

STUDENT RECORDS MANAGEMENT PROCEDURE

PURPOSE

This document sets out the procedure for implementing the Student Records Management Policy with regards to prospective and current students in CG Spectrum Institute's (CGSI) accredited higher education courses.

SCOPE

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

DEFINITIONS

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.

RESPONSIBILITIES AND AUTHORITIES

The **CEO** is responsible for:

- ensuring compliance with this procedure 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;
- approving individual staff members' access to student information management systems and databases; and
- ensuring student records are confidentially disposed of on completion of the required storage period.

The **Executive Dean** 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 is conducted in accordance with this procedure;
- 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).

All staff are responsible for compliance with this procedure, 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.

PROCEDURE

Staff and Third Party Access to Student Records

1. The CEO and administrative staff of CGSI have primary responsibility for maintaining student records from admission to graduation, and ensuring the accuracy, confidentiality and currency of these records.
2. This responsibility is managed by the Executive Management Committee within the framework of the *Service Level Agreement* and CGSI's *Third Party Management Policy*.
3. Following graduation, student records are stored electronically in the Student Management System for a minimum period of 30 years.
4. Award documentation is stored electronically on the CGSI Shared Drive in the Awards folder for a minimum period of 30 years. Replacement award documentation requested by a graduate is re-issued by following the steps outlined in the *Graduation and Conferral Policy and Procedure*.
5. Student records are saved in the Student Management System. These records include the due date for confidentially disposing of them.

Storage and Disposal of Student Assessments

1. Assessment feedback and results will be emailed directly to each student or made available via the Learning Management System.
2. Student assessments are securely stored on the CGSI Shared Drive or within the Learning Management System for a period of one year following submission, in case of applications for a review of assessment grading, or allegations of academic misconduct. These files should remain for another two years on CGSI Share Drive under a folder *Academic Misconduct*.
3. After the storage period of one year has elapsed, student assessments are then destroyed by deleting electronic files, unless there is a matter of Academic Misconduct.

Student Requests to View Records

1. Students who wish to obtain a copy of their records may request the Registrar, Course Director or Executive Dean to make their records available to them.
2. The Registrar will ensure students are provided with complete copies of their records within five (5) business days.

3. Any error, misleading statement, or violation of privacy or other rights, identified by the student in the record will be amended by CGSI.

Forms

Formal Complaints and Appeals Lodgement Form

Related

Student Records Management Policy

Privacy Policy

Service Level Agreement

Third Party Management Policy

Student Grievance Complaints and Appeals Policy

Student Grievance Complaints and Appeals Procedure

Version Control

Document:	Student Records Management Procedure	
Approved By:	Academic Board	Date: November 30, 2023
Version: 2.1	Replaces Version: V2.0	Next Review: 2025
V2.0	Minor edits to reflect online nature of CGSI	
V1.2	Minor edits and logo	