

Student Records Management Policy

Policy Category	Academic		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI Students, Staff, Contractors, and Consultants		
Related Documents	Complaints and Appeals Policy Complaints and Appeals Procedure Refunds Policy Refunds Procedure Student Fees Policy Student Code of Conduct Staff Code of Conduct		
Version	Authorised by	Approval Date	Effective date
1.1	Academic Board	10 Oct 2023	10 Oct 2023

1. Purpose

This Policy supports IGI's commitment to managing student records consistently and equitably by implementing appropriate, secure processes aligned with regulatory and legislative requirements.

2. Definitions

Definitions	
Australian Qualifications Framework (AQF)	Australia's national policy for regulated qualifications provides national recognition and a consistent understanding of what defines each qualification type.
FEE-HELP	An Australian student loan scheme that supports fee-paying students to pay all or part of their tuition fees.
PRISMS	means the Provider Registration International Student Management System, an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs). PRISMS is used by government agencies to monitor student compliance with visa conditions and to monitor educator provider compliance with the ESOS Act 2000.
TCSI	means Tertiary Collection of Student Information - a government information system that collects information about students who study with approved Australian education providers, and data regarding staff at those providers.

3. Scope

This Policy applies to all IGI students, staff, contractors, and consultants engaged to work for IGI.

4. Policy

The fundamental principles informing this Policy are:

- Student records are appropriately created, managed, maintained, and disposed of per regulatory and legislative requirements and policies.
- Student recordkeeping practices are implemented throughout IGI's administrative processes and practices.
- Student information is maintained as records that are:
 - Easily accessible for appropriate re-use and available as long as required
 - Only accessible by those with a legitimate need
 - Accurate, up-to-date, and complete.
- Levels of responsibility are established and implemented throughout the recordkeeping practices and processes.
- Appropriate systems and procedures protect student information from unauthorised access, alteration, deletion, or misuse.
- Regular staff training is implemented to ensure IGI staff are aware of their responsibilities and the importance of managing accurate student information.

5. Responsibilities

- 5.1. The Academic Board approves this Policy and is responsible for monitoring and ensuring this Policy and all associated procedures are appropriately implemented.
- 5.2. The Registrar is responsible for the implementation of appropriate processes and practices.
- 5.3. The Student Services team supports the Registrar to ensure appropriate systems and processes are in place for the capture, storage, and disposal of records within their areas of responsibility and that their team members are aware of the responsibilities and associated processes practices.
- 5.4. All staff and contractors of IGI are obligated to adhere to the appropriate and accurate keeping of records within their areas of responsibility.
- 5.5. The Information Technology team is responsible for capturing, storing, and subsequent migration or disposal of records captured within the electronic systems and performing regular audits on user access.
- 5.6. The Student Services team is responsible for implementing processes and practices regarding the disposal of electronic records. The destruction of records must be appropriately recorded and documented.

6. Retention of Student Records

IGI student records will be retained for the period(s) shown in the table below. IGI student management system is compatible with the appropriate government and legislative requirements to support regulatory reporting.

IGI Student Record Management Retention Periods

STUDENT RECORD MANAGEMENT RETENTION PERIODS	
Documents retained	Minimum retention period(s)
Records of ALL students, including: <ul style="list-style-type: none"> • current residential address • mobile phone number (if any) • email address (if any) • amount of money paid to IGI • amounts owing to IGI • duration, of course, paid for • written agreement(s) between the student and IGI, and receipts of payments made by students under the written agreement • amount to be charged for the student to access their records (if applicable), and • up-to-date records of assessment. 	Two years after the person ceases to be an accepted student
Student financial records include: <ul style="list-style-type: none"> • the total amount of fees • payment terms • any non-refundable deposit or administration fee and • fees and charges for additional services 	Seven years
Student complaints and appeals records	Five years from the date the complaint or appeal was lodged
FEE-HELP Student Loans application documentation (when applicable)	Seven years
Records required for legal action	Retained until the completion of that legal action, including appeals.
INTERNATIONAL STUDENT RECORDS	
Details of accepted students, including: <ul style="list-style-type: none"> • name and gender • course/program name, location, start date, and expected duration of the student's course/program at Kaplan • date of birth, country of birth, and nationality • date when the student is expected to complete their course at IGI • amount of tuition and non-tuition fees received before confirming the student's enrolment using PRISMS • total tuition fees required to be paid to undertake a course • whether premiums have been paid for student health insurance before the course commences • if the student has undertaken a test to determine their English competency, the name of the test and the course taken, and the score • the location of the Australian government immigration office where the student's visa application was lodged • the student's passport number and visa number (if applicable). 	Until the information is entered into PRISMS - within 14 days of the student being accepted into their course at IGI (unless retained for two years as above - such as through the written student agreement)

<ul style="list-style-type: none"> • provider transfer requests • variation in enrolment load that may affect students' duration of study • course progress • attendance • course credit / RPL • applications for deferment or suspension • a written record of any critical incident and remedial action taken. 	<p>Two years after the person ceases to be an accepted student</p>
<p>HIGHER EDUCATION PROVIDER RECORDS</p>	
<p>Certification documentation, including:</p> <ul style="list-style-type: none"> • A testamur and • Records of results, academic transcripts, or similar documentation. 	<p>Indefinite - electronic records containing information on student results for Australian Qualifications Framework (AQF) qualifications will be retained for 30 years after the student's course completion date to enable re-issuance of statements of attainment or qualifications (if required)</p>
<p>Examinations and assessments, including Credit/RPL assessment evidence</p>	<p>12 months from the date on which the grade decision was made (unless relating to a complaint or appeal - see above)</p>

7. Reporting

As a registered higher education provider, IGI must report on student data per regulatory and legislative requirements. These reporting requirements will include, but are not limited to:

- FEE-HELP Estimates & Declarations (when applicable)
- PRISMS
- Quality Indicators
- TCSI

8. Recordkeeping

IGI maintains and monitors recordkeeping to ensure that:

- student records requiring long-term or permanent retention are identified and managed appropriately, including, where applicable, their transfer to IGI's archives when no longer required as active student records
- a copy of testamurs and academic transcripts and will be electronically kept in the students' files
- IGI will take all reasonable steps to protect the security of personal information that it holds and maintains the accuracy and relevance of the data it holds - including the implementation of appropriate measures to protect electronic records and records stored and generated in hard copy
- student records must be disposed of in accordance with legislative requirements, policies, and recognised standards of best practice
- IGI retains student records in a manner that safeguards them against unauthorised access and ensures that copies of records can be produced if the originals are destroyed or inaccessible.

9. References

- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
- Privacy Act 1988 (Cth)

10. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and review	All
1.2	Feb 2024	IGI	Logo update and minor administrative amendments	All