



Record Keeping Policy & Procedures As At August 2008

Private and Confidential

1.0 Policy

- 1.1. Performance English ensures that records are maintained systematically and are up-to-date and accurate.
- 1.2 Performance English ensures records are managed with integrity and the confidence of clients, students or suppliers are upheld at all times.
- 1.3 Performance English advises staff of their responsibilities in the regard as part of their induction process.
- 1.4 Performance English monitors the effectiveness of its record management system and makes amendments where necessary.
- 1.5 Records relating to this policy include but not limited to are:
 - Student Records
 - Client Records
 - Trainer Records
 - Meeting Minutes
 - Policy and Procedures
 - Industry Feedback
- 1.6 The Privacy Policy of Performance English preserved at all times and information is only released as per the policy.

2.0 Procedures

- 2.1 Student records including enrolment documentation, questionnaires, copies of Statements of Attainment, trainer feedback, letters of appeal etc are collected and stored in the Finance Office. Confidentiality of these records is adhered to at all times. Student records are held for a period of up to 30 years as per government legislation.
- 2.2 Student information is saved in the Student Management System that is accessible to Management Staff only. This system is designed to manage student records from inquiry stage to enrolments and ongoing management of their records.
- 2.3 The Director of Sales and Marketing is responsible for entering and updating students' enrolment data and the Manager of Operations is responsible for entering all relevant student information post workshop.
- 2.4 Client records and company sales leads are collected by the Director of Sales and Marketing and stored and managed in Microsoft's Access Database.
- 2.5 All Policies and Procedures are accessible to internal staff via a hard copy manual and are visible on the company's server under "RTO Policies and

Procedures”. Archived policies and procedures are available on the server under “Archived RTO Policies and Procedures”.

- 2.6 Current Policies and Procedures are available to trainers and students via the Performance English website.
- 2.7 Performance English will maintain current records of all trainers and assessors. All documentation is stored in individual Trainer files located in the office of the Manager of Operations.
- 2.8 All records on the company’s record management systems are backed up monthly.

3.0 Continuous Improvement

- 3.1 Performance English will review its record management systems on an ongoing basis through staff meetings to determine if any adjustments to the collection, maintenance and management of accurate records need to be made.
- 3.2 Meeting minutes and action points will be recorded and accessible to all staff on the server.
- 3.3 Once changes have been implemented relevant staff will be notified and any necessary staff training provided.