

STORAGE AND RETENTION OF DOCUMENTS POLICY

Purpose

The purpose of this policy is to set out the approach of Vocational Training Services Care Sector Ltd (VTS) with regard to the storage and retention of various information, documentation, contracts and records it has collected and will continue to collect in the course of its business operations.

Scope

All business records, operational, contractual and financial. This policy deals with storage and retention for contractual and legal compliance as well as good business practice. For our approach to collection and storage of individuals' personal information, please see our Privacy & Data Protection Policy.

Overview

In order to carry out its primary business function as a training provider of further education & skills, VTS collects, processes and stores a variety of related documents & information including:

- Learner information & records of learning
- Employer information, operating addresses & personnel contacts
- Staff & HR information including payroll
- Contractual information from various organisations
- Financial information – suppliers, banking, HMRC etc
- Historical company information
- Correspondence by email or letter from learners, employers & other stakeholders
- Records of telephone conversations from learners, employers & other stakeholders

Storage of Records, Files & Information

Since 2020, VTS has operated in a virtually paperless environment. All operational documentation is produced, completed and stored electronically. Historical paper archived learner files have been scanned and converted to electronic storage.

Since 2021, all financial & HR records including payroll have been processed and stored electronically. Paper records prior to 2021 are retained securely, in a locked directors' office in accordance with statutory requirements.

VTS utilises both central storage via our server and cloud-based storage via MS Teams to store and manage access to electronic files.

Records & information stored on our server is backed up off site every day to guard against loss of critical business information should our server fail.

Original Company paper records are retained in the locked Directors' office.

Staff Access to Electronic Files & Information

This is managed on a strict ‘need to’ basis. In other words, all staff are only granted access to files and information necessary for them to fulfil their role within VTS. Access is managed at Director level. Further information can be found in our IT Policy & Handbook.

Retention period for information & documents

Will be managed in accordance with any relevant statutory, contractual or legal requirements if applicable. Where no such requirements exist, the senior leadership team will have the final say based on sensible business practice.

VTS will not retain files, information & documents any longer than necessary. When they are no longer required, they will be securely destroyed/removed from the electronic filing system.

Table of retention period for common documents

Type of Record	Retention Period	Responsible Person
Accident records	3 years after end of investigation	H & S Officer
Any individuals’ personal information	Only while in active use unless it becomes part of a learner file/record	Office Manager
Bank records	6 years from last accounting period	Director (Dir)
Original/Historical Company records	Permanent	Dir
CVs and job applications not hired	3 months after hiring	Dir
Staff Disciplinary records	5 years following end of employment	Dir
Employer's liability insurance certificate	40 years	Dir
Personnel files	5 years following end of employment	Dir
Learner files, records & data including Training Plan & evidence pack	6 years from the end of the contract year in which they left	Dir
Redundancy records	5 years after redundancy	Dir
Sickness/sick pay records	5 years	Dir
Company financial & tax records	6 years from last accounting period	Dir
Learner records and data included in the ESF Match Funding 2007-2013 Programme	Until 31/12/2022	Dir
Learner Records and data included in the ESF Match Funding 2014-2020 Programme	Until 31/12/2030	Dir