

4. Effective administrative and records management procedures

Culinary Solutions Australia Pty Ltd has effective administrative and records management procedures in place.

4.1 Culinary Solutions Australia Pty Ltd has documented and implemented procedures to assure the integrity, accuracy and currency of records that include, but are not limited to:

i secure storage, including backup of electronic records;

ii retention, archiving and retrieval of sufficient information on candidate results to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years and transfer of these records consistent with the state and registration registering body requirements in the event of closure of Culinary Solutions Australia Pty Ltd;

iii retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the Registering body;

iv compliance with external reporting requirements (for example the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS));

v safeguarding any confidential information obtained by Culinary Solutions Australia Pty Ltd and committees, individuals or organisations acting on its behalf;

vi ensuring that, except as required under the Standards for Registered Training Organisations or by law, information about a client is not disclosed to a third party without the written consent of the client; and

vii access by clients to their personal records.

viii CEO will spot check files against VETtrak to ensure correct information inputted and consistent with each other, every 3 months.

4.2 Culinary Solutions Australia Pty Ltd will maintain up-to-date records of:

i the verified training and/or assessment and vocational competencies of all staff and persons working on behalf of Culinary Solutions Australia Pty Ltd as assessors, consistent with the requirements of standard 1.13 to 1.16;

ii enrolments and participation; and

iii fees paid and refunds given.

4.3 Culinary Solutions Australia Pty Ltd has developed and implemented version control procedures for managing materials that relate to its scope of registration

(including Training Packages, accredited course documents and learning/assessment materials) so that:

i materials are reviewed for currency by authorised and competent staff prior to issue or re-issue;

ii a list of materials with the respective issue and/or amendment status identified is maintained; and

iii all persons required to perform any function under Culinary Solutions Australia Pty Ltd's scope of registration have ready access to all necessary current materials.