

Student Record Management Policy

Scope

This policy is applicable to Kaplan Business School Pty Ltd, (“Kaplan”).

Purpose

Student data and information is managed in accordance with Kaplan’s Privacy Policy, which should be read in conjunction with this policy.

All student information collected by Kaplan will be retained as part of a database, which will be securely monitored and maintained by Kaplan. Generally, personal information will not be made available to a third party without the written authority of the individual concerned, unless it is legally required or as outlined in Kaplan’s Privacy Policy.

If an individual has any concerns regarding the handling or storage of their personal information, or they wish to access their personal information, they should contact our Privacy Officer at privacy@kaplan.edu.au.

Administration and records management

Kaplan takes all reasonable steps to protect the security of the personal information that it holds and maintain the accuracy and relevance of the data it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

During the student lifecycle, all student records (except assessment records) are updated at least every six (6) months by Kaplan based on information provided by students. Where personal data held by Kaplan is no longer required for Kaplan’s administration purposes, and the retention is not required by law, then Kaplan will destroy the personal information by a secure means.

All student records at Kaplan are stored securely and kept confidential.

Retention of records

Kaplan retains records for the period(s) set out in Attachment A - Retention Periods of this policy.

Students should note that assessments submitted to Kaplan through Kaplan’s assessment management system (currently Turnitin) will not be accessible through the system after submission. Evidence collected for the process of Recognition of Prior Learning (RPL), marking guide(s), assessment criteria together with the assessment items (for example a report, exam, essay, and case study) may be retained either in hard copy or electronically.

Where it is not possible to maintain an assessment item (such as a piece of art work), then evidence of the assessment item having been completed will be retained (such as a photograph of the art work).

Back up of electronic records

All electronic records are backed up daily.

Student record protection

In the event that Kaplan ceases to operate, arrangements will be made for access to current student records, including:

- Certification Documentation for each qualification completed;
- For students who haven't completed their qualification, a statement of attainment for any units of competence or modules completed; and
- Any training and assessment activities undertaken that were only in partial fulfilment of a unit of competence or module.

Students that continue their studies with another provider will generally have their records transferred to their new provider with their written consent.

Otherwise, for higher education courses – arrangements for records to be held by an authorized representative organisation on behalf of Kaplan (such as a new provider) and for vocational education courses - student records will be transferred electronically to the national vocational education and training regulator - ASQA.

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Academic
Responsible Officer	Vice President, Academic
Implementation Officer	KBS General Manager, Operations
Review Date	May 2019
Approved by	KBS Academic Board

Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014

Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2.0	Academic Quality and Governance Team	Updated policy to align with other Kaplan academic entities, includes review of data retention obligations to ensure alignment with current practices and regulatory requirements. Hyperlinks introduced to facilitate usability.	25.05.2016	16.06.2016