

RECORDS MANAGEMENT POLICY

March 2026

PURPOSE

MiTraining maintains a secure, accurate and reliable records management system to support the delivery of nationally recognised training and to demonstrate compliance with regulatory requirements.

This policy establishes the principles governing the creation, management, retention and protection of organisational and student records.

The policy supports MiTraining's governance framework and ensures compliance with applicable regulatory and legislative requirements.

SCOPE

This policy applies to all records created, received or maintained by MiTraining relating to:

- training and assessment activities
- learner enrolment and participation
- certification issuance
- regulatory reporting
- organisational governance and operations.

This policy applies to all staff, trainers, contractors and governing persons responsible for creating or maintaining records.

POLICY PRINCIPLES

MiTraining manages records in a manner that ensures they are:

Accurate

Records accurately reflect the training and assessment services delivered.

Secure

Records are protected from unauthorised access, alteration or loss.

Accessible

Records are accessible to authorised personnel when required.

Traceable

Records provide sufficient evidence to support training delivery, assessment decisions and certification issued.

Compliant

Records are maintained in accordance with regulatory and legislative requirements.

TYPES OF RECORDS

MiTraining maintains records relating to the following areas:

Training and Assessment Records

- learner enrolment
- training plans
- assessment outcomes
- recognition of prior learning and credit transfer
- learner progress and participation
- assessment evidence sufficient to justify competency decisions.

Certification Records

Records supporting the issuance of:

- qualifications
- statements of attainment
- records of results.

Compliance Records

Records demonstrating compliance with regulatory obligations including:

- training and assessment strategies
- validation activities
- industry consultation
- continuous improvement activities
- complaints and appeals
- regulatory reporting.

Business and Governance Records

Records relating to organisational governance and operations including:

- financial management
- staff recruitment and professional development
- marketing approvals
- third-party agreements
- workplace health and safety.

STUDENT INFORMATION AND PRIVACY

MiTraining collects and manages student information in accordance with applicable privacy legislation.

Personal information will:

- only be collected where necessary
- be used for legitimate operational purposes
- be protected from unauthorised access or disclosure.

Students may request access to their personal records in accordance with MiTraining's Privacy Policy.

RECORD RETENTION

MiTraining retains records in accordance with regulatory requirements.

Certification records

Records of qualifications and statements of attainment issued must be retained for 30 years.

Training and assessment records

Records relating to training delivery and assessment are retained for a period sufficient to:

- demonstrate the basis for competency decisions
- support regulatory compliance and audit requirements.

Governance and compliance records

Governance and compliance records will be retained in accordance with legislative requirements.

STUDENT RECORD ACCESS

Students may request access to their personal records by submitting a written request and verifying their identity.

MiTraining will respond to requests within a reasonable timeframe, consistent with privacy obligations.

Student records will not be released to third parties without the student's consent unless required by law.

SECURITY OF RECORDS

MiTraining maintains systems to ensure the security and integrity of records including:

- controlled access to electronic systems
- secure storage of physical records
- regular system backups
- protection of login credentials and access permissions.

REGULATORY REPORTING

MiTraining will maintain accurate records to support regulatory reporting requirements including:

- AVETMISS data reporting
- Total VET Activity reporting
- Quality Indicator reporting.

Records supporting regulatory reporting must be accurate and maintained in accordance with reporting requirements.

DISPOSAL OF RECORDS

Records will only be destroyed or de-identified when:

- they are no longer required for operational or regulatory purposes
- the minimum retention period has expired.

Destruction of records must be undertaken securely to protect confidential information.

RESPONSIBILITIES

MiTraining

Responsible for ensuring:

- records management systems are implemented
- records are maintained securely
- staff understand their responsibilities.

Staff and Trainers

Responsible for:

- maintaining accurate records of training and assessment activities
- protecting the confidentiality of records
- following organisational record management practices.

Students

Students are responsible for:

- ensuring their personal information is accurate
- retaining copies of certification issued to them.

RELATED DOCUMENTS

- Governance and Compliance Policy
- Training and Assessment Policy
- Certification Issuance Policy
- Privacy Policy

NOTES

Approved By:

Chief Executive Officer

Reviewed:

March 2026