Student Access to Records

INTRODUCTION
The Organisation acknowledges that whilst students are provided with self-service access to basic records of course participation and progress through the student portal, or are notified of course progress by email, students may need to access additional or more detailed records from time to time for various reasons. Students have a right to access these records in a timely manner in accordance with the VET Quality Framework Standards.

INTENT
This Policy and Procedure aims to provide clear information to staff and students on how to ensure current and past students are provided with accurate, timely and confidential access to their records in accordance with Standard (SNR) 16.6 of the Standards for NVR Registered Training Organisations 2012 requiring that ‘Learners have timely access to current and accurate records of their participation and progress’.

SCOPE
This policy and procedure applies to all student records retained for onshore and offshore vocational training and assessment activities offered under National Provider Code 32004.

DEFINITIONS
In the context of this document:

The Organisation refers to Shafston House College Limited (National RTO Provider Code: 32004), trading as Service Skills Academy and Mary McConnel School of Early Childhood.

VET Quality Framework refers to the Standards, financial and administrative requirements applying to the delivery of vocational training by organisations registered by the national VET regulator.

Records include information collected by the College on student enrolment, academic progress, assessment, subject/unit content or attendance records in a program or course of study. Records available to students include their;

- Participant participation records - Include face to face and e-learning participation logs.
- Participant results - Includes what units of competence were undertaken, the result the participant achieved and include if the participant withdrew, was assessed as competent or not-yet-competent, was recognised as competent through an RPL process or was issued credit for current competency held.
- Completed and submitted assessment evidence - May be a combination of templates, questionnaires, checklists, summary sheets, RPL tools, or records of feedback from assessors to participants and the Assessment Resources used to substantiate the assessment decision made by an assessor*.
- Administrative record –Include documents which are used to facilitate the participant’s administration during their enrolment. E.g. Enrolment Forms, Privacy Forms, Requests for Refund, payment details etc.
- Participant file - Contains completed assessment resources and administrative records retained in hard copy. Currently each participant’s details are input into wise.net. A hard copy file for all full-time participants is kept on the premises and will be archived after 12 months have expired or at the end of the participant’s enrolment.

* Please note that various record retention time periods apply to the above record types in accordance with relevant standards and legislation. The Organisation cannot guarantee access to records falling outside of these retention time periods.

**IMPORTANT NOTE** - CERTAIN CONFIDENTIAL OR COMMERCIAL RECORDS AND DOCUMENTS CONTAINING INTELECTUAL PROPERTY MAY ONLY BE ACCESSED VISUALLY, UNDER SUPERVISION ON THE ORGANISATIONS PREMISES AND THEN, ONLY IF THE STUDENT HAS LODGED AND BEEN APPROVED FOR ACCESS through the Organisation’s Student Grievance Policy and Procedure.

**REQUIRED RESOURCES & DOCUMENTS**

*Student Request for Access to Records Form* is available on Website [ssa.edu.au](http://ssa.edu.au)

**RELATED RESOURCES & DOCUMENTS**

The Organisation’s *Policy and Procedure Relating to Personal Information* also contains information on how the Organisation collects stores and uses student information. This related document is available on the Organisation’s website [ssa.edu.au](http://ssa.edu.au).

Students seeking a replacement Qualification, Statement of Attainment or Testamur should use the *Student Request for Reprint of Academic Documents Form* available on the Organisation’s website [ssa.edu.au](http://ssa.edu.au).

**PROCEDURES**

Students requesting access to information must clearly describe the records sought as per the above definitions when making a request for access. Requests for records not included in the above list shall be considered by the Organisation’s management on a case by case basis.

**ADDRESS FOR REQUEST**

Requests must be made by sending a completed and signed ‘**Student Request for Access to Records Form**’ to:
- Postal Address - Administration Manager Shafston House College Limited, 46 Thorn Street, Kangaroo Point QLD 4169
- Email Address - Records.Management@shafston.edu

**PROVIDING ACCESS**

The Organisation’s Administration staff will process the request and respond to the student in the format requested by the Student (electronic format or paper-based) or grant supervised physical access for certain records. There is no charge for an individual to access personal information that the Organisation holds about them; however the Organisation may charge a reasonable fee to make a copy.

Administrative staff have the right to ask the student to verify their identity and physical or electronic address for correspondence prior to releasing information. Failure to verify student identity to the satisfaction of the Administration Manager may result in delays in accessing records.
RESPONSE TIME

The Organisation shall endeavour, whenever possible to provide you with the information you have requested within five (5) workings days for current students and ten (10) workings days for completed or cancelled students of receiving a request in the specified format described in this document. Certain documents may be stored off-site and this or a request for a large volume of information may result in your request taking longer. You have the right to lodge a grievance (Non-Academic) if you feel that the time taken to complete your request is unreasonable.

SUPPORTING FORMS & DOCUMENTS

Internal
Student Request for Access to Records Form
Policy and Procedure Relating to Personal Information
VET Student Grievance Policy and Procedure (Academic and Non-Academic)

External
Standards for NVR Registered Training Organisations 2012 (SNR 16.6)