



UPSKILLED

# Upskilled Records Retention Policy

Version 3.1

Latest update: 1 Jul 23

## Table of Contents

RECORDS RETENTION POLICY .....	2
1. Storage of Student Training Records .....	2
2. Records Storage and Integrity.....	3
3. Records Disposal .....	3
4. Privacy .....	3
5. Student Access .....	3
6. Changes to This Policy .....	4
7. Further Information .....	4

## Records Retention Policy

### 1. Storage of Student Training Records

- 1.1. Upskilled collects personal information of students for legitimate education activities and over the course of a student's education creates and maintains records related to enrolment, progress, communications and certification.
- 1.2. Student records include, but are not limited to:
  - a. Consent and declarations by the student
  - b. Enrolment forms and other admission related information
  - c. Evidence of entry requirements
  - d. Credit Transfers and Recognition of Prior Learning granted (Including the process undertaken related to these and supporting evidence)
  - e. Records related to delivery of training
  - f. Assessments and outcomes including all evidence
  - g. All communication with students
  - h. Statements of Attainment and Testamurs issued
  - i. Any other information that is required or may be required under applicable laws, including RTO standards and under government funded agreements or contracts.
  - j. Complaints, feedback and appeals
- 1.3. Upskilled retains all completed student assessments for a period of six (6) months from the date on which the judgement of competence was made. Some records may be kept for longer to comply with various requirements in different state jurisdictions.
- 1.4. Upskilled maintains:
  - a. a register of all Australian Qualifications Framework (AQF) qualifications that it is authorised to issue, and
  - b. a register of all AQF qualifications and statements of attainment it has issued

## 2. Records Storage and Integrity

- 2.1. All electronic records are stored securely and electronically in MyUpskilled or Catapult (Learning Management Systems), Salesforce (Customer Relationship Management System) and JobReadyRTO (AVETMISS Student Management System).
- 2.2. All electronic records are protected by secure password access.
- 2.3. Records are further protected by maintaining up to date virus, firewall and spyware protection software.
- 2.4. Upskilled is committed to maintaining and safeguarding the accuracy, integrity, confidentiality of student records. They are protected against theft, fire, flood, vermin or any other pests.
- 2.5. A backup of all electronically stored records is maintained off site.

## 3. Records Disposal

- 3.1. Records are stored electronically and are permanently deleted as dates for retention have passed. This is done on a needs basis which may see some records kept for longer periods than required.
- 3.2. Backups of these records are not maintained after permanent deletion.

## 4. Privacy

- 4.1. Upskilled is committed to comply with the Australian Privacy Principles as defined in the Commonwealth of Australia Privacy Act 1988.
- 4.2. Please refer our [Privacy Policy](#) for more information

## 5. Student Access

- 5.1. Upskilled will provide access to personal information by written requests and in line with the Australian Privacy Principles.
- 5.2. Third parties will be provided student information only if prior written consent has been provided by the student or relevant authority.

## 6. Changes to This Policy

We may amend this policy from time to time. The current version will be posted on our website.

## 7. Further Information

Please contact us if you have any queries regarding this policy.

### Operations Officer

Upskilled Pty Ltd  
 Suite 2, Level 4  
 27 Christie Street  
 St Leonards, NSW 2065  
 Telephone: 1300 009 924

For online enquiries you can contact us [via email](#).

Document Name	Version	Approved	Policy Owner	Effective	Review
Records Retention Policy	3.1	COO	GM Education	01.07.2023	30.06.2024
RTO	RTO 40734 Upskilled Pty. Ltd ABN 14 125 906 676				
Version History	V1 – Original Policy implemented 16.10.2017 V2 – Rebranding of this Records Retention Policy 19.09.2018 V3 – Significant changes to reflect current statutory requirements V3.1 – Reviewed with no changes				