The Penn College

Management of Records

The Penn College is committed to meeting its obligation to manage and ensure the accuracy and integrity of certain records relevant to the operations of the RTO and respects that individuals have the right to keep their personal information private.

Access to records, privacy & accuracy

- The Penn College is required to collect certain information for national database and tracking purposes, to assist in ongoing qualification issuance as required and to contact and communicate with students during the period of a student's enrolment. As an example, the Enrolment Form collects information about a student, some of which is used by the RTO during the period of enrolment (e.g. contact details and details about work experience and qualifications achieved) and some of which is collected to contribute to national records of VET activity (e.g. reason for study, employment status and level of schooling).

- In recognition of a student’s right to keep their personal information private, the RTO is committed to protecting and maintaining privacy, accuracy and security of your training records. All data is confidential and is not forwarded to any other party unless the RTO is legally obligated to do so as a condition of its registration or a student has given written consent for the data to be released to a third party. Some data must be provided to the national statistical database to comply with the Total Vet Activity reporting requirements for RTOs.

- Records about progress, competency achievement, and qualification issuance are updated periodically by the Director of The Penn College or its Trainers and Assessors.
• Students are able to confirm and update and/or correct their personal and sensitive information during their enrolment period by contacting the Director of The Penn College.

• Access to electronic records is password controlled via access to Dropbox and access is limited to those who need the information/record in the course of providing training and assessment services or in administering the RTO. The Director of The Penn College has access to all records and will provide access to essential others as the need arises. Access to hard copy records is also controlled by the Director of The Penn College.

• Certain information about students, including information related to enrolment, progress and attainment must be retained by the RTO for 30 years. Students may have access to their records, including records of progress and records of certification issued to them at a mutually convenient time agreed with the Director. Students may be required to provide photo ID for this access.

• If you have a complaint about the management of your records and privacy, you have the right to lodge a complaint. Refer to section 12: Complaints and Appeals Policy & Procedure in this handbook for further information about lodging a complaint.

Treatment of records on ceasing operation

The Penn College acknowledges that it has a responsibility to transfer records to ASQA should The Penn College ceased to operate. Student records of achievement are retained by the RTO in its Student Record System and will be forwarded to ASQA within 30 days of the organisation effectively ceasing to operate as an RTO.

Student records of achievement will include the following information for each student:

• family name, first name
• residential post code
• date of birth
• student ID number
• enrolment and commencement dates
• code and title of qualification, course or program student enrolled in
• codes and titles of units of competency completed and results (if applicable)
• date the Certificate or Statement of Attainment was issued

Destruction of Records

The Director of The Penn College is the only person who can authorise the destruction of physical/hard copy records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are to be securely destroyed, for example shredded.