



## 2.17 Student Records – Purpose

This policy ensures that the records held about each student are accurate and effectively managed.

This policy is closely linked to the Student Intake Policy and the Record Management Policy.

## 2.18 Student Records – Policy

### 2.18.1 Student Files

- All documents relating to a student's enrolment will be stored on Flight School Manager.
- Original copies of student documents will be stored in a hard copy file if required.
- Student hard copy files are clearly labelled with the student's full name and stored in locked filing cabinets, cupboards and/or offices (depending on the size and nature of the file).
- Additional student soft copy files are maintained on a secure sever with access only available to designated staff members.
- Student files are kept securely and all information contained within them protected.
- Student information is treated with confidentiality and respect to privacy at all times.
- All RTO staff including Flight Instructors (Trainers/assessors) are expected to maintain student files in the format prescribed by TVSA Pilot Training and ensure that all student records are immediately stored or recorded on Flight School Manager.

### 2.18.2 Student Paperwork

- Upon enrolment all students are required to fill in an Enrolment form.
- If TVSA Pilot Training is approved to deliver any government subsidised training or offer VET Student Loans, the student will also be required to complete any specific paperwork relating to this.
- Upon enrolment, all students will also need to either supply their Unique Student Identifier or sign a declaration that allows TVSA to create the USI for them and provide appropriate evidence.
- Copies of identification supplied for the purposes of generating a USI is not retained by TVSA Pilot Training.
- Information collected and stored by TVSA Pilot Training is only used for the purpose for which it was collected and is protected by our Information Privacy Policy.



### **2.18.3 Student Management System**

- Data relating to a student's enrolment and participation in a course with TVSA Pilot Training will be entered into the student management system, VETTrak. This includes data relating to personal and contact details, enrolment information, training participation and progress, assessment outcomes, award issuing and correspondence. Only authorised staff members are given access to VETTrak, which is password protected by individual user logins.
- Students are to inform TVSA Pilot Training within 28 days of any changes of contact details, which will then be updated in VETTrak

### **2.18.4 Learner Management System**

- Data relating to a student's enrolment and participation in a course with TVSA Pilot Training will also be entered into our Learner Management System.
- Flight training and assessment records will be maintained on Flight School Manager.
- Students are to inform TVSA Pilot Training within 28 days of any changes of contact details, which will then be updated in Flight School Manager.

### **2.18.5 HEIMS/HEPCAT Reporting**

- As a VET Student Loans provider, TVSA Pilot Training reports relevant student information to the Department of Education for any students accessing a loan through VET Student Loans.
- Reporting occurs monthly in line with the requirements set by the Department.
- A statutory declaration is uploaded prior to the 7th of each month according to the requirements as set out by the Department

### **2.18.6 Accuracy of Information**

- To ensure the accuracy of student records, the following mechanisms are in place:
  - Only trained staff are authorised to enter information onto VETTrak and all data is checked for accuracy when it is being entered.
  - Dual signatures from the trainer/assessor and the student are required on flight training records and theoretical assessment documents to verify the information recorded.
  - Before any qualification or statement of attainment is issued, all information recorded in the student management system VETTrak, is checked for its accuracy against paper-based records contained in the student file/s and the soft copy records located on our Learner Management System, Flight School Manager.



### **2.18.7 Right to Access Records**

- Pursuant to the Information Privacy Policy, students have the right to access the information TVSA Pilot Training holds about them and can do so by referring to the procedure in our Student Handbook.

### **2.18.8 Student Withdrawals**

- To withdraw from the course, a student must fill in and return a Withdrawal form.
- Students who are accessing VET Student Loans, and withdraw prior to a census date will not incur the VET student loan for that particular study period (and future study periods)
- Students who are fee for service, must adhere to the following withdrawal requirements:
  - Withdrawals received within 7 days of enrolment will incur no charge.
  - Withdrawals received more than 7 days after enrolment, but before the first 5 business days of the course commencing, will incur a \$250 administration charge. All other fees paid will be refunded according to the timelines set out in this policy
  - Withdrawals received after 5 business days of the course commencing will not receive a refund. Any outstanding fees will be due and payable according to agreed timeframes.

#### **Related Policies**

- Governance Policy
- Information Privacy Policy
- Financial Management Policy
- Record Management Policy
- Training and Assessment Policy
- Student Intake Policy

#### **Related Procedures, Forms and Documents**

- Access to Records Procedure
- Student Records Procedures
- Application & Enrolment Form
- Withdrawal Form
- Student Intake Procedure



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