

# Policy

## Learner Records

Learner records will be stored in secure, lockable storage facilities to prevent unauthorised access, destruction, alteration or removal. Access will be limited to authorised staff and the individual learners to protect the confidentiality of learner information.

Learner records comprise all information relating to:

- Enrolment
- Course register
- Learner database
- Assessment report

Storage facilities include:

- Locked filing cabinet
- Password protected database

### Backup

All data stored on Volunteering Qld's network will be subject to a back up on a weekly basis to protect the loss of files. Back up data will be stored off site.

### Security/Confidentiality

All Volunteering Qld staff that have access to learner records have a responsibility to ensure that confidential information is not inappropriately released or taken from the centre. Staff Access to learners' record will be limited to Education and Finance Unit staff members.

### Learner Access

A learner may apply, to the Director, Training and Quality Systems, and gain access to their individual records. A copy may be held or given out on the request of the learner, subject to their authorisation. Authorisation will be sought from learners to provide information for external reporting requirements e.g. external audits, AVETMISS, external funding purposes.

### Retention of Records

Learner records, including material submitted for assessment will be retained in accordance with AQTF requirements as set out in the following table.

Record	Period Retained	Form in which record is retained
<b>Full Learner Record:</b> <ul style="list-style-type: none"> <li>• Enrolment &amp; contact details</li> <li>• Material submitted for Assessment</li> <li>• Assessment Reports</li> <li>• Assessment Results</li> <li>• Reproducible copy of certificates or Statements of Attainment</li> </ul>	Retained in full for the period in which the learner is entitled to appeal assessment results.	Paper file Electronic database
<b>Assessment Report for each learner + a sample of material submitted for assessment for 10 students or 10% of each course (whichever is greater).</b>	12 months from the time the student is no longer entitled to appeal.	Paper file archived in locked storage Electronic database
<b>Learner Enrolment details, assessment results &amp; a record of qualifications/Statements of Attainment issued including list of all competencies/modules achieved.</b>	30 years	Electronic Database

### Secure Destruction of Records

Learner Records that are destroyed in accordance with our retention policy will be securely disposed of, ensuring the privacy of learners.

