



Business & Computing Examinations (BCE)

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Record Keeping Policy

Policy No.:	P006
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Status:	Approved
Responsibility for policy:	Quality Assurance Manager
Responsibility for implementation:	Quality Assurance Manager

This policy is to be reviewed in November 2012

Record Keeping Policy

In drawing up a policy statement in the area of record keeping, BCE aims to ensure that teaching and learning of the highest quality takes place.

In order to fulfil our examination role and to function efficiently as an organisation, the Exam Board has to hold and process a variety of personal data, that falls under four main categories, as follows:

- a. **Examinations** - assessment data, examination results, transcripts
- b. **Staff** – hourly rate, education and training needs, references
- c. **Candidate personal information** – exam numbers, contact details, reasonable adjustments, and examination disciplinary issues.
- d. **Centres** – Centre head contact details, Centre disciplinary action, student numbers and courses offered.

The above examples are by no means exhaustive.

It is the policy of the Exam Board to create sound programmes to ensure that each candidate will receive an appropriate qualification. The Exam Board will meet statutory requirements under the relevant area of legislation. It is our policy to ensure that clarity will exist in relation to a system of record keeping including the creation, maintenance, use of information and its storage and access.

Candidate records include the following information:

- i. Exam registration details – examination application forms, educational qualification
- ii. Candidates Examination Results
- iii. Reports/assessments in the area of special needs (special adjustments)
- iv. Serious accidents/incidents

The following will have access to records:

- a. Authorised members of staff
- b. QCA representatives
- c. Under the Data Protection Acts 1988 and 2003
- d. Under the discovery process in legal proceedings

However, Business & Computing Examinations reserves the right to refuse access to a record in exceptional circumstances, for example, a report on a candidate's record that includes details of a particularly sensitive family matter etc.

It will be the Exam Board's policy that information held on candidates will as far as possible be:

- Factual, which may include a Centre head's professional opinion
- Brief
- Up to date

It is the Exam Board's policy to store all information in a secure manner and to allow access only to authorised persons. Access to certain information will be permitted only after consultation with senior management.

Examination results will be retained indefinitely by the college. Other information will be destroyed in a proper manner after an appropriate period (1 year).

All personnel will be issued clear guidelines on their responsibilities in relation to the creation, maintenance, security, access and destruction of the records under their care. Personnel will also be made aware of the statutory obligations in relation to the keeping of records.

This policy will be monitored and evaluated on a regular basis and will undergo a complete review four years after its implementation.

Data Protection Acts 1988 and 2003

The duties of Business & Computing Examinations come under the eight data protection principles. Accordingly, the Exam Board undertakes to:

1. Obtain and process the information fairly
2. Keep it only for one or more specified and lawful purposes
3. Process it only in ways compatible with the purposes for which it was given to initially
4. Keep it safe and secure
5. Keep it accurate and up to date
6. Ensure that it is adequate, relevant and not excessive
7. Retain it no longer than is necessary
8. Give a copy of the candidate personal data on request

The Exam Board has duty to treat all personal information held as confidential and will not disclose such information to third parties e.g. marketing organisations. Even within the Exam Board itself, not all data is shared by every department. For example, the financial details of a candidate in relation to exam fees are a matter for the payments office and should not be exchanged with other members of staff. It is also the Exam Board's policy to share personal information within the organisation only when it is strictly relevant. Staff are made aware of the need to maintain confidentiality with regards to records and data to which they have legitimate access. Disclosure of such information outside the organisation will give rise to disciplinary action. However, there will be situations when personal information will need to be shared with other agencies. For example, in cases involving the police or other lawful authorities.

Business & Computing Examinations is registered with the Office of Data Protection as is required under the Act.