



REAL ESTATE EXPLAINED
Giving YOU the Knowledge

DOCUMENTATION & PARTICIPANT RECORDS POLICY

We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our participant records and ASQA requirements. All hard copy records, including your records will be stored in a locked, secure office area. Soft copy records will be backed up on a regular basis and maintained via a password-access, secure system.

Copies of your relevant training paperwork will be retained, in soft copy, for 30 years. An administration archive retrieval fee of \$125 applies for documents older than 3 years.

Should **REAL ESTATE EXPLAINED** cease functioning as a registered training company in this time, all our participant records will be forwarded to ASQA (or their equivalent body at the time).

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act) or
- participants authorising releases of specific information to third parties
- the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.