

ARCHIVING (DOCUMENT RETENTION) PROCEDURE & PROCESS

Policy Group: Data Protection and Security

Effective: May 2018

Approved: Gavin Higgins, Chief Financial Officer

Responsible officer: Lisa Beattie

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GUIDANCE

Values | Vision | Tone of Voice

Values



Vision

Transforming lives through learning

Tone of voice

Our tone of voice takes its direct influence from our core values.

We don't make claims we cannot uphold, or which may impact against our learners. We are confident in what we do, but we talk in a friendly voice, one that wants to help and support and has a casual, polite manner. We have a smart, self-assured tone of voice that really connects with people.

SUMMARY CHANGES

Date	Page	Details of amendments

INTRODUCTION

Learning Curve Group Staff and Partners involved in the delivery of services and contracts MUST ensure that we are legally and financially protected by collating and storing all information related to services, contracts and legislation, in a consistent, secure and readily accessible form.

As staff involved with the delivery of services and contracts of statutory information, may no longer be employed by Learning Curve Group at the time of audit, it is essential that a clear, transparent and complete audit trail is preserved and that this is easy to follow by external auditors, statutory bodies or internal staff.

Applies to:

The procedure applies to all Learning Curve Group staff.

Purpose:

To comply with legislation and reduce paper consumption.

PROCEDURE:

Learning Curve Groups, standard approach to securing storage and archiving of documents is as follows:

Archive Box Contents

- Each box should contain information that relates to the same contract/department/subject matter and not a mixture of contracts/information.
- Documents must be stored in standard archive box(es) which should be ordered through Admin.Team@learningcurvegroup.co.uk.
- Each box should have a label placed on the top of the box and all fields on the label template (attached) must be completed, as well as a 'Barcode' provided by the Archiving Provider to be attached the side of the lid (space available for barcode). Box(es) should not be over filled due to manual handling and must be of a reasonable weight.
- The Electronic Archive Log for each box that is to be archived must contain details of the box contents e.g. Customer name/subject matter/paperwork/enrolment forms, etc.
- The Archive Log must be stored electronically with the Contracting department.

Sending boxes to Archive

(A minimum number of 10 boxes can be collected.)

If you are sending archiving in stages, please do not duplicate any box numbers i.e. if you archive 10 boxes, please start the second stage of archiving at box 11- always check with the Contracting Team

to establish what box number to begin with. (each department will have a separate tab on the Electronic Archiving Log and should be checked to establish what number your department is on, and therefore what box number to begin your archiving at)

When you have completed the steps above to fill your archive boxes and have completed the Electronic Archive Log, the boxes are ready for collection, an email should be sent to Contract.Team@learningcurvegroup.co.uk by the Archiving Team Representative, (Important Note: E-mails that are sent to /received from an external source must be sent encrypted) who will arrange with the Archiving provider the collection date. Please note that the number of boxes to be collected must match the number of boxes that have been logged on the Electronic Archive Log and have notified the Contract Team, as this will only be the amount collected from the site. Under no circumstances will extra boxes be collected, unless approved by the Contracting department first. If another office leaves boxes at your premises for collection you must contact the Contracting Department to ensure that the Electronic Archive Log has been complete and that the contents have been checked, prior to these being left there for collection from your site.

Once the collection request has been submitted, the Archiving Team Representative will receive a notification to tell them when the collection is to be made.

Box Retrieval Requests

If you require the retrieval of any boxes that have been archived, you must provide at least 7 working days' notice to the Contracting team who will confirm/deny your request, depending on circumstances. If confirmed the Contracting Team will arrange with the Archiving provider, the retrieval of such boxes. Once arranged, an e-mail will be sent to the person requesting the retrieval with a delivery date. Upon receipt of the specified boxes please e-mail Contracting Team (Contract.Team@learningcurvegroup.co.uk) to confirm delivery has taken place.

Guidance on completing Labels & the Electronic Archive Log:

The following explains what should be recorded on each section of the label

Division: This is the Division that the contents belongs to e.g. HR, Certificates, Quality etc.

Contact Name: e.g. Key personnel within the division that is responsible for archiving, usually the Archiving Team Representative.

Box Contents: This is a brief description of box contents e.g. Contracts, Learner work, enrolments, College, etc.

Box Number: This must be the same number as listed on the Electronic Archive Log and box numbers should never be duplicated

Destruction Date: This is the date that the paperwork can legally be destroyed and should be confirmed by Contracting prior to submission to archive if unknown.

The Electronic Archive Log will be held centrally with the Contracting department, you should liaise with this department to complete the log and begin the archive process.

Important Reminder on data security

When you are archiving it is important to remember to ensure that the information is kept safe and secure and complies with the requirements for the Storage of Manual Records i.e., client, personnel, financial, contractual information etc. Remember that:

- All manual files containing personal or sensitive data must be stored in lockable filing cabinet/or secure area at all times.
- Keys for this cabinet/secure area must be kept in a safe/secure place at all times.
- Only authorised personnel must have access to personal/sensitive data.
- Information must be retained in line with contractual/statutory requirements. (Data Protection Policy & Retention Schedule)
- Manual documents containing personal or sensitive data must never be left lying around the office, on a desk or on the printer. When not in use, these documents must be filed away.
- Manual documents should be archived as soon as they are no longer required by an office e.g. once a customer has left provision and the files do not have to be accessed. Any archive boxes retained on site must be kept in a secure/locked area until a collection has been arranged.

Specific Actions & Responsibilities

Archiving Team Representative:

It is the ultimate responsibility of the Archiving Team Representative to ensure that any archiving prepared for collection has been logged and labelled correctly and that the files are compliant, Archiving Team Representatives must ensure that: -

- The Electronic Archive Log has been correctly complete and has been requested from the Contracting Department.
- An email request outlining archiving request has been sent to Contract.Team@learningcurvegroup.co.uk
- The boxes are correctly labelled

Archiving Team Representative are listed in Appendix 4

Admin Team and Contracting Responsibilities

It is the responsibility of the Admin Team to ensure that requests for collections and retrievals are acknowledged within 24 hours of the request being made from the Contracts Team.

The Contracting Team will carry out a sample check on boxes that have been prepared for archiving to ensure that:-

- Electronic logs have been fully completed
- Labels have been completed correctly
- Box contents are not mixed contracts/information/departments/subjects
- Destruction dates on logs are accurate
- Box contents are appropriate (i.e. no telephone directories, IT equipment etc.)
- The Archiving Team Representative has completed the Electronic Archive Log and labels are correct

Following the Remote Checks

- Any errors must be reported in writing to the Archiving Team Representative so that errors can be rectified prior to collection.

Archiving Assurance

We must have robust systems and controls in place to maintain and monitor access to documentation throughout the retention period detailed in the contract/legislation/requirements. In order to test this process, the Contracting Team will:

- Liaise with the Archiving Provider to ensure Logs match
- Provide support and guidance to staff members in regards to archiving
- Spot check boxes for archive

Appendix

Appendix 1 – Archiving Process

The Contracting department own the relationship with our archiving provider and will ensure:

- A plan to archive documentation throughout the life of the contract
- A checking process is in place that meets contractual and assurance obligations
- The contents of each box are listed on the Electronic Archive Log
- All information on the Electronic Archive Log is completed in full
- A copy of log (box contents) is placed inside the box - this should not be taped to the outside of the box (only print relevant info from the log to be placed inside box)
- Boxes are labelled using the template provided and all sections are completed
- Labels are fixed securely to top of the box
- Only relevant paperwork/information is archived - e.g. no telephone directories, photo frames, IT equipment etc. (if you need further advice on what can be archived please contact the Contracting department)
- The box contents are not mixed contract/information/departments
- Box Numbers are not duplicated
- The request has been made by the Archiving Team Representative confirming that the checks have been completed and the archiving procedures have been followed.
- This must then be e-mailed by to Contract.Team@learningcurvegroup.co.uk
- Archive boxes are not overfilled as this may incur additional re-boxing costs
- Easy access for the individual archiving that also takes into consideration health and safety manual handling requirements

Appendix 2 – Document retention

ESF Requirements

For ESF period 2007- 2013 documents must be retained until at least 31 December 2020. For ESF period 2014-2020 documents must be retained until at least 31 December 2030; we will be updated should this date be changed at any stage in the future. The list of documents that must be retained may not be completely exhaustive and could be subject to further review in the future. We will ensure to check with the Managing Authority and GOV.UK website before destroying any ESF Project documentation.

Where LCG is the Prime Contractor all original documentation must be scanned, archived and stored securely.

Where LCG is the Subcontractor all original documentation must be scanned and returned to Prime Contractor or destroyed securely (depending on contractual arrangements/ Prime Contractor requirements).

Where an organisation within the supply chain ceases to trade or is no longer doing business with us, it is our responsibility to recover all relevant and original documents held by the sub-contractor and these must be retained for the full retention period i.e. until at least 31 December 2030 (in England).

Where we cease to trade or will no longer be doing business with DWP we should discuss retention of documents with our DWP Account Manager.

NB. ESF Match Funding includes the following streams: AEB, Apprenticeships (Pre May 2017) and Non-levy Apprenticeships post 01/08/2018 and therefore documentation should be held in accordance with the ESF destruction date.

ESFA Requirements

For documents not ESF funded or match funded the ESFA require documents to be retained for a minimum period of 6 years from the end of the financial year in which the last payment is made.

For Levy Apprenticeships, post May 2017 we are required to keep documents for 6 years from the end of the financial year in which the last payment is made.

Adult Education Budget (AEB) where LCG is the Prime Contractor all original documentation must be scanned, archived and stored securely for a 6 year period from the end of the financial year in which the last payment is made and in accordance with ESF match funding requirements.

Where LCG is the Subcontractor all original documentation must be scanned and returned to the Prime Contractor or destroyed securely (depending on contractual arrangements/Prime Contractor requirements)

Advanced Learner Loans, where LCG is the Prime Contractor all original documentation must be scanned, archived and stored securely for a 6 year period from the end of the financial year in which the last payment is made.

NB. ESF Match Funding includes the following streams: AEB, Apprenticeships (Pre May 2017) and Non-levy Apprenticeships post 01/08/2018.

Quality Requirements

Awarding & End-Point Assessment Organisations: Assessment records must be retained for a minimum of 3 years, this however can be stored electronically.

HR Requirements

Statutory retention periods for HR and personnel records are stated below:

Employment records – 6 years

Wages, Salary and other payroll records - 3 years

Accident books, records/reports- 3 years

Recruitment Requirements

Work-seeker records including application form/CV, ID checks, terms of engagement - 1 Year from the last date of providing recruitment services

Hirer records including client details, terms of business, assignment/vacancy details- 1 Year from the last date of providing recruitment services

Terms of engagement with temporary worker and terms of business with clients- 6 years

Working time records – 2 years from creation of such records

References- only as long as necessary under the data protection laws, however the Conduct Regulations require references to be kept for a minimum of a 1-year period following the introduction or supply of a work seeker to a client.

Record relating to the right to work in the UK- 2 years after employment or engagement has ended- must not be alterable

National Minimum Wage documentation (including, total pay by the worker and the hours worked by the worker, overtime/shift premia, any deduction or payment of accommodation, any absences, any travel or training during working hours and its length and total number of hours in a pay reference period) – HMRC purposes: 3 years after the end of the pay reference period following the one that the records cover (National Minimum Wage Act 1998), or 6 years for employment records to evidence at least national minimum wage rates.

Statutory maternity, paternity, adoption pay- 3 years from the end of the tax year to which it relates

Pensions auto-enrolment (including auto-enrolment date, joining date, opt in and opt out notices, contributions paid) – 6 years except for opt out notices which should be kept for 4 years.

Finance Requirements

Company accounts, books and records- 3 years

Board of director's meetings and resolution- 10 years

Tax and accounting records- fifth anniversary of the 21 January, following the year of the assessment, where the return is for a tax year

VAT records, accounts and correspondence – 6 years

Wages, Salary and other payroll records- 3 years

Invoices for HMRC- 7 years

Electronic document retention

European Commission regulations allow for documents to be retained as either the original paper copies or as an electronic copy of the originals. The regulations allow for the electronic storage of documents provided that they are stored on a recognised data carrier (e.g. CD ROM, Hard Disk or Magnetic Disk), are certified as being copies of the original, meet national standards and are auditable. Documents must be held on an accepted data carrier. These include:

- microfiches of original documents; and electronic versions of original documents on data carriers

For each data carrier used, we must retain a signed declaration that the documents held within the data carrier are certified as being true copies (conforming to) the originals. The ESF Declaration on headed paper satisfies this requirement.

Learning Curve Group aim to go paperless and to support this we advise where possible, that departments scan documents and retain electronic copies, in accordance with contractual requirements/legislation where applicable rather than retaining hard copies.

Appendix 3 – Supply Chain Archiving

Partners within Learning Curve Group (Supply Chain) are responsible for retaining all records related to contracts that they deliver on behalf of Learning Curve Group for ESFA/ESF audit purpose until at least 31 December 2030 or as updated if this date should change at any stage in the future or as stated in contractual agreements. Documents that must be retained are listed in Appendix 2 – all archiving should be carried out in accordance with this guidance.

For our Prime partnerships (LCG as the subcontractor) paperwork should be dealt with in accordance with the below:

LCG will scan all hard copies of paperwork/documentation and store electronically in accordance with retention requirements, we will provide the Prime Contractor with electronic copies (via hard drive) and will return all originals to the Prime Contractor, unless they require originals to be destroyed once scanned, which we will facilitate.

Appendix 4- Archiving Team Representative

The Archiving Team Representative will be the lead contact for their department and have responsibility for archiving and following processes and procedures in place and in accordance with the procedure.

Department	Archiving Team Representative
MIS Apps	Lee McGuinness
Academies	Liz Kitson
Flexible Learning	Sue Spark
Finance	Helen Whittingham
HR	Catherine Dixon
Quality	Caroline Taylor
Enrolments	Lynne Patterson
MIS Service Reports	Dave Hughes

Appendix 5- Process flow for archiving

1. Boxes to be filled and labelled up correctly and in accordance with this procedure.
2. Electronic Archive Log to be completed (Contracting department hold this- please request when beginning the archiving process)
3. Email outlining archiving collection/retrieval to be sent to Contract.Team@learningcurvegroup.co.uk
4. Contracting Team to request with Admin the collection/retrieval
5. Admin Team to arrange with Archiving Provider the date of collection pick up/drop off
6. Archiving Team Representative to ensure that the boxes are compliant with this procedure and are labelled correctly
7. Archiving Team Representative to ensure the boxes are stored safely and secured before collection

