

# VCE / VCAL Student Records Management Policy and Procedure

## 1. Purpose

The purpose of the policy and procedure is to provide clear guidelines to Institute staff to document their responsibilities to ensure that student records are maintained, and that all information is consistent between the Institute's Student Management System and the VASS System which is critical for their VCE/VCAL enrolment as an external Award.

## 2. Scope

This procedure applies to all personal information in relation to students who apply for, or are enrolled in, the Institute's VCE and VCAL programs.

## 3. Definitions

The following terms and abbreviations are specific to this procedure:

**eCentral:** Tech 1 Student Management System

**Gordon Online:** Moodle Learning Management System

## 4. Overview / principles

The Institute is committed to minimising the generation and retention of records outside of the Institute's electronic records management systems, maximising the use of our systems to administer student enrolments:

- Enrolment data – eCentral
- Participation data – eCentral
- Student correspondence – eCentral
- Assessment – Gordon Online (task submission and feedback) and eCentral (results)
- Student Feedback – RSW database (Complaints)
- Student counselling records – CRM (tech 1)
- Parental permissions and authorisations – Operoo
- Other data – HP Content Manager

The Institute is committed to operating all electronic records management systems in accordance with the Victorian Privacy and Data Protection legislation. The Institute's Privacy Policy and Release of Customer Information Procedure documents how student information is protected from unauthorised released.

The Institute maintains all electronic systems in accordance with the requirements of relevant Australian Standards and Data Security Frameworks. All system access is via secure accounts and where appropriate multi-factor identification and is in accordance with the Institute's Information Systems Security, Network User and Password Policies.

### 4.1 Integrity of records and results

All students are required to provide full contact and personal information as part of their application for the program. This information is entered directly into the Institute's Student Management system by the student, with assistant from the parent/guardian or a customer service officer if required, as part of the course application process.

The Admissions Officer checks the information for completeness and consistency with and adds the year level units to the students "study plan".

Note: Names and date of birth must be consistent with the information recorded on the student's GreenID at all times and across all systems – eg. eCentral, Gordon Online and VASS. The student's name must be the full name as per their identification documents, changes to the student's name can only be processed based on provision of updated official documentation.

At the Course Orientation, after reading the consent form Students are required to complete the (VCAA) Student Personal Details Form and return the form to the VCE/VCAL Program Assistant.

The VCE/VCAL Program Assistant checks the Student Personal Details form with the information in the Institute's Student Management System, clarifies and resolves any anomalies between the two sources of information with the student, and then ensures the student's personal details data and unit level enrolments are entered into VASS.

Personal details forms are printed from VASS and given to students to check accuracy of the enrolment information, any changes are recorded on the form and forms are signed by the student. The amendments noted on the signed form are then entered into VASS by the VCE/VCAL Program Assistant. Refer above for information regarding requested changes to student's name.

Students are advised of the process for updating variable information (eg contact information or address), either personally by logging into MyStudent on the Student Portal, or through visiting the Student Hub and having a Customer Service Officer make the change on their behalf. Students are reminded regularly by their home room teacher to ensure that their details are up to date, in particular at the start of term 4.

The Senior College Principal is responsible for ensure that the accuracy of unit level enrolments in both systems is validated to ensure that to ensure that the provision of minimum requirements for the eligibility of the relevant award of the VCE at the relevant certificate levels will be met.

#### **4.2 Accuracy of Student Assessment Results**

Teachers are responsible for entering unit level results into the Institute's Student Management System. The student management system has alert to remind staff when data is due, incomplete or has anomalies.

The VCE/VCAL Program Assistant runs a report of student results at the end of each unit and ensures the results for each student are entered into VASS.

Teacher's are responsible for providing the VCE/VCAL Coordinator with SAC scores for each student enrolled in their unit.

The VCE/VCAL Program Assistant is responsible for

- Running a report of unit level results from the Gordon's student management system and entering them into VASS, and printing a report for the unit teacher for checking and confirmation.
- Entering SAC scores provided by the teachers into VASS and then printing a report for the unit teacher for checking and confirmation of accuracy

The Senior College Principal is responsible for checking VASS and identifying any obvious errors based on the review meetings held with teachers during the term.

The Senior College Principal is responsible for ensuring that all results are finalised and entered into VASS as per the timelines provided by VCAA.

#### **4.3 Request to access student records**

Under the Institute's process for Release of Customer Information, all students are provided with access to their student records via a request to the teaching area or customer service staff. Historical information can be accessed via the Institute's Records Manager.

Whilst enrolled at the Institute, all students have ongoing access via their student login to unit outcomes which have been entered into the Institute's Student Management System.

Where a student needs access to a copy of this information, they can either speak to:

- The VCE/VCAL Team Assistant or a
- Customer service officer in the Student Hub on each campus.

Where an external party, such as the parent of an adult student, requires access to student records they must request access in writing, the request will be reviewed by the Institute's Records Manager, as the delegated Information Privacy Officer, and recorded prior to the information being released where the request is in accordance with the relevant legislation.

#### 4.4 Student Eligibility Reports

VCE/VCAL Program Assistant checks eligibility reports to ensure students can achieve their targets. This is done at enrolment stage in VASS, any anomalies are followed up with the Home Room Teacher and student

#### 4.5 Confidentiality and Security of Student Information

In accordance with the Institute's Privacy Policy and Release of Customer Information Procedure, all student details and results are treated as personal information.

Login to records management systems is controlled by training on the specific module prior to that module being added to the staff member's login. Only authorised staff can access information, and logs are maintained of all information accessed by staff, and all changes to information in the system.

#### 4.6 Retention and security of hardcopy records

Teaching areas maintain a hard copy student file in the Administrative Office this is maintained in a secure filing cabinet in the lockable office when students complete their studies for the Program, the VCE/VCAL Program assistant will consolidate the completed student files into an Archive box and transfer to the Institute's Archives office in accordance with the procedure for Hardcopy Records – Archiving Procedure. The Records Manager will apply a 7 year retention schedule to the records.

### 5. Responsibilities

POSITION	GOVERNANCE / RESPONSIBILITY
Records Manager	Is the institute's delegated privacy officer and is responsible for authorising release of information Ensuring records are maintained in accordance with record retention schedules
Senior College Principal	Is responsible for ensuring a trained VASS administrator and backup is maintained, and that information is entered into VASS in accordance with published timelines.
Teachers	Are responsible for entering accurate student results into eCentral and checking VASS reports for consistency with eCentral.
VCE/VCAL Team Assistant	Is responsible for ensuring all students are enrolled in VASS and that information entered is validated prior to entry

### 6. Key aligned internal documents

*VCE / VCAL Attendance Policy and Procedure SSC PR 01*

*VCE / VCAL Assessment Policy and Procedure SSC PR 02*

*VCE / VCAL Authentication Policy and Procedure SSC PR 03*

*VCE / VCAL Special Provisions Policy and Procedure SSC PR 04*

*VCE / VCAL Satisfactory Completion Policy and Procedure SSC PR 05*

*VCE / VCAL Management of Medical Conditions Procedure SSC PR 07*

*Privacy Policy RM PO 04*

*Release of Customer Information Procedure RM PR 06*

*Records Management Policy RM PO 01*

*Hardcopy Records – Archiving Procedure RM PR 07*

*Eligibility and Enrolment Process STS PR 20*

*Information Systems Security Policy IS PO 02*

*Network User Policy IS PO 03*

*Password Policy IS PO 10*

## 7. Key aligned external documents

*VCE and VCAL Administrative Handbook (VCAA)*

*Guide for Non-School Senior Secondary Education Providers (VRQA)*

*Privacy and Data Protection Act 2014*

## 8. Review and approval

	<b>POSITION</b>	<b>AREA</b>
<b>Business Process Owner</b>	Head	Centre for Culinary Education and Teaching
<b>Review schedule:</b>	This procedure will be reviewed every 3 years (or earlier as required)	
<b>Last reviewed / updated:</b>	19 August 2021	