



Document Control Policy & Procedure

Policy Overview

MEGT Education Group providers are committed to ensuring the protection, integrity, authority, accuracy and currency of their documentation and records, including learning and assessment resources.

This procedure describes the way MEGT Education Group manages, protects, authorises and approves documents (including electronic and on-line documents, e-courses, and websites) and printed resources (masters and copies).

The procedure covers version controls, document naming, file protocols, document protection, authorisations and dissemination processes. The procedure also sets guidelines about access to, copying, editing and deleting of documents and records.

The procedure relates specifically to documents and records that are referred to as **“Controlled Documents”**, *but the procedure can also be applied to other documents.*

Version Control is used in relation to all controlled documents to effectively manage the document revision processes and avoid confusion about which is the current correct version.

Document security is enhanced by controlled access including limited access, password protection and secured folders and files which minimises the risk of damage and loss of files.

Effective document control ensures:-

- documents are accessible to the persons who should have access
- personal privacy and confidentiality is maintained
- reduced risk of documents being lost, misplaced or misfiled
- staff time is not lost searching for files
- documents are maintained and updated as required
- only current versions are being used
- documents meet required contractual obligations where necessary

GUIDELINES

Document control guidelines cover:

- The use of the MEGT Education Group logo and individual provider logos
- The use of authorised and partner images and logos
- The use of external logos and codes, including the NRT logo, NEAS, the RTO NTIS Code, and CRICOS Provider Code
- The use of State & Territory Training Authority logos
- Identification of authors and authorisations for use
- Currency (Version numbering, dates)
- Revision data (where applicable)
- Document titles and document naming protocols
- Document locations
- Distribution lists



- Copyright and IP
- Password protection and file protection

Controlled Documents include hard copy, electronic and on-line material, including:

- Certificates and academic parchments
- MEGT Education Group policies and procedures
- Governance documents such as Business Plans and Codes of Practice
- Learning and assessment strategies
- Learning and assessment resources
- Marketing and promotional materials
- Website content
- Contracts, MOUs and Agreements related to services and products
- Staff contracts
- Consultancy agreements
- Service level agreements and MOUs
- Client proposals and agreements
- Student and staff handbooks
- Quality manuals, fact sheets and guidelines
- Audit documentation
- Registers and matrix, such as staff matrix, document registers, resource registers, course timetables
- Correspondence with government departments including NTIS, DEEWR, State Training Authorities, DIAC
- Correspondence with Agencies and Partners

Content Control

Controlled documents are generally written/prepared in defined formats.

Contents of controlled documents may need to be reviewed and updated on a regular basis. Review should involve users of the document and key stakeholders. Development of and changes to controlled documents are communicated to everyone whose operations are affected by the document.

Storage on Shared Drive or Sharepoint

All controlled documents are stored on an electronic storage system which is regularly backed-up and archived. Folders and files are used and accessed in accordance with the MEGT IT policies and located in accordance with MEGT IT Directory guidelines. All files are to be located within appropriate folder/sub-folders and not placed outside of relevant parent folders or retained on personal staff computer hard drives or USB devices.

PROCEDURES

Document Password Protection and File Protection

Documents will contain the appropriate level of password and/or file protection.

Passwords may include:

- Password to open
- Password to modify
- Read Only protection
- Formatting restrictions
- Editing restrictions
- Form protection



The General Manager and National Compliance Manager control the protection of files where the restriction prevents either complete access or modified access and editing of the document via passwords. The passwords are to be logged into a Password Register which is kept in a secured drive location accessible to both managers.

Document Authors and authorisation

The author of a controlled document is responsible for

- using appropriate templates and or formats for document creation
- providing an easily identifiable file name relevant to search criteria
- providing appropriate version control information
- correctly identifying the file type (eg Policy, Form, Resource etc)
- filing the document in the appropriate location, and
- recording the document details in an electronic register where required.

Approval for release and/or use of controlled documents rests with the General Manager and National Compliance Manager. This approval authorisation may be delegated by the General Manager.

Document Creation

Documents which will be used by other persons across the MEGT Education Group providers will also require pre-approval from stakeholders and parties who have a vested interest in the document and will need to be given final approval by the Continuous Improvement Committee.

Document Edits and Deletions

Edits and Deletions are managed by the use of version control and retention of 'Archive' versions in electronic archive folders. Where the edit or deletion pertains to a document used by other persons across the MEGT Education Group, appropriate stakeholder consultation and communication is required prior to implementing changes or deletions.

MEGT Education Group Logo

The MEGT logo library contains corporate logos approved by MEGT Management and MEGT Marketing. Any requests for the development of new logos should be directed to the MEGT Marketing Manager. T

- The MEGT Education Group logo is only to be used to identify documents and websites associated with the group of providers and is not for use on its own, but must be accompanied by the group providers' logos.
- Individual provider logos are used on documents, websites and promotions only pertaining to that provider.

Approved Tag Line

Approved MEGT Education Group and/or provider Tag Lines may be used on documents which are to be identified as being generated by or pertaining to the entire Group or to the individual provider/s as appropriate.

The use of External Logos

The NRT logo is a seal of quality and distinction, which sets an RTO apart from unregistered training organisations. It can only be used in association with Training Package qualifications or courses where there is a direct relationship to an accredited AQF aligned course, qualification or course.



The nationally recognised training (NRT) logo consists of both a triangular shape and the descriptor "Nationally Recognised Training" below the triangle. The NRT logo can only be reproduced from electronic copies provided by the State or Territory Training Authority where the RTO is registered. The triangle is NOT to be used without the descriptor. Typeface is Fritz Quadrata . The size can be varied, but the proportions must remain the same. Mirror image or rotation is not allowed.

Colour requirements are:

- one colour in Green PMS 343 or in black, or reversed out against a dark background to display in white;
- two colour in Green PMS 343 and Red PMS 192

The NRT logo must be used on Qualifications, Certificates and Statements of Attainment for nationally accredited courses that are on the Institute's Scope of Registration. It must NOT be depicted on other testamurs or transcripts of results.

The NRT Logo may also be used in promotional and marketing material, brochures and prospectuses to specifically depict or identify the courses on the Institute Scope of Registration. It can only be used in relation to the delivery of nationally accredited courses and should be positioned as close as possible to the qualification code and title.

The NRT Logo CANNOT BE USED to generally promote the Institute on products such as corporate stationery, business cards, signage, mouse pads, pens, packaging around products or on learning resources supporting training.

State and Territory Training Authority logos

MEGT Education Group does not generally use the logo of the State or Territory in which it registered or conducting training except on some certificates. Where the State Training Authority and/or other logos are required to be used under state government funding contracts or programs, the use of these logos is managed by the State Training Manager in accordance with the contracts/agreements where applicable. State and Provider Managers are responsible to ensure correct use of logos.

Other external logos may only be used with the written permission of the logo owner, and this written permission is stored in the Institute's electronic records.

Version Control

At the very minimum, each document must be suitably identifiable by its title and a version number, and be consistent in layout and format. Electronic file titles should make for efficient search and access through a word search function.

Documents which will be subject to additions, reviews, changes, or being superseded should also be clearly marked as follows. Each document or file name must contain the date (at least year, and preferably month and day) it was produced. Draft documents are to be identified as drafts either with a point 0 (.0) in the version number and/or the word DRAFT.

Currency

Date of current version

Revision data

where applicable, a list of previous versions and dates referred to as a Build Status (see example below)

Version number	Original draft for review is depicted as Version 1.0, with subsequent drafts being 1.0A, 1.0C, etc. Accepted first release version is shown as Version 1, with subsequent minor changes to be 1.1, 1.2. Major changes are to be shown as 2.1, 3.1 etc.
Page numbering	Page # or # pages
Document titles	Ensure consistency in document titles from one version to another
Document naming	Include current version number in the electronic file name
File location	Where appropriate, include electronic file location within the footer of the document

Example of Build Status and Versions Used

Version	Date	Author/ Approver	Reason / Changes
1.0	28/10/08	M Russell	First draft for consultation
1.0A	15/12/08	C Burns	Revised draft for final review
1.1	1/1/09	M Russel C Burns	Accepted version
1.2	6/6/09	M Holtham	Minor update/correction
2.0	1/9/09	M Holtham	Added sections 5 & 6 and Appendix A as draft for approval

Copyright

MEGT Education Group has an agreement with the Copyright Agency Limited (CAL) who collect royalties from educational institutions. We pay an annual licence fee to CAL.

Individual students can photocopy a limited amount of work for educational purposes as follows:

- Books – No more than 10% of one chapter of the book
- Periodicals – 1 article or more if it is the same subject matter
- Materials for individual criticism or review provided the material is acknowledged
- Unavailable works which cannot be made available in reasonable time.

All MEGT Education Group providers' staff and contractors must comply with the regulations covered in the Australian Copyright Act 1968 when publishing content in hard or soft copy including on the intranet and for provision to other staff or students. The Act allows the copying of work as follows:

- Books – No more than 10% of one chapter of the book for research or study (not negated by copying in 10% lots, and the copied work cannot be resold at a profit either as a single saleable item or as part of materials included in a course fee).
- Periodicals – 1 article or more if the same subject matter
- Materials for individual criticism or review provided the material is acknowledged
- Unavailable works which cannot be made available in reasonable time and at an acceptable price.



Instructors' manuals – do not remove the name of the copyright holder and do not provide directly to students.

This content includes but is not restricted to images, (eg pictures, illustrations, graphs, photographs, charts, and maps), audio files, and written material. This is a requirement of the law and must be followed to ensure MEGT Education Group providers is not held liable for prosecution to third parties.

Intellectual Property

The intellectual property of MEGT Education Group providers (including the Institute name, logo and all other trademarks, designs, confidential information, copyright material and content developed by and for the use of MEGT Education Group providers) must only be used in accordance with IP principles and guidelines.

Talent Release and Formal Release of Third Party Information

No person or organisation (name, photo, quotations) is to be used or referenced in any MEGT Education Group providers' documentation without a signed Talent Release Form or a signed written authority which indicates the details and timeframe of the authority.

POLICY AND PROCEDURE RELATIONSHIPS

MEGT Policies and Procedures

RESPONSIBILITY

MEGT Education Group management has prime responsibility for implementation of this procedure.

Contractors, partners and other training providers with delegated authority to provide nationally accredited training and assessment services on behalf of MEGT Education Group providers will concur with these procedures

RECORDS

Document Control Registers -

REFERENCE DOCUMENTS

Document Archive and Storage Policy and Procedures
MEGT Education Group Quality and Compliance Manual