

Information and Records Management Policy Version 1.2

1. Purpose

The purpose of this policy is to establish guidelines and procedures for information management and the creation, maintenance, retention and disposal of records at Nexus Institute of Higher Education, consistent with the Higher Education Standards Framework 2021 (HESF) and the provisions of the NSW State Records Act for Higher Education.

The policy should be read in conjunction with

- Privacy Policy
- [Marketing Policy](#)
- Information Management Plan.

2. Scope

This policy applies to all information and records created, received or maintained by Nexus Institute in the course of its operations. It encompasses both physical and electronic records.

The policy applies to anyone creating, accessing or using Nexus Institute information.

3. Definitions

Information. Data that has been processed, analysed or interpreted within a given context.

Record. Any document, regardless of format, created or received by Nexus Institute in the conduct of its business.

Permanent Record. A record identified as having enduring value for historical or legal reasons to be retained permanently.

Temporary Record. A record with a defined retention period.

Sensitive Information. Information that is confidential, private or subject to legal restrictions.

4. Policy statement

Nexus Institute values information as a strategic asset. Effective information management ensures that the right information is available to the right person, in the right format and medium, at the right time.

The policy outlines expectations at Nexus Institute to improve the integration and accuracy of its information, improve compliance and reduce the risk of loss or misuse of information and make better use of information in its decision-making processes.

All information and records created by Nexus Institute must be accurately, consistently and comprehensively documented, ensuring they are complete, reliable and easily retrievable.

Publicly available information on Nexus Institute and its programs and operations will [be provided on the Nexus Institute website and in other publications](#) to ensure effective engagement with students, prospective students and the community. [The Nexus Institute website is the public repository of information which provides accessible, accurate, relevant](#)

and timely information for students, including access for students with special needs, to enable informed decision making about educational offerings and experiences.

This includes:

- Information to assist in decisions about courses and planning and participation in educational activities, information on obligations and liabilities of students, access to relevant policies, information about students services and support, complaint handling and resolution and arrangements for living in Australia to meet the requirements of HESF Standard 7.2.2
- Information about Nexus Institute's operations and courses to meet the requirements of HESF Standards 7.3.1 and 7.3.2.

The information will be provided in a variety of formats. It is collected in the Student Handbook. Nexus Institute staff (contact details provided on the Nexus Institute website) are trained to respond directly to requests for information about Nexus Institute, its courses and operations and to meet the requirements of enquirers with special needs.

The website will be audited each year to check that the information required by HESF Standard 7 is complete and accurate. The report will be provided to the Board of Directors.

Records are to be classified based on their content, purpose and value. Permanent and temporary classifications should be clearly identified and sensitive information should be appropriately marked and treated in accordance with the Privacy Policy. Nexus Institute will respect and maintain the privacy of individuals and their information.

Retention periods for temporary records are determined based on legal, regulatory, and business requirements. Records past their retention period should be securely disposed of in accordance with the NSW State Records Act.

Electronic records must be managed using secure and reliable information systems. Regular backups, access controls and encryption measures should be implemented to ensure the integrity and security of electronic records.

Paper records will be scanned for retention as electronic records. The paper records are destroyed after the scanned copies are verified and registered.

The quality and coverage of the information on the Nexus Institute website and in marketing material is audited annually for accuracy and compliance. Student and stakeholder feedback is sought on their perception and experience the information provided by the Institute.

All staff members involved in records management activities will receive training on this policy and relevant procedures. Regular awareness campaigns will be conducted to promote good records management practices.

5. Procedures

The following table lists types of records and their retention periods.

1.1	Records relating to the admission, enrolment and subsequent progress of students.	Retain minimum of 7 years after completion or discontinuation of program of study by student, then destroy.
1.2	Records relating to applications for admission, regardless of decision and outcome.	Retain until appeal period has expired or minimum of 1 year after action

		completed, whichever is longer, then destroy.
1.3	Records relating to the provision of student identification and the arrangement and management of student concessions.	Retain minimum of 1 year after action completed, whichever is longer, then destroy.
2.1	Records relating to the grading/marking of individual assessment components of a subject or course and determination of final results/grades.	Retain minimum of 1 year after end of appeal period or minimum of 1 year after action completed, whichever is longer, then destroy.
2.2	Records relating to changes to assessment results as a result of moderation, re-marking or appeal by the student.	Retain minimum of 7 years after action completed, then destroy.
2.3	Records confirming the award/receipt of a qualification.	Permanent record.
2.4	Finalised results obtained by students, where the results are generated as an outcome of some form of assessment.	Permanent record.
3.1	Records relating to the management of proven and unproven student grievance, misconduct and disciplinary cases.	Retain minimum of 7 years after action completed, then destroy.
3.2	Records relating to preliminary/fact finding investigations that were not formally proceeded with.	Retain minimum of 1 year after action completed, then destroy.
4.1	Student examination/assessment scripts or items e.g. examination papers completed by students, examination manuscripts and assignments.	If not returned to student, retain at least until the end of the appeal period, then destroy.
4.2	Records relating to the management of student attendance for teaching and assessment activities such as examinations, assessment activities, classes, tutorials and laboratory sessions, e.g. attendance lists, sick leave forms and medical certificates.	Retain until at least until end of appeal period, then destroy.
5	Records relating to course delivery, including subject resources, material used in course delivery, and quality assurance.	Retain until no longer required for teaching or other purposes, then destroy.
6.1	Final approved versions of curricula. Includes: • master/authoritative set of descriptions of course requirements, prerequisites, content and outcomes, calendars, faculty handbooks and course guides. • master set of approved examination papers.	Permanent record.
6.2	Records relating to the development, review and/or approval of the curriculum.	Retain minimum of 10 years after superseded, then destroy.
6.3	Records relating to successful or unsuccessful external accreditation of courses by professional or registration bodies.	Retain minimum of 10 years after expiry of accreditation or until action completed, whichever is longer, then destroy.
7.1	Final, approved versions of rules governing the institution.	Permanent record.

7.2	Records relating to the development and review of rules and whole of institution policies and procedures.	Retain minimum of 15 years after superseded or action completed, then destroy.
7.3	Records of final formal committee minutes, agendas and papers.	Retain minimum of 30 years, then destroy.
8	Records relating to the accreditation of the institution as an education provider.	Permanent record.
9	Records relating to the provision of counselling by a professional counsellor.	Retain minimum of 7 years after action completed or until the person reaches the age of 25, whichever is longer, then destroy.
10	Records relating to the provision of library borrowing and usage rights (including the imposition of fines or other penalties).	Retain minimum of 1 year after action completed, then destroy.
11.1	Records of any critical incident involving a student and remedial action taken.	Minimum of 2 years after the person involved ceases to be an accepted student.
11.2	Records documenting formal and informal grievances lodged by an employee	Retain minimum of 7 years after action completed, then destroy.
11.3	Records relating to the management of instances or allegations of misconduct where an investigation is conducted.	Retain minimum of 10 years after action completed, then destroy.
12	Records relating to the filling of vacancies.	Retain minimum of 2 years after recruitment finalised, then destroy.

6. Roles and responsibilities

The Registrar is responsible for overseeing the implementation and enforcement of this policy, including training staff on records management practices.

The Registrar will arrange for an annual audit of the Nexus Institute website to check that the information required by HESF Standard 7 is complete and accurate.

Staff are responsible for the correct management and security of data, information and records and implementing this policy across all aspects of their daily work. Staff must not access information they are not authorised to access, and they must ensure that all personal information is handled in accordance with the Privacy Policy.

7. Related information

- State Archives and Records Authority of New South Wales, General Retention and Disposal Authority: GA47
- State Archives and Records Authority of New South Wales, Administrative Records: GA28
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

8. Document control

Category	Operational
HESF Standard	7.2, 7.3
Policy name	Information and Records Management Policy
Policy owner	Registrar
Policy approver	Board of Directors
Date of approval	20 June 2025
Date of next review	1 March 2027
Change log	Version 0. Original records management version created on 21 Jan 2024.
	Version 1. Information management added on 11 Feb 24.
	Version 1.1. Comments from Board of Directors incorporated on 22 Mar 24.
	Version 1.2 (9 May 2025). Link to Marketing Policy and undertaking to provide information on the website to align required by HESF 7.2.2, 7.3.1 and 7.3.2 and to audit the website annually.