

Records and Data Management Policy

Records

Retention of Records

FAC will gather and retain full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) Data. This, as detailed within the User Guide's to the Standards for RTOs 2015 (v2.0 Nov 2017), is suffice to the requirement whereby RTO must retain records of AQF Qualifications and Statement of Attainment issued for 30 years. However, the Administration Manager of FAC will still:

1. For AQF Qualifications:
 - a. Scan and file the evidence certified by the HoO and CEO as described in Section 5.1 of the RTO Policy and Procedure Manual
 - b. Scan and file the Competency Completion Record; and
 - c. The AQF Qualification issued.
2. For Statement of Attainments:
 - a. Scan and file the evidence certified by the HoO and CEO as described in Section 5.1 of the RTO Policy and Procedure Manual
 - b. Scan and file the Competency Completion Record; and
 - c. The Statement of Attainment issued.

The Administration Manager of FAC must also:

1. Maintain a register for all AQF Qualifications issued; and
2. Maintain a register for all Statement of Attainment issued.

These documents must be retained for a period of 30 years from the date the AQF Qualification and/or Statement of Attainment was issued.

Student Access to Records

If a student and /or an alumni requires access to their record(s) and/or achievement(s), the request must be made to the FAC in writing (email – admin@flylinkaviation.qld.edu.au).

Proof of identity will be required, and the student and/or alumni will have to provide FAC with a reason as to why a he or she requires access to his/her record(s) and/or achievement(s).

Once satisfied, the Administration Manager will delegate and Administration Support Officer to assist the alumni with the matter within seven calendar days.

FAC will only issue copies of the requested record(s) and/or achievement(s).

Dealing with Personal Information

All past or current students who enrolled with Flylink Aviation College may apply for, and receive, a copy of personal information that Flylink Aviation College holds in relation to the student. All requests for information must come through in writing to contact@flylinkaviation.com.au

All written requests for information from current or past students must be accompanied by proof of identification, which may include their current passport or driver's licence.

All requests for information from third parties must be accompanied by a declaration from the students approving the release of their personal information.

Under the Act, each of the following VET officers may use VET information in their capacity as a VET officer [Act s 92(1)]:

- an officer of a Tertiary Admission Centre
- an officer of an approved course provider
- an officer of an approved external dispute resolution scheme operator.

Further a VET officer may disclose VET information to another VET officer if the officer believes on reasonable grounds the disclosure is reasonably necessary for the purposes of the exercise of the powers, or the performance of the functions or duties, in relation to this Act. You should note that Commonwealth officers (which includes the VSL Tuition Protection Director) and the Secretary have broader powers to use or disclose VET information.

Data Handling Procedure

The following documents and information are retained by Flylink Aviation College for 5 years.

Who?	Information Handling Responsibility
Chief Executive Officer (CEO)	<p>All information provided to a student under section 98 before the student is enrolled in an approved course is stored internally by the CEO. As part of the enrolment process, the following information and documentation relating to a student who is applying for VET Student Loans will be collected and verified:</p> <ul style="list-style-type: none"> a) Students' identity and date of birth b) if the student is under 18, information that: <ul style="list-style-type: none"> i. one of the signatories to the application is a responsible parent of the student, or; ii. the student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act).
Student Services	<p>All documents obtained, or assessments undertaken for the purposes of determining a student's academic suitability are stored within the Flylink Aviation College secure environment and transferred to Smart Class and the Student Management System once a student is enrolled on a course.</p>
Student Services	<p>All records of the student's enrolment, including the date that the student enrolls in the course or a part of the course are stored within the Flylink Aviation College secure environment and transferred to the Student Management System once they are enrolled on a course.</p> <p>All updates to students' personal information as requested by the student</p>
Student Services	<p>All information and documents collected for the purposes of, or in relation to, an application by a student for a VET Student Loan is stored within the Flylink Aviation College secure environment and the Student Management System.</p>
eCAF System	<p>The (if applicable) day and time the student gives the provider an application for a VET Student Loan is stored within the Department of Education and Training's (DET) electronic Commonwealth Assistance Notice (eCAF) system. The Flylink Aviation College CEO has access to this system and can gain access to information if/when requested.</p>

Student Services	<p>All correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student are stored within Flylink Aviation College email server. Invoice Notices, CAN's, training records are either securely stored in the Student Management System or Smart Class.</p> <p>Staff Records of each use of Flylink Aviation College complaints procedure are stored internally with no editing access enabled. Flylink Aviation College student services makes initial assessments of grievances and only staff relevant to a specific grievance is permitted to comment or edit the document.</p>
Student Services	<p>The census days and tuition fees for approved courses are stored internally by the CEO. Any links to these documents on the website takes viewers to a secure PDF with no editing capability.</p>
Staff	<p>All procedural documentation is version controlled</p>
General Manager	<p>All marketing and promotional material relating to approved courses are managed primarily by our Marketing and Social Media Co-ordinator, all has been approved and signed off by the Marketing Manager. All material is available on request.</p>