

## The BUSY School

### Documented Information Procedure

**Purpose:** The purpose of this procedure is to inform employees of The BUSY School (TBS) the process used to maintain a system that ensures documents and records relating to TBS:

- receive an appropriate level of approval, prior to distribution
- are distributed/available to those requiring the document
- are under revision control
- are retained for at least five years in a safe, secure manner
- are removed from use when invalid and/or obsolete
- satisfy customer and regulatory requirements.

**Scope:** This procedure applies to TBS, this includes all employees who work within TBS as well as contractors and visitors. This procedure applies to:

- all documents and records relating to TBS.
- all policies and procedures relating to TBS
- the superseded versions of procedures/instruction manuals, training manuals, policies, documents and flowcharts as per the Document Register
- all records, including student files, contracts, reports, feedback, corrective actions and surveys that relate to meeting customer and regulatory requirements.

Note: the term document refers to documents or data, as applicable, and may be in hard copy or electronic form.

**Status:** Approved **Supersedes:** V3 (June 2023)

**Authorised by:** Board of Directors **Date of Authorisation:** 20 May 2024

**References:**

- Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- Australian Education Act 2013 (Cth)
- Australian Education Regulations 2023
- Education (General Provisions) Act 2006 (Qld)
- Education (General Provisions) Regulation 2017 (Qld)
- Information Privacy Act 2009 (Qld)
- Privacy Act 1988 (Cth)
- AS/NZS ISO 9001:2015 Quality Management System – requirements
- AS ISO 10013:2003 Guidelines for Quality Management system documentation
- AS/NZS ISO 14001:2016 Environmental Management systems
- ISO 45001:2018 Occupational Health and Safety Management Systems
- TBS Privacy Policy
- TBS Child Protection Policy
- TBS Child Risk Management Strategy

**Review Date:** Every two years **Next Review Date:** 20 May 2026

**Owner:** The BUSY School Ltd

## Context

The BUSY Group (TBG) provides corporate services to TBS in return for a fee which is outlined in a Service Level Agreement between the two entities. The corporate services include Safety and Quality; Compliance; Information Technology and Support. Therefore, some functions in this procedure may be supported by services and roles provided by TBG.

## Responsibilities

The Document Owner is responsible for updating and maintaining the documents content and consulting with appropriate users to ensure any changes to process of content is user friendly and also systematic and simplified. For policies and procedures owned by The BUSY School Ltd, the CEO is the delegated Document Owner who coordinates processes of review and updates before being submitted to the Board of Directors for authorisation/approval. The Document Owner updates the document on The Hive (The BUSY Group's SharePoint intranet) using the check in/out process and once changes have been made the document is made available to the Authoriser for approvals. They must also communicate the changes to the business once the document has been approved.

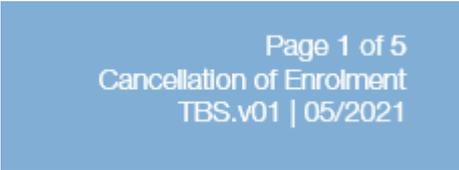
The Quality Manager (TBG) is responsible for final document review via the check in/out process. The Quality Manager completes a final review to ensure document consistency and to consider the end user's perspective.

The document Authoriser/Approver (The BUSY School Ltd Board of Directors) is responsible for ensuring the content is correct and in line with business applications and providing feedback to the Document Owner in the event changes are required before further approvals can be granted.

## Procedure

### Naming of documents

All documents requiring document control are required to have a documented footer to help identify the documents scope and business application.



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### Control of documents

Documents which are "controlled" must be formally approved for adequacy before use and recorded in TBS Documents section of the Hive. The nominated person listed in the approval process, has the authority to approve controlled documents whether they are internally or externally prepared.

Evidence of approval is required prior to making the document available to staff given access to the document. Electronic access to most documents is through The Hive – TBS page.

Any authorised staff member can suggest edits or the creation of documents, however; only the Chief Executive Officer, as the Document Owner has the authority to endorse changes to the format and contents of documents before review by The Board of Directors (Authoriser/Approver).

### Control of Standards, Legislation and documents of external origin

The Quality Manager is responsible for the control of Standards, Legislation and other documents relevant to TBS. They are also responsible to:

- Maintain and bi-annually update the Standards, Legislation and other documents in Legislation Register.
- Review new and revised Standards, legislation and other relevant documents in order to identify those, which need to be added to the register, and identifies revisions to the Standards and legislation already held.
- Obtain the required copies of new or revised documents outside of the legislation.
- Notify any holders of the superseded versions that the new issue is available.
- Assist in the coordination of reviews completed by the program/entity who standards and legislation relate.

In all cases hard copy superseded issues are marked SUPERSEDED by the holder although the holder may retain them for reference only purposes. As most legislation is available electronically, it is the responsibility of users to ensure that any hard copies taken are properly registered and controlled within the document control system.

The Quality Manager shall review the amendments and reissues of the Standards and legislation to determine whether there is a need to modify any existing documents affected by the change.

## Document changes and Communication

Any request for a change to a document, including a change to its distribution, is processed using track changes, and is verified either through the Principal, Head of Curriculum or via a Principal's Review Meeting with the CEO before being submitted to the Board of Directors (when the Board is the Authoriser/Approver).

Once a decision on whether to undertake the change has been reached, the Document Owner will complete the changes, then submit the revised version for approval. The Quality Manager is to complete the final review and approve the document via the online approval process. When submitting changes to a document via the online system, comments **MUST** be added by the Document Owner to understand what has taken place. If there are no comments listed the document will be rejected.

Where there is a need for an urgent change the approved request may be forwarded to each document holder as an instruction for immediate implementation.

Once a document has been approved, it is the requirement of the Document Owner to communicate the new or updated policy/procedure to the business.

## Document Revisions

Any document is to be reviewed to ensure its relevance within the business operations or in the event of contractual changes or legislative changes. The document is to be reviewed and maintained by the document owner at regular intervals in the event of the above changes or at a maximum time frame of the 2 yearly.

## Record Master List

The Quality Manager is responsible for records management and the preparation and maintenance of TBS Record Master List (appendix 1). This includes all the records prepared by the organisation that require proper retention for a minimum defined period.

The list identifies where both hard copy and electronic records are filed and for how long before final disposal.

All records are to be legible, properly identified, collected, collated, indexed, protected, accessed, filed and located in nominated secure storage areas and be readily retrievable for a nominated archival period.

The disposal method of records once the retention period is complete, is to be formally determined and this includes electronically stored data.

Records are to be stored for the minimum period nominated on TBS Record Master List or for a longer period at the discretion of the Document Owner.

Note: TBS Record Master List nominates only the minimum retention period for records. When periods of record retention are to be determined, the requirements of the legislation and regulations in force and any contractual commitment shall be taken into account.

Some records may require to be filed in more than one location, such as supplier records, which may require to be placed in a Customer File and a Supplier File.

Where this is the case, TBS Record Master List only nominates the primary record retention location. Records are made available for review by Customers, Certification bodies or Regulatory Authority Representatives upon request, as duly authorised or as required by law.

## Version Control

Version no.	Date Effective	Approved by	Changes
1.0	May 2021	<ul style="list-style-type: none"> <li>Approved by TBS Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>Initial draft version</li> </ul>
2.0	August 2022	<ul style="list-style-type: none"> <li>Approved by TBS Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>Version Update/Review</li> </ul>
3.0	June 2023	<ul style="list-style-type: none"> <li>Endorsed by TBS Governance, Compliance and Strategy Committee</li> <li>Approved by TBS Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>Version Update/Review to include:</li> <li>Incidents, allegations, disclosures and investigations of abuse (vulnerable persons)</li> <li>Additional References:</li> <li>TBS Child Protection Policy</li> <li>TBS Child Risk Management Strategy</li> </ul>
4.0	May 2024	<ul style="list-style-type: none"> <li>Endorsed by TBS Governance, Compliance and Risk Committee</li> <li>Approved by TBS Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>Removal of reference to repealed Australian Education Regulation 2013</li> </ul>

## Appendix 1

### The BUSY School Record Master List

Record description	Responsible person/position	Hard or soft copy	Retention time	Means of disposition of record
School Survey Data for Non-State Schools – Qld (State Census) and associated documents/records	Campus Principal	Hard/Soft	At least 5 years after the day of the survey	Secure Destruction and/or Permanent deletion from system
Non-Government Schools Census (Federal Census) and associated documents/records	Campus Principal	Hard/Soft	At least 7 years after the day of the survey	Secure Destruction and/or Permanent deletion from system
Financial documents	CEO	Hard/Soft	At least 7 years	Secure Destruction and/or Permanent deletion from system
Incidents, allegations, disclosures and investigations of abuse (vulnerable persons)	CEO	Hard/Soft	100 years after record creation	Secure Destruction and/or Permanent deletion from system
Obsolete Hard drives	Chief Information Officer (TBG)	Hard/Soft	N/A	Electronic reformat
Employee HR Files, including time and wage records	HR Manager (TBG)	Hard/Soft	7 Years	Secure Destruction
Learning & Development Files/Records	HR Manager (TBG)	Hard/Soft	3 Years	Secure Destruction
Tenders & other ad hoc Government grants/contract	CEO	Hard/Soft	N/A (subject to specific contract)	Secure Destruction and/or Permanent deletion from system
Purchasing & Supplier Data	Business Support Manager (TBG)	Hard/Soft	N/A	Secure Destruction and/or Permanent deletion from system
External Audit Results	CEO	Hard/Soft	7 Years	Secure Destruction and/or Permanent deletion from system
Internal Audit Documentation	CEO	Hard/Soft	3 Years	Secure Destruction and/or Permanent deletion from system
WHS Documentation - incident notifications	CEO	Hard/Soft	7 Years	Secure Destruction and/or Permanent deletion from system