



Record Retention Policy

Purpose

The purpose of this policy is to ensure that all training and testing records are retained for the required period and are readily available for audit purposes. This policy complies with CITB's requirement to retain records for a minimum of **three years**.

Scope

This policy applies to all records related to the delivery of CITB-approved courses, including but not limited to:

- Course notifications.
- Delegate information forms.
- Exam papers and results.
- Attendance registers.
- Quality assurance documentation.

Record Retention Requirements

1. Types of Records to be Retained:

- **Course Notification Forms (CNF).**
- **Delegate Information Forms (DIF).**
- **Course Result Forms (CRF).**

- Evidence to support course exercises
- Evidence to support the trainer review decision
- For remote delivery—records of course duration and delegate attendance from the delivery platform (e.g., Zoom, MS Teams all produce these details).
- **Exam papers** (including resits and failed).
- **Attendance registers.**
- **Quality Assurance Documentation** (e.g., internal audit reports, trainer observations).
- **Complaints and appeals records.**

2. Retention Period:

- All records must be retained for a minimum of **three years** from the date of the course or exam.

3. Storage:

- Records must be stored securely, either in physical files or electronically, with access restricted to authorised personnel.
- Electronic records must be backed up regularly to prevent data loss.

4. Access:

- Records must be readily available for audit by CITB or other authorised bodies.
- Requests for access to records must be logged in the **Record Access Log**.

5. Disposal:

- After the retention period has expired, records must be disposed of securely (e.g., shredding physical documents, permanently deleting electronic files).

Responsibilities

- **Quality Assurance Manager:** Responsible for overseeing the implementation of this policy and ensuring compliance with CITB requirements.
- **Trainers and Administrators:** Responsible for maintaining accurate and complete records during course delivery.

Review

This policy will be reviewed annually by the Quality Assurance Manager to ensure compliance with CITB requirements.

Implementation

These policies will be implemented immediately and communicated to all staff. Training sessions will be conducted to ensure that all staff understand their responsibilities under these policies. The Quality Assurance Manager will monitor compliance and address any issues that arise.