

1. Purpose

MPA Skills is committed to providing quality training and assessment products and services in accordance with the Standards for Registered Training Organisations (SRTOs 2015). This Policy ensures that MPA Skills maintains a systematic, compliant approach to the effective management of all records.

2. Policy Statement

MPA Skills is committed to implementing effective and efficient records management processes for business, compliance and all training and assessment records and documentation, in accordance with legislative and regulatory requirements.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*

4. Policy Principles

4.1 Records

Records on operations include:

4.1.1 Training and Assessment Records

- a) Client Enrolments and personal details;
- b) Client progress, training and assessment activities and outcomes;
- c) Corporate/client relations;
- d) Complaints and appeals;
- e) Issuing of certification documentation;
- f) Total VET Activity;
- g) Training Delivery;
- h) Recognition;
- i) Client fees;
- j) Refunds.

4.1.2 Compliance Records

- a) Continuous improvement activities and systems;
- b) Training and assessment strategies;
- c) Validation plan, activities and outcomes;
- d) Industry consultation;
- e) Training and assessment resources;
- f) Quality Indicators;
- g) Evaluation;
- h) Audit.

Approval Date:	07 Jan 2020	Approved By:	Tammy Kent		Page 1 of 3
Next Revision Date:	07 Jan 2022	Document Number:	DOC0092	Revision:	1.4

4.1.3 Business Records

- a) Business planning processes;
- b) Financial management records;
- c) RTO compliance and auditing;
- d) Staff records; including selection, induction; professional development, performance review;
- e) Third party Partnership arrangements;
- f) Marketing and advertising approvals;
- g) Legislative and regulatory requirements;
- h) Workplace health and safety.

4.2 Electronic Records

- a) MPA Skills Student Management System (VETtrak) is backed up on a daily basis.
- b) All MPA Skills documents and emails are saved to the system network (server), which is backed up daily and weekly and stored externally.
- c) Electronic Records will be uploaded to relevant reporting databases in accordance with the reporting requirements.
- d) Quality Indicator Reports are to be uploaded in accordance with the Quality Indicator Guidelines.

4.3 Paper-based Records

- a) Paper Records are stored in secure cabinets for a period of not less than 12 months.
- b) Paper records are archived annually, for an additional four (4) years at our training centre or at a secure off-site storage facility.
- c) Paper Records can be destroyed after five (5) years.

5. MPA Skills Responsibilities

The General Manager of MPA Skills is responsible for ensuring compliance with this policy.

All staff are responsible for ensuring compliance with privacy and confidentiality of records, including non-disclosure of computer logins and passwords.

Enrolments are entered into, and hard copies scanned into the RTO VETtrak Database.

Assessments results are entered into, and hard copies scanned into the RTO VETtrak Database.

Qualifications and Statements of Attainment will be issued in accordance with the **Issuing of Qualifications Policy**. Copies of all Qualifications and Statements of Attainment issued will be stored inside the RTO VETtrak Database.

Client receipt for course payment will be held in the MYOB Accounting system.

Approval Date:	07 Jan 2020	Approved By:	Tammy Kent		Page 2 of 3
Next Revision Date:	07 Jan 2022	Document Number:	DOC0092	Revision:	1.4

6. Access and Equity

MPA Skills **Access and Equity Policy** applies to student access to their own personal records.

7. Monitoring and Improvement

All records management practices are monitored by the General Manager of MPA Skills and areas for improvement are identified and acted upon.

Approval Date:	07 Jan 2020	Approved By:	Tammy Kent		Page 3 of 3
Next Revision Date:	07 Jan 2022	Document Number:	DOC0092	Revision:	1.4