

Electronic Paperwork & Physical Backup Policy

1. Purpose

This policy establishes clear procedures for the creation, use, storage, and backup of electronic paperwork within the organisation. It also outlines the required use of physical paperwork as a contingency measure in the event of equipment failure, software malfunction, or loss of internet connectivity. The aim is to ensure continuity of operations, maintain compliance with regulatory requirements, and protect the integrity of learner and organisational records.

2. Scope

This policy applies to:

- All staff, instructors, assessors, and administrative personnel
- All electronic systems used for training delivery, assessment, attendance, and organisational administration
- All courses delivered under the organisation's Approved Training Institution (ATI) status

3. Definitions

Electronic Paperwork: Any form of digital documentation including attendance sheets, assessment forms, learner records, reports, checklists, and administrative documents completed on laptops, tablets, or cloud-based systems.

Physical Paperwork: Printed, handwritten, or manually completed documents used as a backup when electronic systems are unavailable.

System Failure: Any event that prevents normal use of electronic paperwork, including device malfunction, battery failure, software errors, or loss of internet access.

4. Policy Statement

The organisation prioritises the use of electronic paperwork for efficiency, accuracy, and secure record-keeping. However, physical paperwork must always be available as a reliable backup to ensure uninterrupted delivery of training and assessment activities.

5. Responsibilities

5.1 Course Instructors / Assessors

- Ensure electronic devices are fully charged and operational before each course.
- Confirm access to required electronic forms prior to course commencement.
- Maintain a full set of printed backup paperwork for every course delivered.
- Switch to physical paperwork immediately if electronic systems fail.
- Upload or transcribe physical paperwork into the electronic system as soon as practical after the course.

5.2 Administrative Staff

- Maintain updated versions of all electronic and physical forms.

- Ensure backup paperwork packs are available and accessible.
- Verify that completed physical paperwork is digitised and stored correctly.

5.3 Course Director / Management

- Oversee implementation of this policy.
- Ensure staff are trained in both electronic and physical documentation procedures.
- Review incidents of system failure and update procedures as needed.

6. Procedures

6.1 Normal Operation (Electronic First)

- Electronic paperwork is the default method for all courses and administrative tasks.
- Staff must ensure they have offline access to essential documents where possible (e.g., downloaded forms).
- Completed electronic paperwork must be saved to the designated secure storage system.

6.2 Backup Operation (Physical Paperwork)

Physical paperwork must be used when:

- Internet connectivity is lost
- Devices malfunction or batteries fail
- Software systems are unavailable
- Electronic forms cannot be accessed or submitted

When switching to physical paperwork:

1. Staff must use the most current printed forms.
2. All sections must be completed clearly and legibly.
3. Physical documents must be stored securely until digitised.

6.3 Post-Event Digitisation

- Physical paperwork must be scanned or transcribed into the electronic system within a defined timeframe (e.g., 48 hours).
- Original physical documents must be retained according to the organisation's retention schedule.

7. Data Protection & Security

- Electronic and physical paperwork must be handled in accordance with GDPR and organisational data protection policies.
- Physical paperwork must be stored securely and never left unattended.
- Electronic devices must be password-protected and encrypted where applicable.

8. Review & Continuous Improvement

This policy will be reviewed annually or following any significant incident involving electronic system failure. Staff feedback and incident reports will be used to improve procedures and ensure resilience.