



# **Record Keeping Procedural Guidelines**

## Record Keeping Procedural Guidelines

### Purpose

To outline the AIIU's record keeping arrangements for exchange students to comply with all relevant legislation, including the *VRQA Guidelines for Student Exchange Programs*.

### Roles and responsibilities

#### AIIU, Third-Party Organisations and/or school staff

- Responsible for collecting, holding, managing, using, disclosing and transferring personal and health information in accordance with relevant information and privacy policies and legislation.
- Responsible for creating and managing records of all decisions, actions, outcomes and business activities in accordance with relevant record keeping policies.

#### Executive responsibilities

- The AIIU leadership team has overall responsibility for AIIU's compliance with legislative obligations relating to privacy and record keeping.
- General Manager, AIIU is responsible for operational records management within their area of responsibility. This includes ensuring that approved local business procedures for the management of records over their lifecycle are developed, implemented, maintained, and consistent with relevant policies.

#### Regional Manager, AIIU

- Responsible for monitoring the consistency of record keeping practices to ensure compliance with relevant information and privacy policies and legislation.

### AIIU Record Keeping

As a Student Exchange Program provider registered by the VRQA, AIIU maintains appropriate record keeping arrangements. AIIU keeps records of each accepted student in the program.

AIIU's record keeping responsibilities are shared across schools and affiliated organisations.

Where a record is kept by both schools and/or any third-party partner and AIIU, the version held by AIIU is considered to be the original / source of truth. All records maintained electronically are backed up.

A retention period of temporary records, including that records for any critical incident and details of the remedial action taken will be maintained by AIIU for 3 years after the student ceases to be an exchange student.

Records will be classed as either ‘Temporary’ or ‘Permanent’:

Type of record	Action
Temporary – time expired (i.e. has been kept for the required retention period specified in the guidelines)	Destroy
Temporary – not time expired	Store the records until they are time expired
Permanent – still required for business use	Retain in work unit until business use concludes
Permanent – not required for business use	Transfer to Records & Information Archive

### Sensitive records

AllU acknowledges that a number of records which are received and stored as part of the Student Exchange Program are particularly sensitive, including passports, personal details and information handled as part of student welfare (for example, health information relating to a critical incident).

AllU, third-party partners and schools must comply with all policies and procedures related to the handling of these records.

### Updating contact details

It is particularly important for schools and third-party partners to regularly confirm student contact details in writing to AllU.

Schools and affiliated organisations must maintain up-to-date contact information for students, parents, emergency contacts, and homestay hosts (if applicable), including name, address, email and mobile phone number, and to advise AllU within 7 days of any changes.

### Privacy

AllU collects personal information about the students, parents and homestay hosts.

All personal and health information collected by AllU as part of its Student Exchange Program is handled in compliance with AllU’s Information Privacy Policy. This policy sets out how AllU, third-party providers and schools collect, hold, manage, use, disclose or transfer personal and health information in accordance with the Information Privacy Principles and Health Privacy Principles contained within the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*

## Review

This policy will be **reviewed every year** and following significant incidents if they occur.

AIIU will record, review and analyse complaints, issues, concerns and safety incidents for the purpose of identifying causes and systemic failures, and to inform continuous improvement. AIIU's ***Evaluation Framework: Policies, Guidelines and Programs*** outlines the process by which it will do this.

In accordance with the processes outlined in its ***Engagement Overview***, AIIU will share findings and actions taken in response to relevant reviews of its policies, guidelines and programs, including those related to child safety incidents, with students, families/guardians, staff and volunteers.

## Legislation

- *Public Records Act 1973* (Vic)
- *Evidence Act 2008* (Vic)
- *Freedom of Information Act 1982* (Vic)
- *Health Records Act 2001* (Vic)
- *Privacy and Data Protection Act 2014* (Vic)
- *Crimes Act 1958* (Vic)
- *Education and Training Reform Act 2006* (Vic)
- *Equal Opportunity Act 1995* (Vic)
- *VRQA Guidelines for Student Exchange Programs*

## Approval

Responsible Officer	Regional Manager, AIIU
Approval Body	GM, AIIU
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