



PP28 – Data Retention Policy

1. Purpose

This policy ensures Austra College retains, protects, and disposes of student and operational data in accordance with regulatory requirements. It supports transparency, audit readiness, and the long-term availability of critical records such as training outcomes, qualifications, and compliance documentation.

2. Scope

This policy applies to:

- ✚ All student records (domestic and international)
- ✚ Training and assessment evidence
- ✚ Administrative and financial documents
- ✚ All Staff handling Austra College data
- ✚ Data collected via Learning Management Systems, CRMs, and student management systems

3. Legislative References

- ✚ Standards for RTOs 2025 – Governance Standard & Outcome Standard
- ✚ National Vocational Education and Training Regulator Act 2011 – Sections 11 & 21
- ✚ National Code 2018 – Standard 6.8
- ✚ Privacy Act 1988 (incl. APPs)
- ✚ ESOS Act 2000 – Records requirements for CRICOS
- ✚ ASQA Guidelines on Record Retention
- ✚ Corporations Act 2001 – Financial record obligations

4. Key Record Retention Periods

Record Type	Retention Period	Requirement Source
Student Training Records (transcripts, results) Qualifications Issued (certificates, SOAs)	30 years	<i>Compliance Standards – Part 2 – Clause 10</i>
Assessment Evidence	2 years after the student has completed the training product	<i>Compliance Standards - Part 2 – Compliance Requirements</i>

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Record Type	Retention Period	Requirement Source
Enrolment & LLND Records including written agreement/ Letter of offer	Minimum 2 years after student ceases to be an accepted student	<i>National Code 2018 -Standard 3</i>
Complaints & Appeals	Minimum 5 years	<i>National Code 2018 -Standard 10</i>
Critical incident	2 years	<i>National Code 2018 -Standard 6</i>
RPL or course credit	2 years	<i>National Code 2018 -Standard 2</i>
Third Party Agreements	Duration + 7 years	<i>Contract Law & Audit Trail</i>
Financial Records (fees, transactions)	7 Years	ATO / ASIC Requirements
Staff Employment	7 Years	HR / Fair Work Requirements

5. Step by step proceed

Step	Task	Responsible Person	Details / Notes
1	Identify Records	RTO Manager	Identify all student, training, administrative, and financial records subject to retention.
2	Check Retention Schedule	RTO Manager	Refer to retention periods defined in policy (see Section 4 of the Data Retention Policy).
3	Securely Store Records	Admin Officer/ RTO Manager	Ensure all records are securely stored (digital: cloud/encrypted; physical: locked archive).
4	Annual Record Review	RTO Manager	Conduct a review each year to identify records reaching end of retention.
5	Verify Record Eligibility for Disposal	RTO Manager	Check each record's retention expiry. Confirm no compliance, audit, or legal issues remain.
6	Authorise Disposal	RTO Manager	Approve digital archiving or physical shredding based on data type.
7	Archive Digital Records	Admin Officer	Move digital files to a secure archive folder labelled with disposal date.
8	Prepare for Shredding	Admin Officer	Gather physical records in secure bins; ensure no sensitive data is left unattended.

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Step	Task	Responsible Person	Details / Notes
9	Arrange Secure Destruction	RTO Manager	Use certified shredding service or in-house cross-shredder for disposal.
10	Complete Disposal Record Form	RTO Manager	Fill out and sign the Data Retention & Disposal Form (retain copy for audit).
11	Audit Ready Storage	RTO Manager	Store completed disposal forms in Compliance Folder (digital or hard copy).

6. Data Storage Methods

- ✚ **Digital Storage:** Secured cloud servers.
- ✚ **Physical Storage:** Locked filing systems in restricted access areas.
- ✚ **Student Management System (SMS):** Primary system for academic and enrolment data.
- ✚ **Version Control:** All key policies and documents are version-controlled.

7. Access and Privacy

- ✚ Students have the right to access their records upon request.
- ✚ All personal information is managed under the Australian Privacy Principles (APPs).
- ✚ Staff are trained in data privacy protocols during induction.

8. Archiving and Disposal

- ✚ Records beyond their retention period are reviewed and securely disposed of (shredding or secure digital deletion).
- ✚ Disposal logs are maintained by RTO Manager.

9. Policy Review and Monitoring

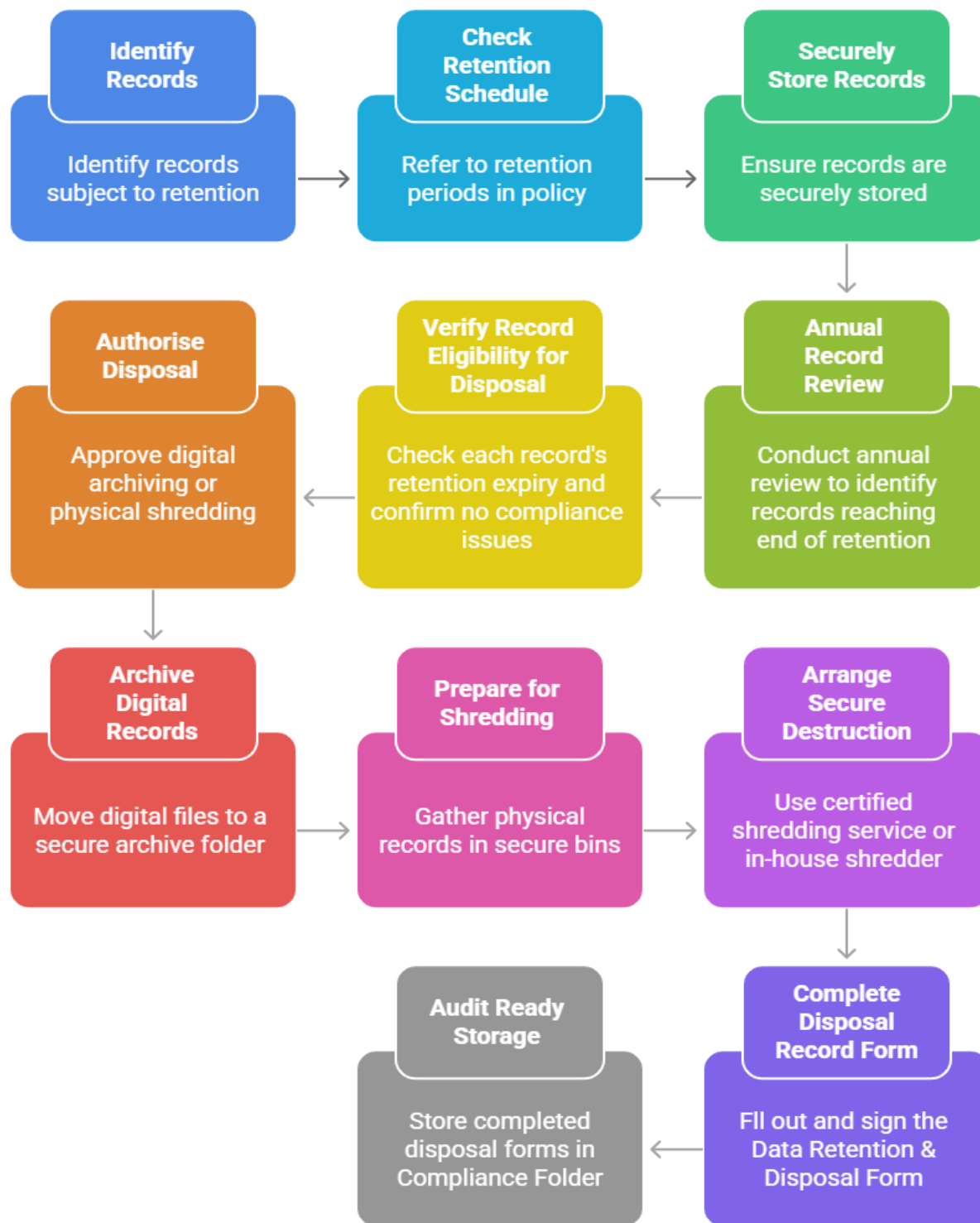
- ✚ This policy is reviewed annually or when legislation changes.
- ✚ Feedback is collected through internal audits and continuous improvement registers.

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10. Flow chart

Data Retention Process



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