

Procedures

LEARNER RECORDS

1. SCOPE

This document describes the process of recording and maintaining learner information

NOTE: *Any information concerning learners is HIGHLY CONFIDENTIAL and must not be issued to any person (e.g. staff, other learners, ANY external enquiries) without the consent of the learner AND the approval/authorisation of management*

2. PURPOSE

- 2.1 To define learner and applicant records
- 2.2 To describe the process of filing and record keeping for learner records
- 2.3 To define security measures for compiling, recording and use of learner records
- 2.4 To describe the process of archiving all learner records

3. DEFINITIONS

- 3.1 *Learner* - any person who has or is currently studying with AICA Education in any learning program

4. ACTION

- 4.1 Learner records may consist of some or all of the following:
 - Enrolment Form
 - Induction Form
 - Assessment Records
 - Award Records
 - Refund Document
 - Complaints and Appeals Documents
 - Recognition of Prior Learning documentation
 - General correspondence addressed or **relating to** the learner



4.2 The following process will be followed for each learners' records

- At enrolment a hard copy file (e.g. manila folder) is established for each person the front of the folder should clearly identify:
 - the learner's name
 - the learner's student number
 - the enrolled program/module/short course name
 - the enrolled program/module/short course code number
 - date program/course commences
 - date program/course concludes
- The learner details (as above) are entered onto the Learner Records database (TEAMS computer program)
- All paper based documentation is filed in the hard copy file eg:
 - assessment questionnaires
 - assessment Action Plans
 - memos
 - notes
 - letters
- All assessment results are entered onto the Learner Records Database and TEAMS computer program including:
 - assessment title (e.g. competency, module)
 - date assessed
 - results of assessment
 - assessor's name
 - assessment results (e.g. C=Competent, NC=Not Competent)
- All issue of awards information is entered into the Learner Records Database including:
 - title of award (e.g. Diploma {Dip}, Certificate I, II, III, IV, {Cert IV} Statement of Attainment {SOA}, Statement of Attendance {Att})
 - date the award was issued
 - name of assessor (summative assessment)
- A record of all awards issued is maintained showing:

- Award	- Assessor (Summative)
- Date Issued	- Date of Assessment
- Learner name	- Award Number

(Refer Attachments)

- 4.3 The information contained in both hard copy and electronically is highly confidential and is not available to any **unauthorised person**.

Those persons who are deemed to be authorised persons will be issued with a *password* for access to the Learner Records Database. authorised persons will also be issued with a *key* to the hard copy filing cabinet used to store the Learner Records or will present to a key holder a Learner Records Authorised Access pass signed by the learner and Vet Co-ordinator to obtain access to learner records and files.

- 4.4 All hard copy learner records will be archived and stored in locked cabinets on the premises at The Australian International College of Art. The electronic Learner Records database will be backed up and a copy held at the premises of the Dean of College – Mrs Ruth Grosser and a copy always kept in the offices of AICA Education.

NOTE: No learners records are to be deleted or destroyed unless authorised by Management

4. REFERENCED DOCUMENTS

DRO 027 - Enrolment Form

PRO 010 - Induction (Procedure)

PRO 006 - Refunds (Procedure)

PRO 013 - Complaints and Appeals (Procedure)

PRO 011 - Recognition of Prior Learning (Procedure)

DR 010 - Learners Records Authorised Access

DR 018 – Authorisation Form – Field Trip

ASS 007 – Student Evaluation Form

See Student Management Systems database