Policy:	**Student Records**
Code:	**06ST06**
Reviewed/ Revised: **15/02/2022**	Date of Next Review: **February 2024**
Policy Owner:	**Head of Academic Services and Registry (Registrar)**
Target audience:	**Staff and Students**

PURPOSE:
The purpose of this policy is to establish consistent systems and schedules for retention of all the various types of records compiled before, during and after a student's tenure at the Emirates Academy of Hospitality Management (EAHM). The policy is designed to ensure compliance with the Global Data Protection Requirements (GDPR), and with the Ministry of Education records retention requirements.

SCOPE:
This policy applies to all records that are generated as a result of a student's (or potential student's) interactions with EAHM, where such records include the student's name or other information making it possible to identify the individual (student number, e.g.).
The policy does not apply to aggregated data compiled from student surveys and other feedback mechanisms, where individual students are not named or otherwise identifiable.
The policy covers information related to individuals who are currently registered or who were in the past registered as full- or part-time students at EAHM, and also to individuals who apply but are not accepted for study or who apply but then do not commence studies at EAHM.

DEFINITIONS:
Records include all academic and operational documents related to a named, individual student from the time he or she applies to study at the Academy, to graduation. The documents may be in print or electronic form.

RESPONSIBILITY:
The Head of Academic Services and Registry Office has primary responsibility for organizing and maintaining student files, and for ensuring that the agreed retention schedule is enforced.

Individuals designated to keep confidential student records are responsible for safeguarding the confidentiality of such records by providing secure storage and by turning them over to the Registrar for shredding at the end of the retention period. If a designated individual leaves EAHM, they are responsible for turning over all confidential records they have accumulated to the Registrar, who will weed them in accordance with the Schedule of Student Record Retention (Appendix A), and pass them on to the designated replacement or department.

The Director of Finance is responsible for maintaining and discarding student financial records in accordance with Jumeirah and Ministry of Education requirements.

The Director of Operations, Library and the Assistant Manager of Information Technology are responsible for maintaining and discarding the student information entrusted to them, in accordance with the Schedule of Student Record Retention (Appendix A).

Lecturers, School Counsellors and Personal Tutors are responsible for promptly destroying copies of student documents and data that they have kept for operational purposes, once the originals are lodged in the Academic Services and Registry Office.

POLICY STATEMENT:
EAHM student, prospective student and alumni information will be retained as described in the Schedule of Student Records Retention (Appendix A).

Student records may have been created as part of application and admissions processes, coursework and exam assessment, disciplinary actions, advising and pastoral care, administrative and financial procedures or other academic and administrative operations related to a student's studies at EAHM. The policy applies to all such records regardless of format or medium.

IMPLEMENTATION OF THE POLICY:
Students have the right to request to review their student records and to be informed of what information is being held about them, what it will be used for, where it will be stored, and to whom it might be disclosed. An overview of record retention will normally be conveyed during Orientation by the Registry team and in the Catalogue. Every new student may request for their personal information only to be shared with specific individuals in case of emergencies.

With the exceptions listed below, all information relating to an individual, identified student should be kept in a single location, a student file in the Academic Services and Registry Office or in the designated fire-proof cabinets in the storage room in Phase 2 or removed to an external location for long-term storage. In some cases, copies may be kept in a second location for operational purposes and electronic files will be maintained in the student information system and document management system.

Exceptions
- The archived physical course boxes for each class will contain samples of named students' work, attendance records and lists of grades, and will be stored in an external location. The electronic course file submission with sample of student course work will be kept in electronic format on the secure server in the Quality Assurance Folder and Course Files in MS Teams/EAHM Sharepoint.
- Financial records will be stored securely in the finance office and the cashiers may keep an electronic copy of their cashier drop records in the respective department folders should students or alumni wish to receive a statement of accounts with copies of receipts during or after their studies.
- Administrative records, such as those related to IT system access, nametags, identification cards and visa processing related documents will be kept in the Student Services Department.
- Information about a student's library loans and fines history will be stored in the library management system and in the Finance department.

Access and confidentiality
Student records are confidential and only authorized individuals may have access to them. Anyone accessing student files is ethically bound to share confidential information with the utmost discretion.

Student files are available to each student's personal tutor or academic tutor as well as all faculty currently teaching the student, senior management and the Academic Services and Registry Office. Any staff other than Academic Services and Registry staff should put in a request to the Academic Services and Registry Office which will need to be approved by the Registrar. The student file should not be removed from the Academic Services and Registry Office unless required to be reviewed for audit purposes or if the Dean requires it for specific meetings with students or staff. Administrative files, such as those compiled and held by the Library, IT, Admin and Finance Departments, are available for operational purposes to the staff of these departments. Wider access will be granted in disciplinary cases or when payments are overdue.

A student's written permission must be on file before access to the student's file or parts thereof may be granted to individuals or bodies external to EAHM. Typically, this would involve requests from guardians, universities or employers for the student's transcripts. Exceptionally, student information will be shared, without permission, with parents or guardians who have been authorised to access the information prior to that instance, with external or internal auditors, with medical personnel or government officials, if the EAHM deems a situation to be critical enough to require such attention.

Students and Alumni do not have full access to their files, but may request to view their file under the supervision of the Academic Services and Registry Office team or Dean.

Archiving
Records that are to be kept for long periods or indefinitely will be stored using the best technology available at the time and stored away in fire-proof cabinets. All files of graduates (degree holders) of EAHM are kept on the premises in fire-proof cabinets as Alumni may request to collect specific information post-graduation. The Academic Services and Registry Office is responsible for the inventory of these files and for the security of the files. Copies of final degrees, transcripts, scholarship contracts and student contracts are also kept in electronic format in the document management system (with offsite back up monthly) and in the secure folders with the Academic Services and Registry Office. The Marketing and Enrolment department may request copies of these documents or the full Alumni file for any alumni related matters (responsible for alumni association administration). Student files for Study Abroad programme, English as a Foreign Language programme or other programme students who did not complete their degree at EAHM, may be moved to an external storage provider for storing. A copy of the transcript should be kept electronically in the student information system or in the document management system for reference.

All faculty are required to submit all physical course file and student examination related printed and electronic content to the Academic Services and Registry Office for archiving externally and the electronic course file submissions should be submitted to the Quality Assurance Manager who will audit the submission. It is the responsibility of the faculty member to ensure that all student examinations are submitted for archiving and that they do not store any student examinations or results in their private records or office once the course has been completed and grades submitted.

The Schedule of Student Record Retention (Appendix A) describes the retention period, storage location, and access rights for each type of information.

Disposal
If student records in print form are to be disposed of, these will be shredded, to maintain confidentiality. Electronic records will be deleted in such a way that they cannot be retrieved.

ASSOCIATED DOCUMENTS:
- Schedule of Student Record Retention

MENTIONS:
- Catalogue
- Student Handbook
- Staff and Faculty Handbook

DATE OF NEXT REVIEW:
This document should be reviewed by **February 2024.**

THE EMIRATES ACADEMY
OF HOSPITALITY MANAGEMENT

POLICY APPROVALS RECORD

Policy Name:	**Student Records Retention**	
Policy Code:	**06ST06**	Formerly: EA/ADM/003
Date of first approval:	**20/09/2007**	

Reviewed/ Updated	Details of Amendment
06/2008	
09/2010	
09/2012	
03/2013	
31/07/2014	
31/07/2015	
31/08/2016	
01/08/2018	
05/2019	
01/09/2020	
15/02/2022	- Amended the retention years for EAHM catalogue to 10 years - Updated the list of record keeper across the appendix

Appendix A - SCHEDULE OF STUDENT RECORD RETENTION

SCHEDULE OF STUDENT RECORD RETENTION					
06ST06, Appendix A					
15.02.2022					
		SF = student file			
RECORD TYPE	Hard copy retention	Hard copy location	Soft copy retention	Soft copy location	Access rights
Course file boxes	7 years	External storage	Permanent	QAU network folder / DMS	Relevant lecturers Programme Managers Dean
Programs from academic events	5 years	Academic Services and Registry Office	Permanent	Registry network folder	No restrictions
(Graduation, etc.)					
EA catalogue	10 years	Library & QAU	Permanent	QAU network folder / DMS / Website (10 years)	No restrictions
Student photos (from events, etc)			Permanent	Marketing network folder	Marketing
Prospective students					
Contact information and other information on the prospective student	1 year	Marketing and Enrolment Office	Permanent	Marketing network folder / CRM / Emada	Marketing, Registry, QAU
Application documents: rejected applicants					
Application form, correspondence and supporting documents	2 years	Marketing and Enrolment Office	2 years	Student Information System	Admissions office
Official and original test results and educational certificates transcripts	5 years	Marketing and Enrolment Office	2 years	Student Information System / Admissions Folder	Admissions office
Application documents: accepted but did not register					
Official and original test results and educational certificates transcripts	5 years	Marketing and Enrolment Office	2 years	Student Information System / Admissions Folder	Admissions office
Interview record	2 years	Marketing and Enrolment Office	2 years	Admissions Folder	Admissions office
Reference/s	2 years	Marketing and Enrolment Office	2 years	Admissions Folder	Admissions office

Application form and Medical Form	2 years	Marketing and Enrolment Office	2 years	Admissions Folder	Admissions office
Offer letter and Student Contract	2 years	Marketing and Enrolment Office	2 years	Admissions Folder	Admissions office
Accommodation applications	2 years	Marketing and Enrolment Office	2 years	Operations Administration Folder	Admissions office
Transfer documentation	2 years	Marketing and Enrolment Office	2 years	Admissions Folder	Admissions office
Correspondence	2 years	Marketing and Enrolment Office	2 years	Email Archive	Admissions office
Application documents: registered students					
Official and original test results and educational certificates transcripts	N/A	N/A	Permanent	Student Information System/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
Interview record	7 years	SF-Academic Services and Registry Office	7 years	Registry network folder/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
References	7 years	SF-Academic Services and Registry Office	7 years	Registry network folder/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
Application form and Medical Form	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
Offer letter and Student Contract	7 years	SF-Academic Services and Registry Office	7 years	Registry network folder/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
Transfer documentation	50 years	SF-Academic Services and Registry Office	Permanent	Student Information System/DMS	Admissions & Academic Services and Registry Office, Mngt, Tutors, Counsellor
Correspondence	7 years	SF-Academic Services and Registry Office	7 years	Student Information System & Registry network folder/DMS	Admissions & Academic Services and Registry Office,

					Mngt, Tutors, Counsellor
Student academic documents					
Contracts, Disclaimers	7 years	SF-Academic Services and Registry Office	Permanent	Admissions Folder/DMS	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Course/Application registrations	N/A	N/A	N/A	N/A	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Course drop add forms	N/A	N/A	N/A	N/A	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Transcripts	50 years	SF-Academic Services and Registry Office	50 years / Permanent	Student Information System/DMS	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Grade appeals & results	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Warning letters	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Awards, prizes, Dean's List membership	7 years	SF-Academic Services and Registry Office	7 years	Registry Network Folder/DMS	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Scholarships	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Admissions Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Re-sit records and results	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Applications for programme transfer	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor

Attendance warning letters	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Clearance form	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Letter/Email confirming graduation	7 years	SF-Academic Services and Registry Office	7 years	DMS/Email archive	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Documents from personal tutor					
Notes on important meetings	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS	Academic Services and Registry Office, Mngt, Tutors, Counsellor
Personal Advisor Meetings	N/A	N/A	7 years	QAU Network	QAU
Internship & Career guidance information documents					
Contact form and internship contract	N/A	N/A	Permanent	Industry Relations Network Folder/DMS/LMS	Academic Services and Registry Office, Mngt, Tutors, SSO
References provided	N/A	N/A	Permanent	Industry Relations Network Folder/DMS/LMS	Academic Services and Registry Office, Mngt, Tutors, SSO
Notes on career counselling sessions	N/A	N/A	Permanent	Industry Relations Network Folder/DMS	Academic Services and Registry Office, Mngt, Tutors, SSO
Disciplinary information					
Notes on disciplinary actions & results	7 years	SF-Academic Services and Registry Office	7 years	Student Information System/DMS/Registry Network Folder	Dean, Disciplinary Committee, Academic Services and Registry Office
Pastoral care information					
Notes of meetings with Personal Advisor, School Counsellor or Dean	1 year after graduation	SF-Academic Services and Registry Office	1 year after graduation	Student Information System/DMS	School Counsellor, Dean
Personal information					
Learning Disorder medical documents	7 years	SF-Academic Services and Registry Office			School Counsellor, Academic Services

					and Registry Office, Dean
Financial records					
Invoices	as per Jumeirah regs.	SF-Academic Services and Registry Office & Finance department	as per Jumeirah regs.	Student Information System/DMS	Finance, Admissions & Academic Services and Registry Office, Mngt
Payments	as per Jumeirah regs.	SF-Academic Services and Registry Office & Finance department	as per Jumeirah regs.	Student Information System/DMS	Finance, Admissions & Academic Services and Registry Office, Mngt
Non-payment reminders	as per Jumeirah regs.	SF-Academic Services and Registry Office & Finance department	as per Jumeirah regs.	Student Information System/DMS	Finance, Admissions & Academic Services and Registry Office, Mngt
Suspension notices due to non-payment	7 years	SF-Academic Services and Registry Office & Finance department	7 years	Student Information System/DMS	Finance, Admissions & Academic Services and Registry Office, Mngt
Library information					
Loans history			until graduation	Library	Library
Fines history			until graduation	Library	Library, Finance
Personal record (address, phone numbers)			until graduation	Library	Library
Administrative information					
Accommodation complaints, queries, etc			until graduation	Admin files	Admin
Accommodation lease			as per Jumeirah regs.	Admin files	Admin
Issuance of keys, badges, etc			until graduation	Admin files	Admin
Visa details			as per Jumeirah regs.	Admin files	Admin
Uniform details			until graduation	Admin files	Admin
Alumni records					
Job history			Permanent	QAU network file	QAU
Contact details			Permanent	QAU network file	QAU

Student file	SF				
Quality Assurance Unit	QAU				
School Counsellor	SC				
Alumni Association Board	AAB				
Academic Services and Registry Office	Reg				
Managing Director	MD				