

## **Administration Policy:**

Training Unlimited is aware that as a provider of recognised, accredited, national qualifications and statements of attainment it has responsibility for administration of all training records.

Training Unlimited will maintain confidentiality of all clients' records and will convey the information contained in those records only at the explicit request of the client. The only exception to this requirement is where Training Unlimited is directed by Skills Victoria to provide it with student records as part of its auditing and reporting processes.

Training Unlimited will maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records. Training Unlimited is aware of the importance of these records and will ensure that adequate back up procedures for soft copy versions of files are carried out.

In the event that Training Unlimited ceases to operate, it will forward all records of student results dating from the time the organisation became a RTO, for all training covered by the registration, to the Victorian Registration and Qualifications Authority on computer disk or such other medium as shall be current for long term data storage.

Training Unlimited will supply Skills Victoria, as requested, with delivery details for each course or Training Package qualification and session/unit of competence in the Scope of Registration and student details including enrolments, participation and completion in accordance with Skills Victoria-AVETMISS requirements.