


# Recordkeeping requirements

This fact sheet provides an overview of Skills First recordkeeping requirements.

 <b>Four rules for records</b>	
<b>Keep records secure</b>	<b>Have good records to protect your business</b>
<b>Make records easily accessible for audit and review</b>	<b>Keep records for three years after the student completes or withdraws from training</b>

## What's a record?

A record is any document within the meaning of the [Evidence Act 2008 \(Vic\)](#) that a training provider or staff produces or gains possession of in the course of performing its obligations under the contract.

Each record must be in enough detail for us to determine your compliance with the contract.

We've created forms and templates, such as the evidence of eligibility and student declaration form, that help you make records with sufficient detail.

## Examples of records

- Evidence to support your claim for payment, such as
  - evidence of eligibility
  - evidence of participation
  - evidence of a student's entitlement to a concession or fee waiver
  - evidence of the pre-training review
- Evidence that training and assessment was appropriate and of high quality
- Information about Skills First Teachers
- Quotes, invoices and receipts to subcontractors and other third parties
- Bank statements to confirm fee payment.

## Amending records

All records must be complete, accurate and authentic.

Records must not be amended. However, if you discover a minor administrative oversight, you can make a change provided it is:

- true
- accurate
- documented in detail
- clearly explained in a straightforward way.

Records must not be changed just to comply with the contract.

Under no circumstances should records be created retrospectively.

## Easy access for audit and review

You must promptly provide us with easy access to a record if we ask for it.

You must help us, or any person we authorise, such as an auditor, to locate, access and view records. This includes taking copies of records and responding promptly to requests for access.

Sometimes we may ask for a missing or misplaced record within a short timeframe (for example, 24 hours after an audit).

You must not use this time to create a new record or amend ones that have already been audited.

It's in your interests to keep good records. We consider a record not to exist if it isn't given to us within a reasonable or specified time.

Accordingly, we would consider whatever activity the record would have evidenced did not occur. We may exercise our contractual rights on this basis.

We may also ask you to retain further records if we think they're necessary to show your compliance with the contract.



## Keeping records for three years

You must keep a record for three years after the student completes or withdraws from their program. For example, if a student completed training on 30 June 2022, records related to their training can't be destroyed until 30 June 2025.

But sometimes we may ask you to keep a record beyond three years. You may also have to retain records for longer under other laws or standards. So check all your obligations before disposing of your records.

Also, we can ask you to start keeping a record you are not currently keeping, if we think is necessary.



## Keeping records secure

You must have a secure recordkeeping system for both hard copy and electronic records that clearly shows your contract compliance and supports your claims for payment.

Your recordkeeping system must securely protect the records from unauthorised access, use and amendments.

You must also have a secure method of disposing of records (both hard copy and electronic).



## Other laws

You must comply with all other laws relating to recordkeeping, including the:

- [Standards for Registered Training Organisations 2015 \(National Standards\)](#)
- [VRQA Guidelines for VET Providers](#)
- [Privacy and Data Protection Act 2014 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)

Under national standards, you must cooperate with the VET regulator in the retention, archiving, retrieval, and transfer of records.



## Further information

- Submit an enquiry via [SVTS](#)
- Fact sheet: Using electronic signatures
- Fact sheet: Evidence of participation