



# Student Records Management Policy

Ras Al Khaimah Department of Knowledge



## 1. Introduction

The Ras Al Khaimah Department of Knowledge (RAK DOK) recognises the critical importance of accurate and secure student records in ensuring the integrity of the educational process. Effective record management supports student mobility, regulatory compliance, and the overall quality of education. This policy establishes the standards and procedures for creating, maintaining, accessing, and disposing of student records across all private schools in Ras Al Khaimah.

### 1.1 Purpose

This policy aims to:

- Ensure the accurate and secure management of student records across all private schools in Ras Al Khaimah.
- Facilitate student mobility through standardised record-keeping practices.
- Ensure compliance with federal and emirate-level regulations concerning data protection and student information.
- Support educational planning and decision-making through reliable data management.

### 1.2 Scope

This policy applies to all private schools licensed by RAK DOK, encompassing all grade levels and curricula.

## 2. Definitions

Term	Definition
Academic Transcript	An official document detailing a student's academic performance, including grades, courses taken, and credits earned.
Data Protection	Measures and protocols are implemented to safeguard personal and sensitive information from unauthorised access or disclosure.

RAK DOK	Ras Al Khaimah Department of Knowledge - the regulatory authority overseeing the operation of private education institutions in Ras Al Khaimah.
Retention Period	The designated duration for which student records must be maintained before they can be securely disposed of.
Student Record	A comprehensive compilation of a student's personal, academic, and behavioural information maintained by the school.
Transfer Certificate	An official document issued by a school confirming a student's enrolment and academic status, used when transferring to another institution.

### 3. Policy Statements

#### 3.1 Creation and Maintenance of Records

- Schools must establish and maintain accurate and up-to-date records for each student, including personal details, academic performance, attendance, health information, legal information, and disciplinary actions.
- Records should be maintained in digital and/or physical formats, with digital records stored in secure, backed-up systems per UAE data protection laws and regulations.
- All entries must be dated and authenticated by authorised personnel.
- All entries on student report cards and the student's registration system - specified by DOK- must be aligned.

#### 3.2 Access and Confidentiality

- Access to student records is restricted to authorised school personnel, the student, and the student's parents or legal guardians.
- Schools must implement strict confidentiality protocols to prevent unauthorised access, in compliance with UAE data protection laws.
- Requests for access by external parties must be accompanied by written consent from the student's legal guardian, unless otherwise mandated by law.



### 3.3 Transfer and Withdrawal Procedures

- Upon a student's transfer or withdrawal, the school must provide the necessary documentation, including academic transcripts and transfer certificates, within five working days of the request. All outstanding fees must be settled before the release of official documents.
- Schools must coordinate with receiving institutions to ensure the secure and timely transfer of records.

### 3.4 Retention and Disposal

- Student records must be retained for at least five years after graduation or departure from the school.
- After the retention period, records must be disposed of securely, ensuring that all personal information is irretrievable.
- A log of disposed records, including the date and method of disposal, must be maintained.

### 3.5 Data Protection and Security

- Schools must implement robust data protection measures, including encryption, secure storage, and regular audits, to safeguard student records as per *RAK DOK Health and Safety Policy*.
- Staff handling student records must receive regular training on data protection policies and procedures in line with the UAE's latest data protection protocols and laws.
- Any data breaches must be reported to the relevant authority within 24 hours, along with a detailed incident report and mitigation plan.

### 3. Compliance

Effective Date: This policy shall take effect from the start of the Academic Year 2025/26. Full compliance by all private schools is expected by the beginning of the Academic Year 2026/27.

Enforcement and Penalties: Schools that do not adhere to this policy will be subject to accountability measures as stipulated by DOK, including possible penalties or other corrective actions. Non-compliance may result in intervention by DOK as per UAE federal regulations.

Compliance Audits: DOK reserves the right to conduct periodic audits to ensure schools comply with this policy. The school administration must promptly resolve any discrepancies found during these audits to avoid further action.

### 4. Feedback and Improvement

Annual Review: DOK will conduct a yearly review of this policy to incorporate feedback, address emerging needs, and ensure it aligns with the latest educational standards and regulatory requirements.

Feedback Mechanisms: School administrators are encouraged to submit feedback on the Student Records Management Policy to DOK, which allows for continuous improvement based on schools' practical experiences.

### 5. Contact Information

For any questions related to this policy, please contact: [\*\*info@dok.rak.ae\*\*](mailto:info@dok.rak.ae)



## 6. Conclusion

Effective management of student records is vital for ensuring the integrity of the educational process and safeguarding student information. By adhering to this policy, private schools in Ras Al Khaimah will uphold high data management standards, support student mobility, and comply with regulatory requirements. RAK DOK remains committed to supporting schools in achieving excellence in student record management.

## 7. Revision History

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**Note:**

The Ras Al Khaimah Department of Knowledge (RAK DOK), the "Authority, " issued and controlled this policy." It is understood that this policy is to be treated as confidential and should not be copied. Any disclosure, in whole or in part, for any purpose is considered not authorised unless prior written permission is obtained from the Authority.