

NOV045 – Novus – Retention & Archiving Guidance

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Document Control

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Glossary/Definition of Terms

GDPR	General Data Protection Regulation (GPDR) - Regulation (EU) 2016/679
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Document Purpose:

This guidance document has been produced to assist you and your team in ensuring the documentation held onsite in your department is in line with contractual requirements and also GDPR compliant. This document covers which documentation needs retaining as well as clarifying which data can be archived or destroyed and the steps involved in working through this process effectively.

Aim of this guidance:

- To clarify destruction requirements for learner/staff data no longer required in line with contractual and legal obligations.
- To avoid duplication of documents held onsite which are also held centrally.
- To ensure HR related documentation is only kept by central HR/on iTrent.
- To ensure sites are aware of what needs to be kept onsite.
- To ensure data onsite is securely stored.
- To archive learner and staff data in line with contractual and legal obligations.

Reference or Associated Documents

Ref.	Document Title
NOV013	Novus Disposal or Reuse of Media Policy
NOV001	Novus Document Control Policy
NOV024	Information Classification and Handling Policy

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1. Introduction

1.1 Scope

This Policy and associated documents applies to all Novus colleagues with no exceptions.

This document must be read in conjunction with all Novus Information Security Policies.

1.2 Exceptions to Standard

This standard provides details on how to comply with the Novus Information Security Policies as a minimum. Implementing solutions which do not comply with this policy and therefore do not comply with the mandated policies, require an exception.

Refer to **NOV002 – Information Security Policy** for information on how to obtain an exception.

1.3 Contacts

For further information or should you have any questions, please contact the following:

- a) LTE Group Information Services Security Manager
- b) LTE Group Information Services Quality Manager
- c) Deputy MD - Commercial, Novus

1.4 Non-Compliance

Non-compliance with this policy may result in disciplinary and / or criminal proceedings against the Individual, which may include their managers.

1.5 Executive Approval

This Policy has been approved for release into Novus Know How by:

Pat Walker, Deputy MD - Commercial, Novus

Date: 27/09/2021

2 Onsite Storage of Hard copy data

Any documents containing Learner or staff data must be stored in a lockable cabinet in a secure location onsite.

Lockable storage units **must** be available as follows:

- Lockable drawers and cupboards should be available to all colleagues in order to facilitate the **Clear Desk Policy**.
- Locker, drawer and cabinet keys should be kept in a key safe when not in use and at the end of the day. Access to this cabinet should be restricted on a 'need to know' basis. Key management procedure should be implemented and enforced across the prison estate to avoid loss of keys.
- Where the above is not in place, your Lot Manager should be made aware and a plan put in place to meet this requirement.

We would recommend always keeping at least a full year of data relating to the current contract on site so any queries can be dealt with efficiently and that until a reporting period has been signed off, information is retained locally. If you are struggling for space in the admin office, we would suggest requesting archive boxes as per the guidance on the following pages and storing in a secure location within the prison until it can be archived via Novus head office.

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3. Contractual Funding Data

Adults (except G4S and HMP Berwyn)

OLASS Contracts

Any Contractual documents relating to **pre** OLASS 4 (i.e. OLASS 1, 2 and 3) contracts can now be destroyed. Anything relating to these contracts containing student or staff data should be shredded or placed in confidential waste at the prison where possible. Please liaise with the Prison regarding procedures for destroying confidential information.

Novus OLASS 4 documentation (Excluding West Midlands where previous contract provider should retain OLASS 4 records) should be retained by the sites detailed in the table below.

Establishment	Previous Contract	Previous Contract start date	Previous Contract end date	Retention Period	Records to be retained until
HMPYOI Haverigg	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Kirkham	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Lancaster Farms	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Preston	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Wymott	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Buckley Hall	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMPYOI Hindley	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Liverpool	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Risley	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMPYOI Thorn Cross	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Doncaster	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Hatfield	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Hull	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Humber	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Leeds	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Lindholme	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Moorland	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Wealstun	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Askham Grange	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Low Newton	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMPYOI New Hall	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMPYOI Styal	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMPYOI Stoke Heath	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Deerbolt	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Durham	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Holme House	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Kirklevington Grange	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Northumberland	OLASS 4	1 st August 2012	31st March 2019	7 years after end of contract	31 st March 2026
HMP Brixton (London)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Feltham (London)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP High Down (K&S)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Isis (London)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Pentonville (London)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Thameside (London)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Wandsworth (Ldn)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026
HMP Wormwood Scrubs(Ldn)	OLASS 4	1 st February 2015	31st March 2019	7 years after end of contract	31 st March 2026

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OLASS 4 documentation needs to be retained as per the table below. This needs to be kept for 7 years after the end of the contract – i.e. 31 March 2026. We would suggest these are stored in archive boxes (which can be ordered from Novus Head Office) and either kept on site in a secure location or sent for archiving if onsite storage is at a premium. If you wish to archive we would require written permission from the Prison that documents containing learner data can be removed for archiving. A request letter can be provided by Novus Head Office if required.

List of OLASS 4 contractual documentation (hard copy and electronic)			
Hard copies to be archived	Electronic copies to be archived	Hard copies should be destroyed – no longer required	Electronic copies can be deleted
<ul style="list-style-type: none"> • Signing-in sheets/cover books/signed timetables • Registers (offsite with prison permission or Prison to agree to store) • Copies of certs or accreditation front sheets (offsite with prison permission or Prison to agree to store) • Signed individual pay claims (where applicable) • Safeguarding log (with prison) • Meeting minutes/diaries/memos • LSP forms only (Nos also required from London sites) - (offsite with prison permission or Prison to agree to store) • EPL/ Enablers Agreements 	<ul style="list-style-type: none"> • Planning Tool • PADS/PAL • ET • Meeting minutes/diaries/memos • EPL/ Enablers Agreements <p style="text-align: center;"><i>*Once these have been archived, these documents can be deleted at site level*</i></p>	<ul style="list-style-type: none"> • Paper copies of planning tool • PADS/PAL • ET • Copies of ALL OLASS Learner data forms • Copies of ALL OLASS enrolment forms • Copies of invoice/requisitions/POs 	<ul style="list-style-type: none"> • Staff development spreadsheet • Finance logs • OTL Log (as long as latest version has been returned)

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Prison Education Framework (PEF) (Commenced 1st April 2019)

This applies to the following Lots/Establishments

Lot 3	Lot 6	Lot 9	Lot 14
<ul style="list-style-type: none"> ▪ HMP Haverigg ▪ HMP Kirkham ▪ HMP Lancaster Farms ▪ HMP Preston ▪ HMP Wymott 	<ul style="list-style-type: none"> ▪ HMP Buckley Hall ▪ HMPYOI Hindley ▪ HMP Liverpool ▪ HMP Risley ▪ HMPYOI Thorn Cross 	<ul style="list-style-type: none"> ▪ HMP Brixton ▪ HMPYOI Feltham ▪ HMP High Down ▪ HMPYOI Isis ▪ HMP Pentonville ▪ HMP Thameside ▪ HMP Wandsworth ▪ HMP Wormwood Scrubs 	<ul style="list-style-type: none"> ▪ HMP Deerbolt ▪ HMP Durham ▪ HMP Holme House ▪ HMP Kirklevington Grange ▪ HMP Northumberland
Lot 15	Lot 16	Lot 17	
<ul style="list-style-type: none"> ▪ HMP Birmingham ▪ HMP Brinsford ▪ HMP Featherstone ▪ HMP Hewell ▪ HMP Oakwood ▪ HMP Stafford ▪ HMPYOI Stoke Heath ▪ HMP Swinfen Hall 	<ul style="list-style-type: none"> ▪ HMPYOI Askham Grange ▪ HMPYOI Low Newton ▪ HMPYOI New Hall ▪ HMPYOI Styal 	<ul style="list-style-type: none"> ▪ HMP Doncaster ▪ HMP Hatfield ▪ HMP Hull ▪ HMP Humber ▪ HMP Leeds ▪ HMP Lindholme ▪ HMP Moorland ▪ HMP Wealstun 	

The following table details the documents to be retained in relation to the PEF Contract. These must be retained until 7 years after the end of the contract.

Paper based documents to retain prior to Covid (i.e. March 2020)	Paper based documents to retain from March 2020	Electronic documents to retain from March 2020
<ul style="list-style-type: none"> • Registers • Timetables • Learner Data Form • LS paperwork • BKSBS Assessment 	<ul style="list-style-type: none"> • Registers • Timetable • Learner Data Form • Compact • Rapid Screener • In Depth Screener • BKSBS Assessment 	<ul style="list-style-type: none"> • PLAN • Enrolment Tool (ET) • MEA Log • LDD Register • Pack Tracker • In Cell Learner Feedback report

Learner Pack Retention Requirements

- **HMPPS have asked that we retain the packs for one month before handing them back to learners.** This is so they can be shown to learners once they have been completed, but we need to retain them for this period. For the purposes of this exercise, HMPPS cut the data from Curious on the 7th of each month, so we need to retain all completed learners packs from that month up until that point. So, if the next cut is 7th December then we need to retain the packs from 7th November – 7th December.
- Once the packs have been collated it is important that they are emailed to the generic inbox: EducationNQT@justice.gov.uk .

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Young People

Novus is required to retain records relating to Education contracts for the following sites as outlined in the contract:

Young People	Contract	Contract start date	Contract end date	Retention Period	Records to be retained until
HMYOI Werrington	Education Services Contract	1 st March 2015	1 st September 2021	6 years after end of contract	1 st September 2027
HMYOI Werrington	Education Services Contract	1 st March 2015	1 st September 2021	6 years after end of contract	1 st September 2027
HMYOI Cookham Wood	Education Services Contract	1 st March 2015	1 st September 2021	6 years after end of contract	1 st September 2027
Rainsbrook STC	Education Services Contract	2 nd May 2016	4 th May 2021	6 years after end of contract	4 th May 2027

Where we are looking to archive learner data relating to previous or current contracts offsite, we need to request permission from the Establishment to remove any documents which contain the learner's name. If we gain permission we can then remove these documents from your site following the archive guidance detailed on the following pages. A letter to provide to the Prison Governor is available if required. We don't require permission to remove any contractual documentation which doesn't contain learner names. Likewise, we do not require permission to remove documents containing Novus or sub-contracted staff names as we are the Controller in terms of this data. Where a site will not allow removal of learner documents we would then wish to request confirmation that they will enable/provide secure storage of these documents in line with the necessary retention periods in the table above.

Previous contracts

Any Contractual documents relating to OLASS 3, OLASS 2 and HMPS contracts can now be destroyed. Anything containing student or staff data should be shredded or placed in confidential waste at the prison where possible. Please liaise with the Prison regarding procedures for destroying confidential information. If you have any queries regarding whether or not you need to retain/archive certain documentation please email dp@novus.ac.uk

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List of current Education Services contractual documentation (hard copy and electronic)			
Hard copies to be archived	Electronic copies to be archived	Hard copies should be destroyed – no longer required	Electronic copies can be deleted
<ul style="list-style-type: none"> • Signing-in sheets/cover books/signed timetables • Registers • Copies of certs or accreditation front sheets • Signed individual pay claims (where applicable) • Meeting minutes/diaries/memos • Learner Data Forms • SEN Forms • Enrolment Forms • Completion Forms • Ways of Working Forms • Interruption Logs 	<ul style="list-style-type: none"> • PADS/PAL • Meeting minutes/diaries/memos • Payment Period Reports (YOI) • MI Period Reports (YOI) • KPI/CDI Reports (STC) • MSL Logs (STC) <p><i>*Once these have been archived, these documents are to be deleted at site level*</i></p>	<ul style="list-style-type: none"> • PADS/PAL • Copies of any learner forms • Copies of invoice/requisitions/POs 	<ul style="list-style-type: none"> • Staff development spreadsheet • Finance logs • OTL Log (as long as latest version has been returned)

HMP Berywn

Full and accurate records of the Contract including the Services supplied under it shall be kept and maintained until 6 years after the end of the Contract Period (4th October 2021).

All records or data relating to learners will be kept and maintained by Colleg Cambria and their relevant policies and guidance should be followed. Any contract data containing staff information should be archived via Novus as per section 5 of this guidance document.

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G4S (HMP Altcourse & HMP Rye Hill)

Establishment	Contract	Contract start date	Contract end date	Retention Period
HMP Altcourse	G4S	1 st July 1998	31 st May 2023	6 years after annual contract review (1 st October)
HMP Rye Hill	G4S	21 st January 2001	21 st January 2026	6 years after end of each annual contract review (21 st January)

Any Contractual documents that are over 6 years older than the last contract review can now be destroyed. Anything containing student or staff data should be shredded or placed in confidential waste at the prison where possible. Please liaise with the Prison regarding procedures for destroying confidential information. If you have any queries regarding whether or not you need to retain/archive certain documentation please email dp@novus.ac.uk

List of current G4S contractual documentation (hard copy and electronic)			
Hard copies to be archived	Electronic copies to be archived	Hard copies should be destroyed – no longer required	Electronic copies can be deleted
<ul style="list-style-type: none"> • Signing-in sheets/cover books/signed timetables • Registers (offsite with prison permission or Prison to agree to store) • Signed Monthly Summary printouts (from PADS/PLAN)? • Copies of certs or accreditation front sheets (offsite with prison permission or Prison to agree to store) • Signed individual pay claims (where applicable) • Safeguarding log (with prison) • Meeting minutes/diaries/memos 	<ul style="list-style-type: none"> • Planning Tool/C2 Staff Model(s) • PADS/PAL/PLAN Annual PAL • ET/ET electronic batches (for uploads) • PDS reports • Hours logs • Finance reports (from Fatima) • Meeting minutes/diaries/memos • TQMP (Completed for Contract meetings) • Interview Notes <p><i>*Once these have been archived, these documents can be deleted at site level*</i></p>	<ul style="list-style-type: none"> • Paper copies of planning tool/C2 Staff model(s) • PADS/PAL/PLAN Annual PAL • ET – enrolment pivot printouts • Databook reports • Copies of ALL OLASS Learner data forms • Copies of ALL old OLASS enrolment/completion forms • Copies of invoice/requisitions/POs 	<ul style="list-style-type: none"> • Staff development spreadsheet • Finance logs • OTL Log (as long as latest version has been returned)

4. Human Resources (Employee information)

Personnel files for staff should not be kept onsite. Therefore, if you currently hold such files, please review which documents can be confidentially destroyed and which documents need to be sent to the central HR function to be placed on personnel files. Documents to be placed on personnel files centrally should be placed into archive boxes clearly marked for Human Resources ready for courier collection along with any other archive boxes to be returned to Head Office. Where possible please try and group documents for the same employee together so it is easier for the team to upload when it arrives with them. Please be aware, as a Manager that during this process, no unauthorised personnel/third parties should be allowed access to this information. Copies should not be kept on site to ensure there is no risk of duplication of records. Any data you require as a manager is available via iTrent or the HR team. This includes all contractual items not limited to – contracts of employment, change letters & forms, fit notes, appraisals, certificates or qualifications, right to work information, organisational change such as restructures or internal changes and consultation letters or outcomes to casework as well as old case documentation.

If you have any electronic data which you think needs to form part of the personnel files but cannot be uploaded to iTrent, please email to HRSharedServices@ltegroup.co.uk (***please note this email address is to be used for the above only***), ensuring any documents containing personal data are password protected and that passwords aren't disclosed in the same email as the document. This should then be deleted at site level to avoid unnecessary duplication of documents.

If you are at all unsure about a document or piece of data please contact your HRA or Business Partner to check before taking any further action.

5. Teaching & Learning / Quality Documentation (Applicable to ALL Novus sites)

- Learner work should be retained in line with Awarding Organisation guidance.
 - Courses Reviews / SARS / QDP surveys / OTLs / Data Analysis should be retained for 2 years plus current year.
 - Any original certificates not distributed to learners within 12 months should be batched up and returned to awarding body or destroyed if awarding body will not accept the returns.
 - Internal exams and assessments / learner assessment records (whether actual paper or record of assessment) are to be retained on sites, for all AOs, for 3 years.
 - Learner Level Data annotated on registers/ET will be retained in line with specific contract guidance.
-

6. Archiving Guidance

Paper Archiving

There will be several scheduled opportunities to archive each year and these will be communicated via Manager updates and Novus communications. This will allow Head Office to manage the process effectively and provide support to sites at certain times throughout the year. Outside the scheduled archiving periods, we still encourage sites to prepare documentation for storage following the guidance in this document and will be happy to provide archive boxes. These boxes would then need to be stored until they can be collected in line with the schedule unless there are exceptional circumstances such as a contract ending.

If you wish to archive any documentation you should first complete a planning document template (Appendix 1). Please return completed form to headoffice@novus.ac.uk. You will then be sent archive boxes to fill, following the guidance below. We will arrange collections with our preferred Courier Company.

Please complete a 'Box Contents template' (appendix 2) form for each box and lay on top of the contents inside the box ensuring you include the name of the contract the documents inside relate to; e.g. OLASS 4, PEF etc. or state HR if the boxes need to go to HR for personal files Please do not write anything else on the boxes under any circumstances. This will make it easier for Head Office staff processing the boxes.

Collections of full boxes will be arranged by Novus Head Office. Please contact headoffice@novus.ac.uk once **ALL** boxes are ready, specifying the exact number of boxes you have.

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How to Archive effectively

Dos

- GO Do ensure you correctly identify the records/documents to be archived.
- GO Do destroy any documents no longer required (as per guidance above).
- GO Do ensure all documents are removed from ring binders and plastic wallets before placing in boxes.
- GO Do file together month end documentation including daily/weekly/monthly registers.
- GO Do file registers by subject if they are book style registers. If not, file by week/month.
- GO Do ensure a list is produced which contains details of box contents (*Box contents template attached*).

Do nots

- STOP Do not write on the outside of the box apart from the contract name.
- STOP Do not overfill archive boxes, the total weight of any box should not exceed a maximum of 15kg
- STOP **Do not file documents in plastic wallets or folders (this is to allow for recycling of material when box is eventually destroyed).**
- STOP Do not put any harmful, noxious or flammable material into boxes (other than paper). Glass and other sharp objects should **NOT** be sent to storage.

Electronic data

Electronic records which need archiving (as per table above) should be emailed to your regional Novus inbox; e.g. NWreturns@novus.ac.uk

[Please title any emails sent for archiving 'ARCHIVING + Site name'](#)

[Please ensure any documents containing learner or staff data are password protected and that passwords aren't disclosed in the same email as the document.](#)

There is guidance which explains how to password protect a variety of documents, just in case you don't already know how to do this. The document is titled:

<https://mancoll.sharepoint.com/sites/grpopspdocs/Controlled%20Documents/Password%20Protecting%20Documents.pdf>

It may be necessary to split files across several emails or zip files where possible to ensure all documents are received.

Once you have emailed over any electronic records, these should be deleted at site level to avoid duplication. (We would recommend requesting a read receipt when emailing these documents).

It may be necessary to clarify with the establishment any retention requirements in relation to any establishment specific documents your department may hold e.g. regime monitoring, prisoner wages, meeting minutes etc. This type of document should **not** be archived via Novus but should be dealt with in accordance with prison guidelines.

Archiving Planning Template

Establishment	
Contact Name	
Contact Phone Number	
Contact Email Address	
Are you archiving contractual documents or returning HR documentation?	<input type="checkbox"/> Contractual <input type="checkbox"/> HR
If contractual, please state contract or contracts? <i>NB: Documentation from several contracts must not be mixed in boxes due to different retention periods.</i>	
No of archive boxes required - <i>NB: Please ensure you follow the archiving guidance to ensure only necessary documentation is archived. Only paper should be archived, i.e. no plastic wallets, treasury tags, folders etc.</i>	Archive box dimensions 42cm (l) x 32cm (w) x 29cm (d)
Please provide any further details you feel may be relevant	

Please complete and return to headoffice@novus.ac.uk

Box Contents Template

Establishment	
Contractual or HR documents?	<input type="checkbox"/> Contractual <input type="checkbox"/> HR
If contractual, please state name of contract	
Manager Check – Date & Signature	
Box number <i>(Head Office use only)</i>	
Deepstore barcode number <i>(Head Office use only)</i>	
Date box to be destroyed <i>(Head Office use only)</i>	

- ✓ Have you correctly archived **ONLY** documents which need to be retained (as per guidance)?
- ✓ Are all documents removed from ring binders and plastic wallets?
- ✓ Have you provided full details of box contents including dates?

Please remember:

- ✓ **DO NOT** write on the outside of the box.
- ✓ **DO NOT** overfill archive boxes (total weight of a box should not exceed 15kg)
- ✓ **DO NOT** file documents in plastic wallets or folders (this is to allow for recycling of material when box is eventually destroyed).
- ✓ **DO NOT** put any harmful, noxious or flammable material into boxes (other than paper). Glass and other sharp objects should **NOT** be sent to storage.

Contents	Dates documents relate to