

Policy and Procedure



Doc #: PP - 2.9		Title: Data and Records Management
NC 2018: 2, 3,6, 7, 8, 9, 10	ESOS Act 2000: Section 21	
NVETR (Compliance Standards): Div 2, Clause 10	HESF2021: Standard 1.5, 7.3	
Rev #: 11	Approved By: Group Compliance Manager	Date: 26/02/2026

REVISION HISTORY

Rev	Description of Change	Author	Effective Date
1	Adapted from AAPoly's Student Records Management Procedure.	Zita	06/03/14
2	Updated section 5.3.2 (Paradigm prompt) from 6 months to 3 months.	Prasad/Zita	17/09/14
3	Changed SNR 16.6,17.4,19.1,23.3 and 23.4 to Standards ,7.5,8.1 and 8.5.	Jeevan	01/04/15
4	Standard 7.5 has been removed. Standard 3.4 and 8.6 have been added.	Prasad	01/04/16
5	Updated mapping to the new National Code 2018 standards.	Elaine	09/03/18
6	Removed reference to retention of hard copy of student result in Appendix 7.1.	Elaine	01/10/19
7	Updated to meet the Revised Standards for RTOs. Updated the retention requirements for VET student assessment items. Updated the retention requirements for AQF certification documentation.	Moinul & Maria	04/03/25
8	Update the mapping of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.	Maria	22/04/25
9	Title updated to Data and Records Management Policy and Procedure. Scope expanded to cover broader records management, not limited to student records. Content revised throughout to reflect application across all ACA colleges listed in Schedule 1. Renamed as Data and Records Management Policy and Procedure. Developed as part of ACA's commitment to robust data governance and consistent records management across all operations. This overarching policy provides a framework that supports and aligns with the more detailed Student Records Management Policy, which outlines student-specific procedures and retention requirements.	Compliance	4/11/25
10	Updated Schedule 3 and 4 to include assessment storage methods and processes for Melbourne locations.	Compliance	19/11/2025
11	Updated Schedule 3 and 4 to include the Master Assessment Retention Register.	Compliance	26/02/2026

1.0 Purpose

- 1.1 This policy provides the overarching framework for data and records management across all Academies Australasia VET Colleges (the College), as listed in [Schedule 1](#) of this document. This includes, but is not limited to, student records, assessment records, staff records, financial records, academic documentation, and compliance-related data.
- 1.2 The policy ensures that all records, whether physical or digital, are created, maintained, stored, accessed, and disposed of in a secure, accurate, and compliant manner. It supports the provider's obligations under the Standards for RTOs 2025 version), the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the ESOS Act 2000, Higher Education Standards Framework (Threshold Standards) 2021, the VET Student Loans Act 2016 and associated rules, and applicable state and federal legislation related to privacy, data security, and funding contracts.
- 1.3 This policy supports the College's commitment to data integrity, audit readiness, and privacy protection across all operations and education sectors.

2.0 Scope

- 2.1 This policy and procedure applies to all staff, contractors, and third parties involved in the creation, management, access, storage, sharing, and destruction of records or data, and managing student records in the course of their duties.
- 2.2 The policy applies across all platforms and systems used for data storage and management, including paper files, electronic records, the Student Management System, Learning Management Systems, finance systems, and cloud-based storage solutions.
- 2.3 This policy covers:
 - Records and data related to both domestic and international students,
 - Staff records, including employment, performance, and training documentation,
 - Financial and loan-related records, including VET Student Loans and other funding schemes,
 - Compliance, reporting, and audit documentation,
 - Administrative and operational records, including governance, risk, and internal communications.
- 2.4 Detailed operational procedures and retention requirements are not contained in the main body of this policy but may be set out in Schedules or Appendices to this document. In addition, individual colleges may implement local work instructions or processes to support operational compliance, provided these remain consistent with this policy and all applicable legislative and regulatory requirements.

3.0 Definitions

- 3.1 **Confidential Information** – Any personal, academic, or financial information must be protected in accordance with privacy legislation and internal policy.
- 3.2 **Data** – Raw facts, figures, symbols, or values (whether qualitative or quantitative) that are collected, generated, or processed by the provider through its educational, administrative, and operational activities.

- 3.3 Destruction** – The secure and irreversible disposal or erasure of records after the applicable retention period has expired.
- 3.4 Domestic Student** – A student who is an Australian citizen, permanent resident, or a holder of an eligible visa studying in Australia and not subject to CRICOS enrolment or ESOS Act provisions.
- 3.5 International Student** – A student who is not a citizen or permanent resident of Australia and holds a student visa, studying in Australia under the ESOS Act and National Code.
- 3.6 Records** – All information, whether physical or digital, that is created, received, or maintained by the provider in the course of its operations. Records provide evidence of decisions, transactions, communications, and activities, and may relate to students, staff, financial management, compliance, academic delivery, or institutional governance.
- 3.7 Retention** – The period of time records must be securely stored and maintained to meet regulatory, legal, and operational requirements.
- 3.8 Student Records** – All records associated with a student’s engagement with the provider. This includes enrolment forms, identification documents, academic results, training plans, attendance logs, intervention strategies, correspondence, payment records, loan documentation, complaints and appeals, and any other document required by legislation or standards.
- 3.9 Student Management System (SMS)** – Paradigm, VETtrak, or any other secure digital platform used to manage student-related information and records, including enrolment details, progress, assessment outcomes, attendance, and financial transactions.
- 3.10 Teaching Staff** – Refers to all personnel responsible for delivering education and training and/or assessing student learning outcomes across the College’s education sectors. This includes trainers and assessors (VET), lecturers and professors (Higher Education), and any other staff involved in teaching and assessment activities.
- 3.11 Training Product** – means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

4.0 Responsibilities

- 4.1 All Staff** – Regardless of role, must follow the organisation’s records management procedures relevant to their duties. They must handle records confidentially and responsibly, report any discrepancies or unauthorised access, and support the integrity and security of all data and documentation.
- 4.2 Admissions and Marketing Staff** – Responsible for the accurate collection, verification, and entry of student information during the admissions and enrolment process. This includes maintaining complete records of student applications, identification documents, entry requirements and signed agreements. They must ensure all required student details are entered correctly into the SMS at the point of enrolment, in compliance with legislative and regulatory requirements while ensuring that relevant enrolment evidence is retained to support audits and reporting, including VSL and CRICOS compliance.

- 4.3 Chief Executive Officer (CEO)** – Holds overall accountability for ensuring that the provider maintains compliant records management systems and practices. This includes ensuring the organisation meets its obligations under the Standards for RTOs 2025, the HESF2021, the National Code 2018, the ESOS Act 2000, the VET Student Loans Act 2016, and any relevant state or funding body requirements.
- 4.4 Compliance Manager (CM)** – Responsible for overseeing the implementation and ongoing monitoring of recordkeeping practices. This includes ensuring that record retention, reporting, and disposal requirements are met; supporting internal and external audits; and maintaining up-to-date knowledge of relevant compliance obligations across all student types and education sectors.
- 4.5 Designated Head, Student Services (DH (SS))** – Responsible for overseeing the implementation of this procedure by ensuring all relevant records are properly maintained, securely stored, and readily accessible when required. Delegates tasks as appropriate to ensure compliance with retention and access requirements.
- 4.6 Finance Team** – Accountable for maintaining accurate financial records, including those related to student fees, loan arrangements, and progression reporting. Ensures compliance with the VET Student Loans Act and Rules and that all related documentation is retained securely for the required duration and is accessible for audit and review purposes.
- 4.7 Group General Manager, Cyber Security** – Provides strategic oversight of records management practices ensuring data integrity, system security, and compliance with regulatory requirements. Works closely with the IT team to maintain secure and reliable student management systems and supports continuous improvement in recordkeeping and reporting processes.
- 4.8 IT and Systems Administrator** – Responsible for the security, functionality, and backup of the digital infrastructure used to store and manage records, including the Student Management System. This role includes ensuring proper user access controls, safeguarding against data loss or breaches, and facilitating the secure archival and disposal of electronic records in line with approved retention schedules.
- 4.9 Training/Academic Managers, Coordinators, Designated Head (VET), Academic Dean (HE)** – Responsible for ensuring that all student academic records are complete, accurate, and regularly updated in the SMS. This includes records relating to attendance, assessment outcomes, academic progress, marking, assessment judgements, retained evidence of competency, records of course credits granted, course variations such as changes to study load or duration, and communications and correspondence with students relating to their academic progress or course matters. They must ensure that teaching staff maintain thorough documentation in accordance with training package requirements and assessment standards. In addition, Training and Academic Managers are expected to monitor staff compliance with recordkeeping procedures, support internal and external audits, and contribute to continuous improvement processes by identifying and addressing gaps in academic record management.
- 4.10 Student Services (SS)** – Responsible for maintaining up-to-date records throughout the student's lifecycle. Ensures accurate and timely documentation of student communications, complaints and appeals, attendance follow-up, and any administrative actions taken.

5.0 Policy Statement

The College is committed to effective data and records management that ensures integrity, confidentiality, accessibility, and compliance across all education sectors and operational areas. To achieve this, the provider adheres to the following procedural principles:

- 5.1 Records must be created, maintained, and stored on provider systems or infrastructure that meet recognised records management standards and comply with all relevant legislative and regulatory requirements.
- 5.2 Prior to implementing any new records management system, or migrating records between systems, the College will conduct a compliance assessment to ensure the system meets all applicable records standards. Significant changes to existing systems will also be subject to compliance reviews.
- 5.3 Records must be organised and managed to preserve their context and ensure they are easily retrievable throughout their lifecycle. This includes maintaining relationships between records and related data to support integrity and usability.
- 5.4 Throughout the entire retention period, records must be actively managed to preserve accessibility, usability, and authenticity. This includes protecting records from loss, alteration, or unauthorised access.
- 5.5 Access to records will be provided in accordance with applicable legislation while respecting security, confidentiality, privacy, and archival access conditions. All requests for access will be handled promptly and securely, ensuring that the privacy of individuals and the integrity of records are maintained.

6.0 Procedures

6.1 Retention Requirements

The College retains records for the periods prescribed by applicable regulation, funding contracts, and operational needs. Retention applies equally to digital and physical formats.

- 6.1.1 Records must be created and stored only in the **College-approved systems or repositories** capable of secure retention and retrieval.
- 6.1.2 New or upgraded recordkeeping systems must undergo a compliance and security assessment prior to production use or data migration.
- 6.1.3 Records must remain legible, accessible, linked to required metadata, and preserved in context for the duration of the retention period.
- 6.1.4 Minimum retention periods are set out in [Schedule 2](#) – Record Retention Requirements. Key regulatory examples include:
 - AQF Certification Documentation: **30 years**
 - ESOS-required student records: **2 years** after enrolment cessation
 - VET Student Loans records: **5 years**
 - Assessment Evidence: **2 years** after completion of the training product.

Interpretation Note: “Two (2) years after completion of the training product”

- Completion refers to the end of the enrolled program or training product which may include a full qualification, part qualification, short course, or stand-alone unit of competency.

- The 2-year retention period begins after the student has completed or ceased enrolment in the program (e.g. course completion, withdrawal, or any formal cessation of training).

6.1.5 Retention periods may be extended for legal, regulatory, or audit purposes.

6.2 Archiving of Records

6.2.1 What is archived

Records no longer required for day-to-day operations but remain within their retention period are archived. This includes:

- All records of completed students
- Old brochures
- Policies and procedures
- Forms and templates
- Contracts and agreements
- Financial records

6.2.2 When to archive

- After student course completion/issuance of final certification
- At the close of a teaching period
- Supersession or retirement of documents such as policies and procedures

6.2.3 How to archive

- Prepare records ensuring files are complete, organised, and free of unnecessary duplicates.
- Apply labels and metadata

a) Physical Records

- Place documents in archive boxes, clearly labeled using the Archive Label Template.
- Labels for general types of documents must include:
 - Department / Business Unit
 - Year (if applicable)
 - Record Type and Description
 - Archive Date
 - Retention End Date
 - Box Number and Sequence
- Labels for student assessment records must include:
 - Year and Term
 - Subject Name
 - Trainer
 - Retention End Date

b) Digital records

- Move completed files into the designated Archive Folder within the file location, maintaining the original folder hierarchy.
- Ensure all folders and files are clearly named according to the College's naming conventions.
- Refer to [Schedule 3](#) – Student Assessment Records Management for college-specific student assessment records management guidelines.

6.3 Destruction of Records

- 6.3.1 The College may securely destroy records only once the minimum retention period has expired and there is no legal, regulatory, or operational reason to retain the record.

Student Assessment Records

Assessment records are typically kept in archives and are not destroyed (even after the retention period) unless there is approval from the Head of the Academic Department. The head of academic department referred to in this clause is the person holding the highest position in the teaching department that is given authority to approve destruction of records, if not delegated to another person.

- 6.3.2 Records must be reviewed prior to destruction to confirm eligibility, and destruction must be authorised by the appropriate manager (e.g. DH, CM, CEO). Approving person must refer to the retention period requirements, as appropriate, prior to approving record destruction.
- 6.3.3 Destruction must be irreversible and must preserve confidentiality, for example, via shredding of paper records or secure digital deletion using approved methods.
- 6.3.4 A **Destruction Register** must be maintained and include details such as the type of record destroyed, date of destruction, method, authorisation, and responsible staff.

6.4 Access to Records

- 6.4.1 Access to records is granted based on role-based authority, following privacy protocols.
- 6.4.2 All records must remain accessible and retrievable for authorised users throughout the full retention period, using systems that preserve the record's context and relationships.
- 6.4.3 Students, staff, and stakeholders may request access to their personal records in line with the provider's Privacy Policy and relevant legislation such as the Privacy Act 1988.
- 6.4.4 Access to records will be provided in a manner that protects the record's integrity and complies with legislative constraints relating to confidentiality, security, and archival access.
- 6.4.5 Any unauthorised access, loss, or data breach must be reported to appropriate manager (e.g. DH, CM, CEO) and managed immediately.

6.5 Security and retention of records

- 6.5.1 The College monitors and maintains electronic records through delegated password-protected access. Hard copy confidential files are stored in locked filing cabinets.
- 6.5.2 Server back-ups are done on a weekly basis and stored off-site by the IT and Systems Administrator.
- 6.5.3 All archived student files are kept as quality records and shall be retained by the College according to the records management policy.
- 6.5.4 To ensure records are maintained in a safe and suitable condition, the following applies:
- Records are kept securely to prevent them from being accessed by any non-authorised personnel.

- Records are kept confidential to safeguard information and to protect the privacy of students and College staff.
- Records are kept in such a manner so as to avoid damage by fire, flood, termites or any other pests.
- Student results and Qualification or Statements of Attainment are backed-up and stored electronically and are available to be retrieved by authorised people at any time. Electronic data is also to be backed-up off site.

6.6 Delegated Information Access

Access to files is limited to staff authorised to check the accuracy of records received, enter and retrieve data, maintain the records and archive closed files and past records.

6.7 Student Records

6.7.1 Creating and Maintaining Student Records

a) Record Creation

- A student file is created upon enrolment.
- A unique student record is established in the SMS.
- The student file (physical or digital) includes:
 - Enrolment application
 - Identification and visa documents (if applicable)
 - Course offer and acceptance documents
 - Payment information

b) Ongoing Record Maintenance

- During the course of study, the following must be updated in both the SMS and the student file:
 - Academic progress
 - Assessment outcomes
 - Attendance records
 - Variations to enrolment (e.g. deferral, extension, withdrawal)
 - Intervention strategies or support provided
 - Relevant communications

c) Updating Student Details

- Students are encouraged to verify and update their contact details at least once every three months.
- Students must notify the College of any changes within 7 calendar days.
- Staff must action and update SMS and PRISMS (for international students) records promptly.

6.7.2 Managing Assessment Records

a) Submission and Organisation

- Online assessments must be saved in their respective folders. Files must be organised by Year > Term > Subject > Student ID. Refer to [Schedule 3](#) and [Schedule 4](#).
- Refer to [Schedule 3](#) and [Schedule 4](#) for submission procedures specific to each College.
- If assessment requires submission of physical documents, they must be labeled following the College's archiving system and stored in the designated filing rooms. See [Schedule 4](#) for campus-specific filing room locations.

6.7.3 Completion of Course

- SS issues certification documentation in accordance with the College's Issuance of Certification Documentation Policy.
- A digital copy of the qualification or Statement of Attainment is saved in the SMS.
- The student's status in the SMS is updated to "Completed."

7.0 External References

- 7.1 National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- 7.2 National Code of Practice for Providers of Education and Training to Overseas Students 2018
- 7.3 Higher Education Standards Framework (Threshold Standards) 2021
- 7.4 Education Services for Overseas Students Act 2000 (ESOS Act)
- 7.5 VET Student Loans Act 2016
- 7.6 VET Student Loans Rules 2016
- 7.7 Privacy Act 1988 (Cth)
- 7.8 Fair Work Act 2009 (Cth)
- 7.9 Victoria Public Records Act 1973
- 7.10 NSW State Records Act 1998
- 7.11 WA State Records Act 2000
- 7.12 Fair Work Act 2009
- 7.13 Corporations Act 2001
- 7.14 VSL Rules 2016
- 7.15 Victoria Retention and Disposal Authority for Records of the Higher and Further Education Functions 2019
- 7.16 NSW Smart and Skilled Operating Guidelines

8.0 Appendices

- 8.1 Marked Assessment Retention Register
- 8.2 Archive Register Template
- 8.3 Assessment Box Label Register

Schedule 1

The College

Academies Australasia Institute (AAI)
Academies Australasia Polytechnic (AAPoly)
Australian College of Technology (ACT)
Clarendon Business College (CBC)
Supreme Business College (SBC)
Skills Training Australasia (STA)

Schedule 2

Records Retention Requirements

The student records are collected and maintained through a student “life cycle”:

Record Type	Minimum Retention Period	Relevant Legislation/Standard
Student Enrolment and Admission Records	Minimum 2 years after enrolment cessation	National Code 2018, ESOS Act 2000
Assessment records submitted by students (e.g. completed assessment tasks, evidence portfolios)	VET Assessments: <ul style="list-style-type: none"> • 2 years after the student has completed the training product • 3 years (for NSW Smart and Skilled) Higher Education Assessments: Length of participation plus 7 years (timeframe is based on guidance from best practices)	NVETR (Outcome and Compliance Standards) 2025 Smart and Skilled Operating Guidelines No specific requirements from TEQSA or HESF 2021 on retention period for Assessments.
AQF certification documentation (including Testamurs and Statements of Attainment issued to VET students)	Minimum 30 years	RTO Standards 2025, HESF 2021 AQF Qualifications Register Policy
International Student Visa and PRISMS Reports	Minimum 2 years after enrolment cessation	National Code 2018, ESOS Act 2000
Complaints, Appeals, and Disciplinary Records	Minimum 5 years after case closure	RTO Standards, ESOS Act
Staff Employment and Payroll Records	Minimum 7 years	Fair Work Act 2009, Privacy Act 1988
Governance and Audit Documentation	Minimum 7 years	Corporations Act 2001
VET Student Loans – Specific Retention Obligations (5 Years)		
VSL Record Type	Minimum Retention Period	Relevant Legislation/Standard
Information provided to students before enrolment (per Section 98)	5 years	VSL Rules 2016
Academic suitability assessments	5 years	VSL Rules 2016
Enrolment records, including date and time	5 years	VSL Rules 2016

VET Student Loan application information and supporting documents	5 years	VSL Rules 2016
Date/time of loan application submission	5 years	VSL Rules 2016
Correspondence with students or parents/guardians	5 years	VSL Rules 2016
Records of use of grievance procedure	5 years	VSL Rules 2016
Tuition fees and census dates for approved courses	5 years	VSL Rules 2016
Versions of policies/procedures required under VSL Rules	5 years	VSL Rules 2016
Marketing and promotional materials related to approved courses	5 years	VSL Rules 2016

Schedule 3

Online Submission, Storage and Physical Filing Locations (VET Assessments)

Online Assessment Submissions (Sydney) <i>(whenever applicable)</i>	IT creates separate submission links for: <ul style="list-style-type: none"> • Student submissions (where students upload their assessments) • Marked assessments (where trainers upload marked assessments and feedback)
Hard Copy Assessments Filing/Archiving Rooms (Sydney)	Sydney, Goulburn Campus: Level 1, Room 106
Online Assessment Submissions (Melbourne)	<ul style="list-style-type: none"> • AAPoly IT creates a new subject page in LMS for each term based on timetable. • Every subject page on LMS are included with assessment upload Dropbox <p>For STA (Domestic Students): Assessments are scanned and stored digitally on STA's Drive folder, labelled according to STA's archiving system.</p>
Hard Copy Assessments Filing/Archiving Rooms (Melbourne)	<ul style="list-style-type: none"> • Logbooks are filed with the WBT team and archived on Level 1 (Bourke St Campus) • Commercial Cookery marking sheet and workflow plans are kept at Swanston St. kitchen storage.
Online Assessment Submissions (Perth)	<ul style="list-style-type: none"> • The marked assessments are uploaded in respective subject folder within organisational cloud each term. To ensure security, after the uploading is completed, the course coordinator disables the trainers' access to those folders.

Schedule 4 (a)

Assessment Submission & Storage Procedure (VET) – Sydney and Perth

Applicable to IT Staff, Students, Trainers and Assessors

1. Purpose

This document outlines the procedures for managing assessment materials, including submission, marking, and digital storage, to ensure transparency, accessibility, and compliance with ASQA and CRICOS standards.

2. Responsibilities Overview

Stakeholder	Key Responsibilities
IT Team	Manage folder creation, data access, and archiving
Students	Download, complete, and submit the assessments in PDF format.
Trainers/Assessors	Guide students on how to download and submit the assessments, mark the assessments in PDF format, and upload the marked assessments to appropriate folders within ONE week after the term ends.
Course Coordinators	Maintain ongoing access to all folders for compliance and quality assurance. Update the Master Assessment Retention Register on cloud drive for all submitted assessments from the previous term before the commencement of a new term.

3. IT Responsibilities

- Set up Google Drive folders for each subject within all qualifications.
- For each subject, create:
 - A Submission Folder for student-uploaded assessments.
 - A Marked Folder for trainers' marked assessment files.
- Folders will be created for each term. Example, Term 4 – 202X.
 - Inside the Term 4 – 202X folder, all the courses' folders will be created. Example: Hospitality Management.
 - Inside the course folder, Hospitality Management, the levels folders will be Created. Example: Diploma
 - Inside the Diploma folder, the subjects for Term 4 -202X will be created. Example: Customer Service
- At the end of each term:
 - Archive all assessments into a folder labelled "Term 4 – 202X,", organised by courses, then levels and then subjects.
 - Disable trainers' access to submission and marked folders two weeks after the term ends.

4. Student Responsibilities

- Download assessment tasks from the eLearning page of each enrolled subject.
- All assessments must be typed. Handwritten submissions will not be accepted.
- Assessments will be provided in Microsoft Word format and named:
[SubjectName – Assessment I]
- Save completed assessments using the following naming format:
[StudentID]_[FullName]_[SubjectName – Assessment I]
Example: 202512345_JackRose_MarketingPlan – Assessment I
- Assessments must be converted to PDF. Assessments submitted in other formats will not be marked.
- Submit assessments in PDF format via the dedicated submission link on the relevant subject's eLearning page.

- Students will receive an automated email confirmation upon successful upload.
- Submitted files will be stored automatically in the subject's Submission Folder on Google Drive.

5. Trainer and Assessor Responsibilities

- Guiding Students
 - In the first week of the term:
 - Show students how to access the eLearning platform for their enrolled subjects.
 - Demonstrate where to locate lectures, resources, and assessments.
 - Walk through the submission process using the eLearning platform.
- Marking Assessments
 - Download the assessments in PDF format from the Subject Submission Folder.
 - Assessments submitted in other formats will not be marked. Email the students to ask them to submit the assessment in PDF format.
 - Assessments must be marked using the following conventions:
 - Use red ticks (✓) and red font for comments and feedback to ensure visibility.
- After marking:
 - Save each marked assessment in the Subject Marked Folder keeping the filename format of *[StudentID]_[FullName]_[SubjectName – Assessment I]*.
- Trainers will have access to the submission and marked folders until two weeks after term ends.
- Course Coordinators retain ongoing access for quality assurance and audit purposes.

6. Version Control, Retention and Compliance

- IT is responsible for ensuring all folders are backed up regularly.
- No assessment submission is to be deleted.
- All assessments and related documentation must be retained in accordance with regulatory and audit requirements, including ASQA and CRICOS standards.
- A **Master Assessment Retention Register**, on cloud drive with access to coordinators is maintained. The register includes details such as the term, year, trainer, subject, numbers of submitted assessments and relevant storage information.

7. Support and Troubleshooting

- For technical issues related to Google Drive or eLearning access, students and trainers must contact IT support via email/phone.
- For academic or submission-related enquiries, contact the Course Coordinator or relevant Academic Support Team.

8. Hard Copy VET Assessment Retention at Sydney

- All assessments for IT, ECEC, Community Services, Leadership, Marketing, Project Management, Hospitality, and Travel and Tourism must be stored in Room 106, Level 1 at the Goulburn Campus.
- All assessment materials must be officially recorded using the **Assessment Register Box Form** prior to storage. The register includes the term, year, subject name, trainers name, and student list.
- Assessments must be retained for a period of two (2) years from the student's official completion date.
- At the end of each term, Course Coordinators are responsible for ensuring that all assessments are properly recorded and securely stored.
- A **Master Assessment Retention Register**, on cloud drive with access to coordinators is maintained. The register includes details such as the term, year, trainer, subject, numbers of submitted assessments and relevant storage information.
- Before the commencement of a new term, all assessments from the previous term must be fully archived and documented.

- The Compliance team will audit the Assessment Retention register and the physical storage after the archiving.

Schedule 4 (b)

Assessment Submission & Storage Procedure (VET) – Melbourne

Applicable to IT Staff, Students, Trainers and Assessors

1. Purpose

This document outlines the procedures for managing assessment materials, including submission, marking, and digital storage, to ensure transparency, accessibility, and compliance with ASQA and CRICOS standards.

2. Responsibilities Overview

Stakeholder	Key Responsibilities
IT Team	Manage folder creation, data access, and archiving
Students	Download, complete, and submit the assessments
Trainers/Assessors	Guide students on how to download and submit their assessments, mark the assessments, and upload the marked files to the appropriate LMS drop box. All marked assessments must be uploaded no later than 12:00 pm on the Monday following the end of the term
Course Coordinators	Maintain ongoing access to all folders for compliance and quality assurance purposes. Conduct random checks to ensure that feedback and marked files are uploaded to the LMS, and that the marking and coversheets are completed as required. Update the Master Assessment Retention Register on cloud drive for all submitted assessments from the previous term before the commencement of a new term.

3. IT Responsibilities

- Complete setup of all LMS subjects for the upcoming term no later than the Wednesday before term commencement.
 - Create LMS structure
All LMS subjects must be created under the following folder hierarchy:
 - **Vocational Education Programs**
 - Course Group (e.g., *BSB Training Package*)
 - Term (e.g., *2025 T4*)
 - Course (e.g., *BSB50820 Diploma of Project Management*)
 - Unit
 - Each unit should have the following **naming format**:
 - **Year Term Subject Name (Subject Code)**
 - **Short course name** needs to also set up correctly so that it can be linked with Paradigm enrolment
 - Copy all the materials for each subject from the master file
 - Enroll the assigned trainer into the LMS for the subject
 - Email the Coordinator / VET Manager once setup is complete for review and confirmation.
- At the end of each term:
 - Check with the VET Manager on the old files that can be archived. (As per the regulations we will not to archive any of the files under 3 years)

4. Student Responsibilities

- Download all assessment tasks from the eLearning page of each enrolled subject.

- All assessments must be typed.
- Assessments will be provided in Microsoft Word format and named:
[SubjectName – Assessment I]
- Save completed assessments using the following naming format:
[StudentID]_[FullName]_[SubjectName – Assessment I]
Example: *202512345_JackRose_MarketingPlan – Assessment I*
- Submit assessments via the dedicated Dropbox/ assignment submission activity on the relevant subject's eLearning page.
- Students will receive an automated email when the trainer marks and leave feedback
- If student did not pass or missed the submission date for the assessment student is required to discuss the assessment with the trainer and also request for the LMS to allow another attempt and grant extension during the term.
- For roleplay, presentation practical assessments some of the trainers will provide a handwritten result / feedback student is then required to submit this with the assessment onto LMS.
- Please note that the Cover page is required to be completed completely and signed at the declaration section.

5. Trainer and Assessor Responsibilities

- Setting up of LMS
 - Need to check each subject on LMS and update the **general page** with the class information
 - Location of class, including room number,
 - Term and Year
 - Day
 - Timing
 - Trainer name
 - Trainer Email
 - Under the assessment and submission tab trainer will need to:
 - Update all the assessment cover page to trainer's information, term and year plus the trainer's name
 - Update all the due date, cut off date for all the assessments task
- Guiding Students
 - In the first week of the term:
 - Show students how to access the eLearning platform for their enrolled subjects.
 - Demonstrate where to locate lectures, resources, and assessments.
 - Walk through the submission process using the eLearning platform.
- Marking Assessments

For normal files and marking

 - Download the assessments from the Subject Submission Folder.
 - Assessments must be marked and cover page updated with the feedback and trainer signature included.
 - Marked assessments need to be uploaded as feedback files
 - Results and feedback will also need to be given on the LMS
 - NYS/ NYC assessments need to be clearly marked so that the students can complete the amendment as required

If all files are in PDF format and the trainer wishes to mark online, students must ensure that their PDFs are not password-protected and allow comments

 - Trainers can mark on LMS using the Annotate PDF functions
 - Once they can mark it is important that we update the result and feedback is also required as per normal

- Trainers are required to complete the assessing/marking by **12:00 pm Monday** once the term ends

6. Version Control, Retention and Compliance

- IT is responsible for ensuring all folders are backed up regularly. – This is only with the approval from the Manager VET Operations.
- No assessment submission is to be deleted.
- All assessments and related documentation must be retained in accordance with regulatory and audit requirements, including ASQA and CRICOS standards.

7. Support and Troubleshooting

- For technical issues related to Google Drive or eLearning access, students and trainers must contact IT support via email/phone.
- For academic or submission-related enquiries, contact the Course Coordinator or relevant Academic Support Team.

8. Hard Copy Submission

ECEC Childcare Assessment Submission

- The students will submit hard copies of work placement and 3rd party observation assessments.
- Trainers will mark the hard copy of assessments.
- Marked assessments will be boxed with a filing label that includes the term and year and the subject name.
- Marked assessments will be kept in Bourke St Campus, level 1.
- A **Master Assessment Retention Register**, on cloud drive with access to coordinators is maintained. The register includes details such as the term, year, trainer, subject, numbers of submitted assessments and relevant storage information.
- Before the commencement of a new term, all assessments from the previous term must be fully archived and documented.

Hospitality Management Work Based Training (WBT) Submission

- The students will submit hard copies of all the work-based training requirements.
- Trainers will mark the hard copy of assessments.
- Marked assessments will be boxed with a filing label that includes the term and year and the subject name.
- Marked assessments will be kept in Bourke St Campus, level 1.
- A **Master Assessment Retention Register**, on cloud drive with access to coordinators is maintained. The register includes details such as the term, year, trainer, subject, numbers of submitted assessments and relevant storage information.
- Before the commencement of a new term, all assessments from the previous term must be fully archived and documented.