

## Student Records Procedure

### Preamble

MediQuest collects AVETMISS information through the enrolment form and stores it in paper copy in Student files and in electronic format in the Student Management System. National USI numbers are collected and stored as part of this process. VSN are collected by the SMS based on student data.

All student records are maintained in accordance with the MediQuest Records Management Policy.

Appropriate arrangements are made for data and records retention and or distribution if MediQuest changes ownership or ceases operations in the MediQuest Wind Up Policy and Procedure.

### 1. Purpose

1.1. This purpose of this procedure is to ensure MediQuest collects, stores and acts on student records in compliance with

- the MediQuest Records Management Policy
- 2017 Standard VET Funding Contract, Skills First Program and any subsequent or replacement funding contract and
- AQTF Standard 3.4

### 2. Scope

2.1. All staff of MediQuest Pty Ltd may be directly affected by this Procedure and the associated Records Management Policy.

### 3. Authority

3.1. This procedure is issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of to the policy.

### 4. Review

4.1. This Procedure is reviewed in accordance with the Policy and Procedure Review Schedule or at need.

### 5. Definitions

Term	Definition
AQTF	Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration
VRQA	Victorian Registration and Qualifications Authority
The Department	The Department of Education and Training

SVTS	Skills Victoria Training System
RTO	Registered Training Organisation
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
USI	Unique Student Identifier
VSN	Victorian Student Number
ILP	Independent Learning Plan
SMS	Student Management System
PUSH	Program Unique Student Hours

## 6. Related Policy

### 6.1. Records Management Policy

## 7. Student records procedure

- 7.1. In accordance with the Enrolment Policy and Procedure, every student completes a Pre-Training Review prior to enrolment; an ILP is developed for all students who are deemed suitable for enrolment with MediQuest and an enrolment form is completed.
- 7.2. Eligibility for a funded place is determined prior to enrolment.

### Electronic records

- 7.3. An electronic record is created for every student on the SMS. This contains: name and contact details, USI, VSN, title of qualification, competencies, scheduled hours, PUSH, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of NR, CT and RPL granted (hours).

### Training Plan

- 7.4. The Training Plan contains the following information: name and contact details, title of qualification, competencies, scheduled hours, PUSH, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of NR, CT and RPL granted (hours), details (when, how and how much) of the time outside routine work is for structured training, signatures and dates of all parties and any other specific requirements to in accordance with the training contract/ agreement. (“The Department” students)
- 7.5. Scheduled hours are taken from the learning and assessment strategy. Students scheduled hours are recorded in the SMS. “The Department” students scheduled hours are uploaded to the SVTS.

### Paper based records

- 7.6. All Student paper based files contain a student file checklist that is established and maintained.

- 7.7. A completed and signed student enrolment and orientation form is kept in the file along with certified copies of any relevant qualifications.
- 7.8. Eligibility documentation for “The Department” students is stored in the student file. The learning assessment style form is also stored in the student file.

#### **Attendance and Participation Records**

- 7.9. Student attendance is recorded at each session. Student participation is recorded at each appropriate point.
- 7.10. Attendance/ participation records are stored in compliance with MediQuest Attendance and Participation Policy and Procedure.
- 7.11. Records at a minimum contain the student name and/ or ID number, unit of competency name and date. Where appropriate the records also contain the staff member’s and student’s signatures.

#### **Assessment records**

- 7.12. Student results are recorded after each assessment task on the assessment summary form. The overall unit result is recorded on the unit assessment summary form.
- 7.13. The all unit assessment summary forms along with completed assessment evidence are reviewed to verify completion of records.
- 7.14. The unit assessment summary form contains students’ results and feedback on performance against a unit of competency.
- 7.15. Unit outcomes are input to the SMS within 14 days of unit being received by Administration.
- 7.16. Student’s results are recorded in this way until they have completed all the units of competency/ course.
- 7.17. All communications with a student are kept in the student’s file. Such communications may be in form of attendance letters, complaints or appeals documentation.
- 7.18. All appropriate written agreements are stored in the student file.
- 7.19. MediQuest assesses Eligibility exemptions on a case by case basis for those students who meet the citizenship/ residency eligibility requirements. All documentation concerning grants, fee waivers and any other form of exemptions is stored in student files.

#### **Student access to their records**

- 7.20. All student records are held at MediQuest David House, 1 Little David Street, Yarraville, 3013.
- 7.21. Students are provided access to their files at no charge.
- 7.22. Access is arranged by contacting MediQuest Head Office on 03 9908 0190 at any time between 9am and 4pm, Monday to Friday or by submitting a written request via email [admin@mediquest.net.au](mailto:admin@mediquest.net.au) or by submitting the Student Records Access Form to reception at MediQuest David House, 1 Little David Street, Yarraville, 3013.

7.23. An appointment will be made within 5 working days of MediQuest receiving the request to view the records. The appointment will be between 9am and 4pm, Monday to Friday.

7.24. The student must bring confirmation of identity. Identity is best confirmed by bringing a driver's license, passport and/or birth certificate.

7.25. Access will be supervised by a MediQuest staff member to ensure the integrity of the records is maintained.

**Documents to be employed when implementing this policy and procedure:**

- 2017 Standard VET Funding Contract, Skills First Program
- Training Plan
- Enrolment Form
- Pre-Training Review
- Attendance Records
- Assessment Records

**Revision History**

Date	Revision	Revised by
18/08/2017	Created	Barrie Campbell
31/10/2017	Approved	Denise Dawson