



Record Keeping Procedural Guidelines

**World Education Program Australia Ltd
ACN 098 289 297**

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Record Keeping Procedural Guidelines

Purpose

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

Roles and responsibilities

WEP Australia, Affiliated 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 WEP Board has overall responsibility for WEP's compliance with legislative obligations relating to privacy and record keeping.
- CEO, WEP Australia 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.

Senior Compliance Officer, WEP Australia

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

WEP Australia Record Keeping

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

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

Where a record is kept by both schools and/or any affiliated organisations and WEP, the version held by WEP 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 WEP 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

WEP 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).

WEP, affiliated organisations 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 affiliated organisations to regularly confirm student contact details in writing to WEP Australia.

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 WEP within 7 days of any changes.

Privacy

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

All personal and health information collected by WEP as part of its Student Exchange Program is handled in compliance with WEP's Information Privacy Policy. This policy sets out how WEP, affiliated organisations 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.

WEP 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. WEP'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***, WEP 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.

Other assistance

For further information, contact:

- The WEP Privacy Officer on +61 3 9598 4733 or email at info@wep.org.au

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

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|-----------------------|-------------------------|
| Responsible Officer | Compliance Officer, WEP |
| Approval Body | CEO, WEP |
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