Reference	Description	Retention Period	Citation	Notes
B04.01	**Student Support Services Proposal Development**			
B04.01.01	The development and evaluation of a proposal to set up a student support service: where a decision is made to proceed	Permanent	Institutional Business Requirement	Move to archive after 2yrs
B04.01.02	The development and evaluation of a proposal to set up a student support service: where a decision is made not to proceed	Last action on proposal + 5 years	Institutional Business Requirement	Review for archival value
B04.02	**Student Support Service Planning**			
B04.02.01	The planning of a student support service	Current academic year + 5 years	Institutional Business Requirement	Review for archival value
B04.03	**Student Support Service Performance Management**			
B04.03.01	Performance indicators for a student support service	While current	Institutional Business Requirement	
B04.03.02	Records containing data on, and analyses of, service performance against plans	Current academic year + 1 year	Institutional Business Requirement	
B04.03.03	The conduct and results of formal audits and reviews of a student support service, and responses to the results: includes performance reports	Current academic year + 5 years	Institutional Business Requirement	Review for archival value
B04.04	**Student Support Service Quality Management**			
B04.04.01	The development and establishment of service standards for a student support service	Permanent	Institutional Business Requirement	Move to archive after 2yrs
B04.04.02	Records containing data on, and analyses of, the quality of service delivered against the established service standards	Current year + 1 year	Institutional Business Requirement	

Reference	Description	Retention Period	Citation	Notes
B04.04	**Student Support Service Quality Management continued...**			
B04.04.03	The conduct and results of independent reviews of service quality, and the responses to the results: includes service quality reports	Current year + 5 years	Institutional Business Requirement	Review for archival value
B04.05	**Student Support Service Promotion**			
B04.05.01	The promotion of a student support service	While current	Institutional Business Requirement	Review for archival value
B04.06	**Student Support Service Delivery**			
B04.06.01	Retention requirements for records generated by individual student support services should be decided on a case by case basis, taking account of:- the type of service being provided; - the legal and regulatory framework for providing particular types of services; - the need to manage personal data on individual students in accordance with the provisions of the data protection act 1998		Institutional Business Requirement	
B04.06.02	Academic inclusion reports (airs)	Termination of relationship with student + 3 years	Institutional Business Requirement	
B04.07	**The design and conduct of user/customer surveys for a student support service**			
B04.07.01	Student Support Service Customer Relations Management	Design and conduct of user/customer surveys for a student support service	The design and conduct of user/customer surveys for a student support service	Completion of survey + 3 years
B04.07.02	Student Support Service Customer Relations Management	Results of user/customer surveys: individual responses	Results of user/customer surveys: individual responses	Completion of analysis of survey responses
B04.07.03	Student Support Service Customer Relations Management	Results of student surveys: summaries and analyses of responses	Results of student surveys: summaries and analyses of responses	Completion of survey + 5 years
B04.07.04	Student Support Service Customer Relations Management	Handling of user/customer complaints about a student support service	The handling of user/customer complaints about a student support service	Last action on complaint + 6 years