Metavision Institute Pty Ltd
A.C.N 102 838 844

Records Management Policy

Purpose

Metavision Institute is committed to maintaining accurate records of its operations, higher education activities and decisions for the purpose of good governance, sound decision-making, monitoring and accountability.

This policy provides the framework for managing the safe and confidential storage and disposal of Metavision Institute's records in hard copy and electronic forms. Metavision Institute takes seriously its legal responsibilities to protect the privacy and confidentiality of staff and students in its record management practices.

Scope

This policy applies to all staff and contractors working for Metavision Institute, and to all records maintained for staff, prospective and current students, graduates, alumni, governance committees, and third parties and suppliers.

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 6: Governance and Accountability	6.2	Corporate Monitoring and Accountability
Domain 7: Representation, Information and Information Management	7.3	Information Management

1. Policy

Record keeping requirements

1.1. Metavision Institute creates and stores records in a consistent and accurate manner in order to:

1.1.1. Maintain quality evidence of its higher education operations, business transactions, activities and decisions for accountability and good governance,

1.1.2. Comply with legal and regulatory requirements for data management and reporting, including privacy legislation,

1.1.3. Manage storage retention and disposal,

1.1.4. Implement Metavision's policy framework and maintain version control,

1.1.5. Implement Metavision's governance framework and maintain appropriate records of meetings and decisions,

1.1.6. Enable staff to access sound data for reporting purposes efficiently,

1.1.7. Develop and deliver quality courses in accordance with regulatory requirements and safeguard its intellectual property,

1.1.8. Manage staff and contractors for optimal business performance, and

1.1.9. Monitor student progression and performance from enrolment to graduation.

Records for staff and contractors

1.2. Management, administrative and accounts staff are responsible for consistent creation and confidential storage of accurate records for employees and contractors that include the following information and functions:

1.2.1. Tax file numbers,

1.2.2. Banking details,

1.2.3. Qualifications, experience, and scholarly activities,

1.2.4. Performance review and management,

1.2.5. Personal and financial information,

1.2.6. Contracts that clearly state the start date and end date (if applicable), applicable award, position duties and terms and conditions,

1.2.7. Ownership of intellectual property, and

1.2.8. Periods of leave.

Student records

1.3. Administrative and academic teaching staff are responsible for creating and storing accurate records from enrolment to graduation for each student that include the following categories of information and functions:

1.3.1. Application forms, interview records and associated documentation, including written agreement, Confirmation of Enrolment (COE), documentation of visa status and passport copy for overseas students,

1.3.2. Applications for RPL and credit, and decisions and reasons by the Course Coordinator,

1.3.3. Unit enrolment and withdrawals pre and post Census dates,

1.3.4. Payment of tuition fees and non-tuition fees, and payment plans,

1.3.5. Tax file numbers,

1.3.6. Banking details,

1.3.7. Fee refund applications and outcomes,

1.3.8. Marking rubrics and results for submitted assessment tasks,

1.3.9. Final marks and grades for each unit,

1.3.10. Requests for assignment extensions and outcomes,

1.3.11. Requests for special consideration and reasonable accommodation, and associated documentation,

1.3.12. Grievances, complaints, appeals, external reviews, student misconduct, students at risk, misconduct proceedings and outcomes,

1.3.13. Documentation of the process, outcomes, and reasons for all decisions related to unsatisfactory course progress or attendance, suspension or cancellation of enrolment, and formal complaints and appeals, including a copy of any Notice of Intention to Report issued.

1.3.14. Records of course advice and other formal contact between the student and academic teaching and administrative staff,

1.3.15. Student contacts with student support services and referrals made on behalf of students,

1.3.16. Graduation decisions, and award documentation, including testamurs, records of results, statements of results and graduation statements.

1.4. Students also create and submit electronic forms to Metavision Institute and upload assignments to the Learning Management System using a unique logon for marking and grading by academic teaching staff.

Stakeholder records

1.5. Metavision Institute creates records for Host Organisations providing student placements, benchmarking partners and third-party suppliers of information technology services and campus facilities and resources that include the following categories of information:

1.5.1. Host Organisations' policies and public liability insurance policies,

1.5.2. Signed MOUs and contracts,

1.5.3. Student assignments for the purpose of moderation, unit grades and institutional outcome data,

1.5.4. Minutes of meetings,

1.5.5. Tax file numbers, and

1.5.6. Banking details.

2. Implementation

2.1 Metavision Institute ensures that staff and contractors follow the file directory for electronic storage of records created and populated in the course of their work.

2.2 All Metavision Institute staff and contractors use a unique logon on password protected computers to access the Student Management System and electronically stored records with differential access levels for sets of records appropriate for their role. Computers are password protected

2.3 For all overseas students, a record of the Written Agreement and receipts for payments of tuition and non-tuition fees must be retained for at least two years after the student ceases to be an accepted student.

2.4 Student records are retained for the period required by law and this policy, according to the type of record:

2.4.1 Student assignments are stored in the Learning Management System (Moodle) for a period of one year,

2.4.2 Financial records are stored for a period of seven years, and

2.4.3 Student results and award documentation are stored for a period of 30 years to enable re issue of testamurs.

2.4.4 Tutorial recordings are accessible to enrolled students and the relevant tutor for one year from the end of the unit in which they were made. Metavision Institute retains tutorial recordings for two years from the end of the unit for quality assurance and assessment review purposes, after which they are deleted by the IT Manager. During the second year of retention, access is restricted to authorised MI staff only. The IT Manager maintains a deletion schedule for all tutorial recordings consistent with this clause and the Privacy Policy.

2.5 Administrative staff maintain a schedule for deletion of records after the storage periods specified in this policy. Records in paper copy are disposed of by shredding and records in electronic form will be deleted.

3. Responsibilities

3.1 Governance Board

3.1.1 Approves changes to the Policy

3.2 Chief Executive Officer

3.2.1 Oversees the implementation of this Policy

3.3 Administration Manager

3.3.1 Creation of student records following receipt of application forms.

3.4 IT Manager

3.4.1 Allocate levels of access to the Student Management System, Learning Management System and stored electronic records.

3.5 Line managers

3.5.1 Induct new staff in the requirements of this policy and for informing the IT Manager of the level of access to be authorised.

3.6 All staff

3.6.1 Maintain accurate and up-to-date records of all aspects of Metavision Institute's operations.

Definitions

Term	Definition
Classification for records management	classification refers to a logical system of naming conventions applied consistently to classify, label and retrieve records.
Personal Information	is defined as any information that allows individuals to be identified, including any information relating to a person's study or work at Metavision Institute as an employee, contractor or supplier.
Records management	the appropriate administration of electronic and paper records of activities and operations from creation to disposal, for the purpose of effective and efficient management of operations and compliance.

Related Documents

Category	Documents
Policies	Conflict of Interest Policy
	Student Grievance, Complaints and Appeals Policy (Academic)
	Student Grievance, Complaints and Appeals Policy (Non-academic)
	Intellectual Property Policy
	Academic Staff Performance Review and Management Policy
	Privacy Policy
	Risk Management Framework
	Staff Induction Policy

Version Control

Field	Detail
Document Title	Records Management Policy
Approved by	Governance Board
Version No.	V1.2; Reviewed August 2026
Date approved	8 September 2026
Replaces Version No.	V1.1
Next review due	September 2029
Custodian	Chief Executive Officer