



FACT ADELAIDE • STUDENT POLICY

Student Records Policy

Accurate records, secure storage and student access

FACT-POL-15 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Draft prepared for review: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Simplified full policy with current guidance.
Includes document control and amendment history.

info@factadelaide.com | (08) 7226 5936

Student Records Policy

FACT-POL-15 | Revision 2026.1-D02 | Draft prepared 6 September 2026

1. Your student record

FACT keeps an individual record for each student from enrolment onwards. It contains the information needed to manage your training, assessment, results, certification and related requests.

Records may include enrolment and contact details, identity and USI verification, attendance, submitted assessments, assessor decisions, support arrangements, fees, refunds, consents, complaints and appeals. FACT collects only what is needed for a lawful purpose.

Staff record information promptly and accurately. Changes must show what was corrected, why, when and by whom. Original assessment decisions and the audit trail must not be erased or backdated.

2. Training and certification records

FACT keeps records of issued qualifications and Statements of Attainment for at least 30 years from issue, together with the result and enrolment information needed to verify the achievement and reproduce the document.

FACT keeps all submitted assessment evidence for at least two years after completion of the training product. This includes relevant RPL evidence, assessor decisions and unsuccessful attempts. Evidence remains protected while training is ongoing.

Withdrawal or non-completion does not allow immediate disposal. FACT's minimum for a formally closed incomplete or withdrawn enrolment is two years after closure, subject to any longer applicable requirement.

Longer legal, licensing, funding or contractual periods take priority. An unresolved complaint, appeal, investigation or legal hold also prevents disposal. The two-year rule applies to training products completed on or after 1 July 2025.

3. Other records and sensitive information

FACT's business retention period for routine fee and refund records is seven years after the relevant financial year ends. Complaint and appeal records are kept for seven years after final closure. A longer applicable requirement takes priority.

Identity copies, health information and recordings are kept only for their documented purpose and required retention period. They do not automatically receive the 30-year certification period. FACT records the reason, access restrictions and disposal trigger for each category.

Information collected solely to apply for a USI on your behalf is securely destroyed as soon as practicable after the application, or when no longer needed for that purpose, unless the law requires its retention.

Consent and disclosure records are retained long enough to demonstrate the authority for the information released. Reporting records are managed under the AVETMISS Reporting Policy.

4. Keeping records secure

Paper records are kept in secure storage. Electronic records are held in approved systems with individual accounts and access limited to staff who need the information for their role. Sensitive information receives additional access restrictions.

FACT maintains backups, checks that records can be restored and keeps readable exports so records remain usable if software, suppliers or ownership change. Management records the backup schedule, responsible staff and recovery checks.

Paper may be securely destroyed only after a complete, readable and retrievable electronic copy has been verified and any original-document requirement checked. Scanning does not shorten the retention period.

5. Access, corrections and release

Current and former students may request their own records by contacting info@factadelaide.com or (08) 7226 5936. Staff can help with the request. FACT verifies identity before releasing information and responds within a reasonable period, normally within 30 calendar days of the request. If more time is needed, FACT explains the reason and expected response date.

There is no fee to make an access request or have personal information corrected. Ordinary electronic access is provided without charge. Any lawful charge for another requested format will be explained beforehand. Optional physical replacements are covered by Policy 16.

FACT checks correction requests and keeps an audit trail. Correcting personal details does not change a valid assessment outcome; disputed assessment decisions follow the Appeals Policy. If correction is refused, FACT explains in writing why and how to request a statement of disagreement or complain.

A company that paid for training may receive a copy of the student's SOA only with the student's prior written consent, which may be recorded at enrolment, or other lawful authority. Payment alone does not authorise release of the student's file. Other representatives, including parents and guardians, are assessed under the Privacy and Third Party Information Release policies.

FACT gives regulators and other authorised recipients only the information lawfully required or permitted. Disclosures are recorded and transferred securely. If access must be restricted, FACT explains the lawful reason in writing, provides what it can and explains review options.

6. Disposal, incidents and closure

Before destroying records, authorised staff check the retention period, any longer obligation and any unresolved matter. Disposal is approved, recorded and carried out securely. This revised policy does not authorise an immediate deletion of historical files.

Suspected loss, unauthorised access or incorrect disclosure must be reported promptly to management and handled under the Privacy Policy, including any required notifications.

If FACT changes systems or ownership, required records and access arrangements must be transferred and checked. If FACT ceases to be an RTO, it will provide required student records to ASQA in the format and timeframe directed and retain evidence of the transfer.

Allan Bartlett, Course Director, oversees this policy, assigns recordkeeping responsibilities and checks that records remain accurate, secure and retrievable.

Document control and release record

Internal record — remove this page from the student-facing publication.

Document: FACT-POL-15 — Student Records Policy

Revision: 2026.1-D02

Owner: Allan Bartlett, Course Director

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Amendment record

2026.1-D01 | 6 September 2026 | Initial renewed draft in the FACT policy review pack.

2026.1-D02 | 6 September 2026 | Simplified the full policy with a matching FACT cover. Clarified 30-year certification retention and two-year assessment retention, incomplete enrolments, category-based sensitive-record handling, access and corrections, employer consent, backups, disposal holds and closure. Updated the 2023/January 2025 sources and review-pack draft; no prior completed standalone 2026 review was located.

Implementation and release checks

This is a complete draft for Allan's wording review. Formal approval, actual operating controls and publication are not recorded by producing this document.

Before release, confirm the records custodian and backup, actual software/hosting and access controls, backup frequency, restoration testing and evidence exports. Do not repeat the old Melbourne hosting or four-week backup claims without current evidence.

Approve the proposed seven-year business periods and the two-year minimum after formal withdrawal/closure. These are FACT policy choices, not universal statutory periods. Document all longer licensing/funding/contractual requirements and individual category triggers before authorising disposal. Check historical retention promises; do not initiate bulk deletion from this rewrite.

Where assessment evidence was lawfully disposed of before 1 July 2025 under earlier rules, record what was disposed of and when; do not imply it still exists. Keep evidence for products completed on or after that date for at least two years after completion. Do not apply the superseded six-month rule to new completions.

Align Policies 02, 08, 12, 14, 16, 17 and 18, the handbook and forms. Employer SOA copies need demonstrable prior written student consent; a company-payment clause alone is insufficient. Confirm the contact details, brief staff and recheck official requirements before the October release.

Wording reviewed by / date: _____

Approved by / date: _____

Published / date: _____

Sources checked — 6 September 2026

Business sources: Student Records Policy 2023.docx; Student Records Policy 2025.pdf; Student Handbook final.docx; review-pack FACT-POL-15 D01; related FACT policy discussion.

[ASQA — Certification and assessment records](#)

[ASQA — 2025 Standards FAQs, version 3 \(pp. 15–16\)](#)

[OAIC — APP 12, access to personal information](#)

[OAIC — APP 13, correction of personal information](#)

[USI Office — Organisation Portal terms and conditions](#)

Future amendment — version / date: _____

Change and reason: _____

Authorised by: _____