

## CHS Student Academic Records Management Policy

<b>Document ID</b>	<b>CHS Student Academic Records Management Policy</b>
<b>Category</b>	Administration
<b>Document Owner</b>	Academic Registrar

### Version control

<b>Version</b>	<b>Summary of changes</b>	<b>Approval date</b>	<b>Next review date</b>
1.0	Document Established	Academic Board: 16 Oct 2018 Governing Board: 23 Oct 2018	20 Oct 2020

## Contents

1. Purpose.....	2
2. Scope .....	2
3. Definitions .....	2
4. Student Records .....	2
5. Storage of Records .....	3
6. Data Control and Validity .....	3
7. Access to and Security of Records.....	3
8. Information Kept on File for Current Students and Graduates .....	4
9. Responsibility.....	5
10. Related Documents .....	5
11. Relevant Legislations .....	5

## 1. Purpose

The objective of this policy is to define the manner in which the College shall maintain all academic records related to both current and former students. Records need to be kept accurately and securely and be fit for the purposes of certification or fulfilling other obligations under the relevant legislations and the requirements of accreditation bodies.

## 2. Scope

This policy applies to all staff engaged in creating or maintaining academic records of students. Students have a responsibility to inform the College of their contact details and changes to their circumstances in a timely manner. They must also re-enrol on commencement of each trimester observing the dates advised by the College.

This policy does not apply to records kept about students in respect to non-academic activities such as accommodation, counselling etc.

## 3. Definitions

Item	Definition
<i>Accuracy</i>	The quality and reliability of the data forming any part of student's records in either electronic or hard copy.
<i>Control</i>	Governance and regulation of the configuration, use, and analysis of student data in either electronic or hard copy format.
<i>Learning Management System (LMS)</i>	Learning Management System for designing and managing courses, teaching materials, assignments, collaborations, recording grades and the like.
<i>Records</i>	A part of, and resulting, from College activities and providing evidence of those activities. Any document or other source of information compiled, recorded or stored in written form or on film, or by electronic process, or in any other manner or by any other means. Records may include, but are not limited to, any hard copy records, electronic records, or electronic documents stored at CHS or on CHS equipment. A record does not include personal and/or private documents that are not part of official College records.
<i>Meshed HEd</i>	Student Management System for storing and recording student records.
<i>Security</i>	Safekeeping of the student records in both hard copy and electronic forms.
<i>Stewards</i>	Nominated CHS employee with responsibility for student records.
<i>Validity</i>	Validation is a process of checking and ensuring records are factual and correct.

## 4. Student Records

The Admissions Team is responsible for creating the first records upon receiving and validating an application for admission from a prospective student. They enter the relevant student information from the data entered into their application form plus the certified supporting documents attached to their application form.

The main system used by the College for academic records is the Student Management System (Meshed HEd).

Not all applications for admission are successful or progressed to the enrolment stage. Once the student accepts the offer of a place to study at CHS and pays the required fees the student issued with a Confirmation of Enrolment certificate. He or she has to then join the College at the designated trimester start date and enrol in the units etc. It is the responsibility of the Student Services team to ensure that the student records are complete and update the relevant parts such as the student contact details. All such updates and those obtained in subsequent enrolments shall be uploaded onto student management system.

The *Meshed HEd* is a secure cloud-based database system specifically designed to support all administrative functions in educational institutions and to maintain date-stamped records of all updates and transactions with each and every student. Staff are able to set up a dedicated account for each student in the Meshed HEd. In addition, student data are backed up in real time so that the risk of data loss is minimised. The Student Services team shall scan and upload any historic documents related to individual students or the academic matters.

A student's permanent academic records kept on the student management system include the compilation of the final results for every enrolled unit across all courses, advanced standing and credit transfer, periods of intermission and the dates of course completion or discontinuance, award conferral and graduation. In addition, it includes a copy of all correspondence with the student during or after completion of their course.

## **5. Storage of Records**

All records are permanently kept in an electronic format in student management system, LMS or on SharePoint as appropriate. Note that the LMS is generally for the facilitation of teaching and learning activities. Both the LMS and the SharePoint records are backed up daily in order to minimise the risk of data loss.

## **6. Data Control and Validity**

To maintain the accuracy and validity of all data used and reported, both internally and externally, in relation to the academic program at CHS, only data and reports generated from Meshed HEd are to be used. This includes, but is not limited to, data in relation to:

- enrolment
- class lists and attendance records
- attrition rates
- completion rates
- progress rates
- course and unit offerings
- number of graduates each class/year

## **7. Access to and Security of Records**

- Only those staff within CHS who have legitimate reason within their job description to access students' academic records may do so. A username and personal password is required to access records in student management system.

- Current and former students of CHS have access to their own records on request. Should they notice information that is not up-to-date they should communicate in the first instance, with the Student Services with the request to update their records.
- CHS shall provide students with accurate and up to date information about the status and outcomes of the units and courses in which they are enrolled in the trimester under consideration. This information is available to current students in electronic form through the student management system.
- Students require a username and personal password to log into any of the systems that the College operates. The College staff shall not disclose information about a student to any third parties without the consent of the student concerned, unless required or permitted by law.
- Persons outside of CHS do not have access to the records of individual students unless the student gives written permission for the release of specific records, or unless the knowledge of such information is required to be provided to funding, immigration, accreditation or other agencies which are legally entitled to access such information.
- Information required by other education institutions for the purposes of confirming qualifications of a current or former student of CHS, such as confirmation of units of study completed, participation in officially recognised activities, and scholarships received by students, will not be released by CHS unless accompanied by written authorisation of the student under consideration.

## **8. Information Kept on File for Current Students and Graduates**

CHS admissions staff, course convenors, lecturers and College administrative staff enter and update information in student management system, according to their level of access. Information kept on record includes:

- Initial application information, together with all documentation requested and produced during the application process
- Signed or confirmed declarations associated with application and enrolment processes
- Letter of offer
- Acceptance or rejection of offer
- Copy of electronic Confirmation of Enrolment (overseas students only)
- Personal details (e.g. names, birth date, contact details, emergency contact details, citizenship, copy of passport ID page and visa for overseas students, health insurance details for overseas students etc.)
- Enrolment information (e.g. course and unit enrolment)
- Academic progress information (e.g. grades, advanced standing and credit transfer, academic status, enrolment restrictions and encumbrances)
- Letters and e-mails pertaining to advanced standing, cross-institutional study and academic progress at CHS
- Final records relating to capstone unit performance of candidates for Master of Health Management, e.g. student paper or body of work and

assessment and moderation of the same by the appointed staff member and moderator

- Academic Support or Counselling recommendations and outcomes
- Forms submitted regarding unit/course withdrawal or course changes
- Transcripts of telephone messages received from the student regarding his/her academic program
- Other essential information, such as photo image

## **9. Responsibility**

The academic records of current and past students of CHS belong to the College. The Academic Registrar is the appointed officer as the steward of all academic records and is responsible for ensuring the control, accuracy and validity of the electronic student data.

The Academic Registrar is also responsible for ensuring the validity of the data reported to TEQSA and Department of Education through the Higher Education Information Management System, and submission of any and all required reports by the relevant deadlines.

The Academic Registrar reporting to the Director of Administration and Student Services is the responsible officer for the full implementation of this policy and management all student academic records. The Academic Registrar will work closely with the Dean and the Directors of Study to facilitate the academic staff's full adherence to the provisions of this policy and for timely supply of the relevant information.

On the academic side the Dean is responsible for full cooperation of the academic staff with the Academic Registrar and for accuracy and validation as well as timely supply of all student academic data and timely entry of such data into the student management system or other related systems.

## **10. Related Documents**

- CHS Records Management Policy
- CHS Privacy Policy
- CHS Data Collection Policy
- CHS Admission Policy and Procedures
- CHS Awards of Grades Policy

## **11. Relevant Legislations**

- Higher Education Support Act 2003
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- TEQSA Higher Education Standards Framework (Threshold Standards) 2015
- Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Australian Qualifications Framework (AQF)
- The Privacy and Data Protection Act 2014