ensuring compliance with this policy by all staff and third parties;
- regulating access to student records in accordance with this policy, CGSI's Privacy Policy and Australian Privacy Principles, Consumer Protection and other related laws; and
- approving individual staff members' access to student information management systems and databases.

**All staff** are responsible for compliance with this policy, CGSI's *Privacy Policy* and the non-disclosure under any circumstances, except as required by law, of computer and information systems log-in information and passwords.

## 5.0 Policy

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1. CGSI protects the rights of all students by maintaining the confidentiality of their admission and educational records.
2. All student records are confidential.
3. Access to any student's record is regulated and controlled by approved access to discrete areas of the student information management system and/or database.
4. Staff access to these areas is determined according to whether or not a staff member's responsibilities reasonably require access to that information for educational or administrative purposes, in the performance of their job accountabilities.
5. Staff who have access to student education records are obligated to carefully protect students' confidentiality, and will be held accountable for safeguarding students' confidentiality.
6. Hard copies of student records will not be left on desktops or at workstations overnight. CGSI requires that all confidential information is returned to the appropriate storage unit before staff members leave at the end of the day. Staff members are also required to log-off from their computers at close of business.
7. Inappropriate disclosure of student records or deliberate violation of this policy will result in disciplinary action, which may include termination of employment. Such violations might also result in litigation and prosecution.
8. Students are provided with copies of their complete records upon written request to the Academic Director.
9. Students may request amendment(s) of student records if they believe their record is inaccurate, misleading, or otherwise in violation of their privacy or other rights. Students wishing to take such action may initiate a complaint using the *Grievance, Complaints and Appeals Policy and Procedure*.

### 5.1 Distribution of Academic Results

1. This policy prohibits the public posting or display of grades or examination results with personally identifiable information (for example, student name or ID).
2. Examinations, essays, test and quiz results or any other graded materials that contain personally identifiable student information (i.e., student name or ID) will be distributed directly to students, usually via email.

### 5.2 Disclosure of Student Records

1. CGSI does not provide students' academic results to a third party under any circumstances.
2. If CGSI Testamurs and/or Records of Results are misplaced or damaged, graduates may request that their certification documentation is re-issued, following the steps outlined in the *Graduation and Conferral Policy and Procedure*. A fee may be payable for this service.
3. CGSI may be required by law to provide some personal information about students to:
  - the Commonwealth Department of Education (for example, quantitative data about student enrolments and education background);
  - the Australian Taxation Office (for example, in relation to FEE-HELP, if applicable);
  - the Australian Government (for example, student requests for financial assistance)

with tuition fees). In such cases, students may be asked to consent to personal identifying data, including their Tax File numbers, being provided to the Australian Government for the allocation of Commonwealth Higher Education Student Support Numbers (CHESSN), if applicable. Students requesting such assistance are to liaise with the Academic Director.

### **5.3 Disposal Archiving of Student Records**

1. Australian accreditation and registration agencies require providers to retain students' educational records for a period of 30 years.
2. After a student has graduated or otherwise discontinued his/her enrolment, the student's record will continue to be stored on the CGSI Shared Drive for a period of 30 years. Any paper records will be placed in labelled boxes (Year by Program) and stored in a secure storage facility.
3. Any uncollected assessment items (essays, examination results, and other paper records that do not need to be maintained) will be shredded or placed in security waste bins after one year.
4. Any documentation which identifies a student's personal information must never be placed in unsecured bins or rubbish tips.

## **6.0 Related**

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Student Records Management Procedure  
Privacy Policy  
Grievance Complaints and Appeals Policy  
Grievance Complaints and Appeals Procedure  
Students at Risk Policy  
Students at Risk Procedure  
Academic Integrity Policy  
Academic Integrity Procedure  
Student Assessment Policy  
Student Assessment Procedure  
Graduation and Conferrals Policy  
Graduation and Conferrals Procedure

## Version Control

<b>Document:</b>	Student Records Management Policy		
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<b>Next Review Date:</b>	2021		
<b>Version History</b>			
<b>Version</b>	<b>Change Notes</b>		
2.0	Minor edits and logo		