

VHERMAG discussion paper:

STUDENT SERVICES / CAMPUS SERVICES

PROS 02/01, *General RDA for the Records of Higher and Further Education Institutions*, includes a number of activities under the *Student Services* function which, in the experience of VU, may relate to provision of services that are also accessed by staff members and, in some cases, the general public. Examples include: childcare, chaplaincy/counselling, and health services.

PROV have advised us (in relation to records documenting provision of medical services) that the *Student Services* function in PROS 02/01 is not limited to the records of students, and that these disposal classes may be used to sentence records relating to non-student clients where a service area is open to general access in addition to providing the service to students.

Although this advice is very welcome in terms of facilitating disposal of records, we do retain some reservations about sentencing client records relating to staff members and the general public under the function of “student services”. Among our concerns, we consider this practice may pose an inconsistency for provision of sentencing advice to administrative staff, in which we currently emphasise a need for records to be aligned with both function and activity when assigning a disposal class.

We therefore seek discussion by VHERMAG members on this issue – both as a matter of theory and practice – and to canvass if there is a need to more clearly explicate the wider coverage of *Student Services* client records under the RDA (ie, beyond those relating to students); either via a request for variation to PROS 02/01, or simply by an agreed approach towards sentencing the records of these service activities by VHERMAG member institutions until PROS 02/01 is next revised.

Also with regard to the *Student Services* function in PROS 02/01, we are hoping the next full revision to the RDA will address a number of blind spots and grey areas relating to disposal coverage for records of “student services” or, “campus services”. In the interest of offering constructive criticism – rather than just pointing out shortcomings – VU would be happy to join the RDA working group if a vacancy is/becomes available.

In our experience, the current RDA version does not provide adequate coverage for:

- Gym records – VU is currently sentencing these using disposal class 18 “Health Services”, but this is not ideal, as the activity description specifically refers to “treatment of medical and dental patients”.
- Similarly, consent forms and medical disclosures completed by students travelling with and representing VU at external sporting events (eg, Australian University Games) lack clear coverage in PROS 02/01. We are using class 19.3.0, which requires a bit of lateral interpretation but seems the most appropriate class currently available.

- Recreation services... VU clubs and societies (which are run by students but administered through Rec Services business area). Again, 19.3.0 appears the best available, option but is far from ideal.
- Student Union... RDA offers no coverage for legacy records (excepting committee & policy) and we are unsure of public record status of material created post-compulsory student unionism.
- Legal advice – this came up on the VHERMAG list in June... there was agreement that PROS 07/01 class 10.1.2 could be used for these records, however if provision of legal advice is being offered as a “student service” then a class in 02/01 would be a more appropriate fit – but none is currently available.
- Personal services... hairdressing, beauty therapy, massage, etc. These clinics are open to students/staff/public clients, and the services are performed by VU student trainees under supervision.
- Health services... dermal therapy, chinese medicine, osteopathy, nutritional clinic. The clinics are open to students/staff/public clients, and the services are performed by VU students (trainee or clinical placement) under direct supervision.
- ... Records for the two dot points above are covered in part under PROS 02/01, 15.3.1 “Work Placement Records” and also potentially under class 18 “Health Services” – providing the description of this is broader than currently stated (as per first dot point).

A brief discussion on how other institutions are dealing with these records would be beneficial.