

Record Management Policy

Trade Training Group ta MultiSkills Training – RTO: 40846



Purpose:	The purpose of this policy is to ensure that MultiSkills has strict protocols for the collection and destruction of personal information in regards to relevant regulatory authority requirements.
Scope:	This policy applies to all MultiSkills Staff responsible for processing, collecting and maintaining student and employee documents and personal information.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	Compliance Requirements, Division 2, 10c This policy contributes to compliance with the Privacy Act 1998,
Procedure:	This policy is supported by the <i>Records Management Procedure</i> .
Tools:	This policy is supported by the <i>Governance Policy, Compliance Policy, IT Security and Awareness Policy & Privacy Policy</i> .

Policy Statement

MultiSkills is committed to the secure, accurate, and compliant management of all records relating to students, staff, and training operations. This includes the collection, use, storage, disclosure, archiving, and destruction of records in accordance with the Privacy Act 1988 (Cth), relevant state privacy legislation, the Standards for RTOs 2015, and the Victorian VET Funding Contract.

This policy outlines how MultiSkills protects the personal information of individuals and ensures records are retained and destroyed according to regulatory and contractual requirements.

1. Student Privacy and Data Use

MultiSkills will:

- Comply with the Australian Privacy Principles under the Privacy Act 1988 and relevant state-based privacy legislation
- Collect personal information solely for the purpose of delivering training and assessment services
- Keep all student information confidential, secure, and only accessible by authorised personnel
- Obtain written consent from students for USI application or verification via the Student Identifiers Registrar
- Only disclose student personal data (e.g. name, DOB, enrolment data, learning outcomes) to government authorities such as:
 - ASQA
 - Skills First (DET Victoria)
 - WorkSafe Victoria (for High Risk Licence and Construction Induction applications)
 - Energy Safe Victoria (for Spotters applications)
- Obtain prior consent before disclosing any personal information to other third parties outside of these specified purposes
- Ensure individuals have the right to:
 - Request access to their personal information
 - Make a complaint if they believe their information has been mishandled
- Provide options to opt out of any electronic marketing communications

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2. Employee Privacy and Data Use

MultiSkills will:

- Apply the same privacy principles for the collection and handling of employee data
- Ensure that personal information collected from prospective and current staff (e.g. qualifications, DOB, address, work history) is kept confidential and secure
- Provide such information to regulatory authorities only when required (e.g. during an audit by ASQA or state regulators)
- Seek written consent before disclosing information to any third party outside of regulatory obligations
- Allow employees to:
 - Access their personal information
 - Submit a complaint relating to privacy breaches

3. Records Retention and Archiving

MultiSkills will:

- Retain and archive records in line with the regulatory and contractual requirements as follows:
 - ASQA: Student hard copy records retained for 2 years
 - DET Skills First: Student hard copy records retained for 3 years after completion or withdrawal
 - WorkSafe Victoria: Student records retained for 7 years
- Store all records securely, whether in digital or physical format
- Engage a professional destruction service (e.g. DocShop) for secure disposal of student records once retention periods expire

Security Measures:

- Effective security measures are implemented to safeguard records from unauthorised access or use for as long as records must be retained. This includes:
 - Hard copy documents are stored in secure locked areas with restricted access
 - Electronic copies are stored in our Student Management System, which is password protected

4. Financial Records and Audit Requirements

MultiSkills will:

- Maintain complete and accurate records of all financial dealings under the Skills First Contract and other contractual obligations. These records will include quotations, invoices, and receipts containing full particulars of payments made to subcontractors and third parties (if applicable).
- Keep financial records related to government funding in a manner that enables them to be fully audited by the Auditor-General of Victoria or any other entity as directed by the Department.
- Ensure financial records are stored securely and retained for the period specified under the Skills First Contract and relevant regulatory frameworks.

4. Review and Continuous Improvement

This policy and associated procedures will be reviewed annually, or sooner if required due to regulatory or contractual changes, to ensure ongoing compliance and effectiveness.

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