

# Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records.

We will protect them against theft, fire, flood, vermin or any other pests and are to be available for perusal by DFEEST Departmental auditors at a scheduled audit.

We will maintain a backup of all electronically stored records off site.

We must retain for DFEEST auditing purposes for at least seven years:

- All AQTF policies and procedures
- Training delivery and assessment strategies for all qualifications
- Assessment policies
- Assessment tools/instruments
- Assessment records, and
- Recognition of Prior Learning (RPL) assessment records detailing the evidence assessed for each Participant to determine competence
- Complaints, grievances and appeals.

Please note we are not required to retain either original or copies of Participant generated work such as projects, assignments, reports etc.

## Participant results

Our Participant results must contain:

- Participant identification (full name, address, date of birth and/or Participant identification number)
- units of competency achieved - including title, code and date achieved
- qualifications/Statements of Attainment issued including title, national code and date issued
- any other information so that the qualification or Statement of Attainment may be reissued by the ourselves.

## Provision of Information to DFEEST on RTO Operations

In addition to the quality indicator requirements, we must also be able to make available, upon request, information on our operations. This is to allow DFEEST to plan and schedule auditing operations. DFEEST will stipulate the required format of this information.

## Notification of Qualifications and Statements of Attainment issued

To ensure we provide a permanent record of AQF qualifications issued in South Australia, we must notify the DFEEST within 30 days of issuing any AQF qualifications and/or Statements of Attainment.

We will make this notification through the DFEEST's Participant Training Enrolment Logistics Application (STELA) or in an alternative method if requested by DFEEST.

Information to be uploaded to STELA must include the following information for Full Qualifications/Statement of Attainments issued to each Participant:

- RTO name
- RTO number (national)
- Full name of Participant
- Participant date of birth and/or identity number
- Qualification/course achieved including title and national code or
- Title and national code if Statement of Attainment is issued in partial completion of training
- Parchment number
- Date on which requirements for the qualification were achieved

All hard copy records including individual Participant records will be stored in a locked secure office area.

Our electronic records are stored in our computer system with our training records stored in our JobReadyRTO training record software system. All electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.