

Version: 1.2 Last Amendment: 03/03/2017	Approved By: Executive Director (Academic) Date: 03/03/2017
Contact Officer: Compliance Manager	Review Date: As required by legislative instrument, change of relevant standards, internal or external review.

STUDENT ACCESS TO RECORDS POLICY

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 notyet-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 fulltime 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 INTELLECTUAL 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

RELATED RESOURCES & DOCUMENTS

The Organisations 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.

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.