

# HE Student Experience Records Retention Schedule

Retain for up to 3 years



Retain for 3 - 7 years



Retain for 7 + years but less than perpetuity



In perpetuity



Updated May 1 2018  
RRHE18.1

To be reviewed before 1 May 2019 following GDPR to ensure fully comprehensive and to reduce record retention by retaining only a core record where possible  
\* these items are marked for urgent review

## Definition of Record descriptions

Category	Where in the student experience the record comes,
Record Description	The name/title of the record
Responsibility	Where the record is held/by which office
Type	Format of record: SITS = A                      O:Drive = B                      Hardcopy = C                      Symphony = D                      Asimut = E
Legal Reference	Statute or guidelines
Retention Rule	The length of time the record is kept for
Access Restrictions	Whether or not access to the record is restricted for confidentiality reasons etc
Notes	Additional information pertaining to the record

Category		Record Description	Responsibility	Type	Legal Reference	Retention Rule	Access restrictions above and beyond standard access	Notes
<b>Records held on individuals</b>								
<b>Enquiries</b>								
Enquiries	0.1	Enquiries including prospectus requests, open day bookings, widening participation activities	Various	A				
<b>Admissions</b>								
Applications	1.1	Incomplete online applications	Registry	A				Deleted within 1 year
	1.2	Reject/withdraw/decline including Erasmus*	Registry	A/B				Full digital application record kept from when records collected. See SITS Data Retention Summary
	1.3	Successful (including key correspondence) including Erasmus *	Registry	A/B				Full digital application record kept from when records collected. See SITS Data Retention Summary
Music hard copy applications (including Erasmus)	1.4	Successful (including associated audition report, references, offer/acceptance correspondence, other relevant correspondence)	Registry	C				Part of Main Student Record: Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	1.5	Reject/withdraw/decline	Registry	C				Securely destroyed 1 year after application cycle
Acting hard copy applications	1.6	Successful (including associated audition report, references, offer/acceptance correspondence, other relevant correspondence)	Registry	C				Part of Main Student Record: Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	1.7	Reject/withdraw/decline *	Drama	C				Application form destroyed after audition cycle ended, panel notes destroyed after 7 years
TTA hard copy applications	1.8	Successful (including associated interview report, references, offer/acceptance correspondence, other relevant correspondence)	Registry	C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	1.9	Reject/withdraw/decline *	Drama	C				Application form destroyed after audition cycle ended, panel notes destroyed after 7 years
	1.11	Audition/interview payment details	Finance	A/B				
	1.12	Admission appeals	Registry	B	Limitation Act 1980			Destroy 6 years after last action
Reports	1.13	Transfer Application report	Registry	B				Delete after 1 year
	1.14	Admissions reports	Registry	B				Reviewed annually, kept as long as useful

	1.15	APER report	Registry					In perpetuity as part of committee records.
Criminal Conviction declarations	1.16	Successful applicant	Registry	A	Rehabilitation of Offenders Act 1974		Password protected	DBS check recorded on SITS (password protected). Details removed once checked.
	1.17	Unsuccessful applicant*	Registry	A				Information declared in follow up email anonymised and forwarded on to relevant staff, original email kept until outcome of audition, then deleted. Record of decision kept for a year after end of cycle. Original declaration remains on digital application in perpetuity

Category		Record Description	Responsibility	Type	Legal Reference	Retention Rule	Access restrictions above and beyond standard access	Notes
<b>Enrolment</b>								SITS = A O:Drive = B Hardcopy = C
Enrolment *	2.1	Enrolment form (up until 2012, only for special courses thereafter)	Registry	C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.2	Record of Enrolment	Registry	A				
	2.3	On-line enrolment/personal details	Registry	A				In perpetuity. See SITS Data Retention Summary
	2.4	Change of mode of attendance form	Registry	C	Data Protection Act 1998			Part of Main Student Record: Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.5	Intermit/suspension of study form	Registry	C	Data Protection Act 1998			Part of Main Student Record: Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.6	Withdraw form	Registry	C	Data Protection Act 1998			Part of Main Student Record: Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
		Status change form (from 2016)	Registry	A	Data Protection Act 1998			
	2.7	Visa information (including scans/photocopies for enrolment purposes)	Registry	A/B/C				A) See SITS Data Retention Summary B) C) Part of Main Student Record: years Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.8	Declaration of Health Form	Student Affairs	A	Data Protection Act 1998		Password	In Perpetuity
			Student Affairs	C			All in archives	Prior to 2013 responsibility of Student Affairs:
	2.9	DBS (including Criminal Record disclosure)	Registry	A			Password protected	
	2.10	Nominal Roll	Registry	B				Kept in perpetuity
Erasmus information *	2.11	Incoming	Registry	A				Erasmus+ required to be kept the later of 5 years after the scheme has been closed or 5 years after last audit.
	2.12		Registry	C				Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.13	Outgoing (Stored as absence on SITS SAB record)	Registry	A	Data Protection Act 1998			In Perpetuity
	2.14		Registry	C				Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	2.15	Financial	Registry					Erasmus+ required to be kept the later of 5 years after the scheme has been closed or 5 years after last audit.
Scholarship	2.16	Scholarship application form (to 2014/15)	Music/Drama	B	VAT Act 1994			
	2.17	SITS Scholarship application	Registry	A				
	2.18	NSP (2012/13-2014/15) application (successful)	Registry	B				Financial record to be retained for completion of study +7 years. Paper copies to be removed and destroyed from student file on completion of study.
	2.20	NSP correspondence	Registry	A				See SITS Data Retention Summary
	2.21	Scholarship correspondence (from 2015/16)	Music & Drama	A				See SITS Data Retention Summary
	2.22	Scholarship thank you letters (pdf copies)	Development	B				In perpetuity as part of donor record.
	2.23	SITS records (Grant and Scholarship)	Registry	A				In perpetuity
		AHRC applications (2006-10)	Research	C/B				
	2.24	US Loans	Registry	B&C				Part of Main Student Record Termination of studies + 7 years (2 years in

								Registry Archive store, then 5 years in School storage).
Reports	2.25	Enrolment updates	Registry	B				Kept as part of committee records
	2.26	Enrolment evaluation	Registry	B&C				Data collection (survey monkey and spreadsheets) destroyed and only analysis with key comments kept after 3 yrs
	2.27	Work placements	Music	C				Music Therapy only
			Drama	C				TTA students: Termination of studies + 7 years
Finance	2.28	Fee payments	Finance		VAT Act 1994			
	2.29	Maintenance scholarship cheques	Finance		VAT Act 1994			
	2.30	Fee debtors list	Finance		VAT Act 1994			
	2.31	Extra Mural billing	Finance	B/A				
	2.32	Suspension for non-payment of fees	Registry	A	VAT Act 1994			In perpetuity until debt paid, then rules on financial record keeping apply
<b>Category</b>		<b>Record Description</b>	<b>Responsibility</b>	<b>Type</b>	<b>Legal Reference</b>	<b>Retention Rule</b>	<b>Access restrictions above and beyond standard access</b>	<b>Notes</b>
<b>Student Life</b>								SITS = A / O:Drive = B / Hardcopy = C / Symphony D
Photo	2.34	Student ID Photo	Registry	A				See SITS Data Retention Summary
Attendance/ Absence record	3.1	Research						
	3.2	Department registers (Music)	Music					Kept for a year then destroyed
	3.3	Department registers (Drama)	Drama					Kept for a year then destroyed
	3.4	Onyx	Registry	B				Last year of data 2014/15. Data to be deleted a year after latest course ends – September 2019.
	3.5	SITS (SAB – Leave of absence request)	Registry	A				See SITS Data Retention Summary
Case work	3.6	Case consultation	Registry, Music & Drama	B	Data Protection Act 1998			Part of Main Student Record Termination of studies + 7 years
	3.7	Progress Review			Data Protection Act 1998			Part of Main Student Record Termination of studies + 7 years
	3.8	Complaints	Registry	B/C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	3.9	Disciplinary: Sundial Ct	Student Affairs/Facilities	A				Summary on SITS since 2013. See SITS Data Retention Summary
	3.10	Disciplinary: Sundial Ct (Copies of emails, letters, cleaning rotas etc)	Student Affairs/Facilities	B				T
	3.12	Disciplinary: Student Code of Conduct	Registry	B/C				If found not guilty then paperwork deleted at the end of academic year, otherwise part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	3.13	Fitness to practice	Registry	C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	3.14	OIA complaints	Registry	B/C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	3.15 3.16	Student Funding Officer advice	Registry	A			Password protected	SITS records since September 2012
	3.18	Student Affairs general SPD record	Student Affairs	A			Password protected	See SITS Data Retention Summary
		<b>Disability</b>						
	3.19	Disability diagnosis (documentation, needs assessment, communication with funding agencies)	Student Affairs	B			Password	Termination of studies + 7 years
				A				See SITS Data Retention Summary
		<b>Study Skills</b>						
	3.20	Teaching record	Student Affairs	C		see notes	Locked cupboard	Kept for duration of support
	3.21	Teaching register		C		see notes	Locked cupboard	Kept for duration of support
		<b>Health and Welfare</b>						
	3.22	Sickness and medical notes	Student Affairs	A	Data Protection Act 1998		Password	See SITS Data Retention Summary. And in Outlook
	3.23	Student email correspondence		A			Password	See SITS Data Retention Summary. And in Outlook
	3.24	Medical and Health Consultations		A			Password	See SITS Data Retention Summary .Since Sept 2012
	3.25	Medical and Health Consultations		B			Archives	Termination of studies + 7 years
	3.26	Medical and Health Consultations		C			Password	Since Sept 2012

	3.27	Medical Consultation Fee Invoice/Funding Agreement		C			Locked cupboard then moved to archives	Termination of studies + 7 years
	<b>Hardship Fund Application Records</b>							
	3.28	Current applications	Student Affairs	B	VAT Act 1994			Financial record to be retained for completion of study + 7 years. Paper copies scanned to O drive then securely destroyed. Application record on SITS since Sept 2013.
	3.29	Current applications and supporting documents	Student Affairs	C	VAT Act 1994		Pre 2013 moved to archives	
	3.30	Applications record		B				
	3.31	COL Hardship Fund Payment Request Form		C				
	3.32	COL Hardship fund spreadsheet		B/C			Hard copies in locked cupboard and then moved to archives	
	3.33	Access to Learning Fund application and correspondence				VAT Act 1994		
	3.34	Cheques	Finance		VAT Act 1994			

Category		Record Description	Responsibility	Type	Legal Reference	Retention Rule	Access restrictions above and beyond standard access	Notes
		<b>Counselling</b>						
	3.35	Live counselling list	Student Affairs	B		See notes		Termination of engagement + 7 years in line with BACP guidance
	3.36	Formal notes (e.g. Contact details, risk assessment form etc)		C		See notes	Locked cabinet in locked room	Termination of engagement + 7 years in line with BACP guidance
	3.37	Session notes		C		See notes	Locked cabinet in locked room	Termination of engagement + 7 years in line with BACP guidance
	3.39	Waiting list		B		See notes		Termination of engagement + 7 years in line with BACP guidance
	3.40	Students of Concern notes		C		See notes	Locked cabinet in locked room	Termination of engagement + 7 years in line with BACP guidance
	3.41	Students of Concern notes		C			Locked cabinet in locked room	Termination of engagement + 7 years in line with BACP guidance
	3.42	Other Meetings (Head of Student Affairs)		A/C		A C		Termination of engagement + 7 years in line with BACP guidance years
		At Risk List		B		See notes	Password	Termination of engagement + 7 years in line with BACP guidance
		<b>Sundial Court</b>						
Sundial Court Residential Wardens	3.43	Resident Warden applications (successful and unsuccessful)	Student Affairs	B				Completion of study + 7 years
	3.44	Resident Warden applications		C			Locked cabinet in locked room	Application + interview notes + paperwork for successful candidates
	3.45	Resident Warden Performance Evaluations		B/A				Record of Residential Warden stored on SITS.
Sundial Court Residents	3.46	Application form *	Facilities	B/A				Hard copy until 2013/14
	3.47	Accommodation allocation and occupancy list	Facilities	A/B	Data Protection Act 1998			Hard copy until 2013/14
	3.48	Fees and Charges	Finance	A B	Data Protection Act 1998			
	3.49	Records relating to student's guests or visitors *	Student Affairs	A B	Data Protection Act 1998			
		<b>General Correspondence</b>						
	3.50	Individual letters	Registry	B/C				Part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
			Registry	A				See SITS record retention – defined individually
	3.51		Music	B/C				Paper records part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	3.52		Drama	B/C				Termination of studies + 7 years
	3.53		Student Affairs			See notes		All correspondence sent by email.
		<b>Library</b>						
Symphony Library System records	3.55	Individual user accounts with contact details and transaction history	Library	D		See notes		Kept for duration of course + 1 year

Library invoices for unreturned items	3.56	Word documents detailing replacement costs of unreturned items	Library	B		See notes		Deleted one year after student has left the School <b>UNLESS</b> there was an unresolved debt on the account, in which case the record is kept in perpetuity
		<b>Asimut</b>						
Student timetable	3.57		Music and Drama	E				Data kept on Asimut server and managed by Asimut. From March 2013, kept in perpetuity,

Category		Record Description	Responsibility	Type	Legal Reference	Retention Rule	Access restrictions above and beyond standard access	Notes
<b>Assessment</b>								SITS = A O:Drive = B Hardcopy = C
Individual student assessment reports (NB no reports for Drama students)	4.1	Music	Music/Registry	C	Data Protection Act 1998			Original copy given to student otherwise part of Main Student Record Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	4.2	Extra Mural assessment reports	Music/Registry	C				Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	4.3	Exam spreadsheets	Registry	B				In perpetuity
	4.4	Module and award results						In perpetuity- Award results on SITS since 2005/6, Module results on SITS since 2007/8, Module component results since 2011/12
	4.5	Drama Programme Assessment Board (agenda and minutes and papers)	Drama	B				In perpetuity as part of Committee Records For 1996/97 see O:\Academic Support\REGISTRY\ASSESSMENT ARCHIVE\ASSESSMENT BOARD MINUTES For 2005/6 onwards see O:\Everyone\School Documents\Committees
	4.6	Music Assessment Board (agenda and minutes and papers)	Music	B				In perpetuity as part of Committee Records For 1996/97 see O:\Academic Support\REGISTRY\ASSESSMENT ARCHIVE\ASSESSMENT BOARD MINUTES For 2005/6 onwards see O:\Everyone\School Documents\Committees
	4.7	School Assessment Board (agenda and minutes and papers)	Registry					In perpetuity - Date of first record Feb 2006
	4.8	Assessment results letters	Registry	B/A				In perpetuity
	4.9	Assessment results letters	Registry	C				Part of Main Student Record Termination of studies + 7 years
	4.10	Assessment appeals	Registry	C/B				Completion of programme plus 7 years
Exam arrangements Exam arrangements	4.11	Application for special examination arrangements	Registry	C	Data Protection Act 1998			Termination of studies + 7 years (2 years in Registry Archive store, then 5 years in School storage).
	4.12	Mitigating Circumstances Panel	Registry					In perpetuity as part of committee paperwork
	4.13	Extension request (for assessed work)	Music	C				Termination of studies + 7 years (2 years in Music Office, then 5 years in School storage).
	4.14		Drama	C			Termination of studies + 7 year	
	4.15	Assessed work including assignments and dissertations	Music					Returned to student once marked
	4.16	Examination scripts	Music					From 2013 (first year of Music Administration module)
	4.17	PhD Theses	Library					
<b>Conferment of student Awards</b>								
	4.18	Pass lists	Registry	B	Data Protection Act 1998			In perpetuity - From 1983 in O:\Academic Support\REGISTRY\ASSESS O:\Academic Support\REGISTRY\ASSESSMENT ARCHIVE\AWARD LISTS 1983 onwards
	4.19	Graduation Ceremony programme	Registry	C				
	4.20	Final Transcripts (including module results and final award)	Registry	A/B/C	Data Protection Act 1998			In Perpetuity

Category		Record Description	Responsibility	Type	Legal Reference	Retention Rule	Access restrictions above and beyond standard access	Notes
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Records held supporting academic activity							
HE Programme Management							
SITS = A / O:Drive = B / Hardcopy = C							
	5.1	Course handbooks	Registry	C			Keep for 11 years, plus one hard copy in perpetuity
	5.2	HESES results	Registry	B			
		HESES data	Registry	B			
	5.3	HESA results	Registry	B			
		HESA data	Registry	A			Data transferred to HESA (third party)
	5.4	Internet/Intranet Uploaded files	Registry	B		See notes	Delete when no longer relevant
	5.5	RAS	Registry	B			No longer current (March 2014)
	5.6	Validations agreements	Registry	C			
	5.7	HEAR	Registry			See notes	N/A as of March 2014
	5.8	Fees and Funding Guidance	Registry	B			Keep for 7 years
	5.9	Erasmus archive of agreements*	Registry				Erasmus+ required to be kept the later of 5 years after the scheme has been closed or 5 years after last audit.
	5.10	Highly Trusted Sponsor information	Registry	B	Keep until audited by UKVI		Keep for maximum of 10 years if no audit
	5.11	DLHE Results	Registry	B			In perpetuity
	5.12	DLHE Data	Registry	A			
	5.13	Tuition Fee Schedule	Registry	B			

## Annex

Type of record	Owned by	Where kept and standard access
SITS	Registry	SITS Server1, SITS/eGo password protected, level of access for each user limited on a needs basis
Hardcopy	Registry	Stored in Registry office, locked office no general access Registry archive room, dedicated archive space, limited access School storage under the Music Hall, very limited access and only on request and accompanied by Facilities London Metropolitan Archive
	Music	Music Administration Office, locked office no general access School storage under the Music Hall, very limited access and only on request and accompanied by Facilities
	Drama	Drama Administration Office, Drama Administration Cupboards (locked)
	Student Affairs	Locked cabinet in locked room School storage under the Music Hall, very limited access and only on request and accompanied by Facilities
O drive	Registry	School documents, Academic Support, Erasmus/Socrates, HEFCE, HESA, Registry, Student Funding (access limited to each folder by type of user)
	Music	O/Music. (access limited to each folder by type of user)
	Drama	O/Drama (access limited to each folder by type of user)
	Student Affairs	O/Academic Support/Student Affairs (access limited to each folder by type of user)