

STUDENT ACCESS TO RECORDS POLICY

Legislation / Contracts

Freedom of Information Act 1982

Related Policies and Procedures

- AQF Certification Issuance Policy
- Records Retention and Management Policy
- Privacy Policy

Purpose

- The purpose of this policy is to ensure that effective administrative records management procedures are in place for students who wish to gain access to their personal information.
- Educare College ensures that the access constitutes integrity, accuracy and the currency of the information being accessed.

Policy

- At Educare College we acknowledge that students need access to their records in order to monitor their progress and participation.
- Educare College will facilitate access to records to a student on request.
- It is the responsibility of all staff to respond positively to these requests and assist the student to complete the request form and facilitate access.
- An individual may request copies of their personal records/information or for their personal information to be amended so that it is accurate.
- Students who require access to their records are required to make the request in writing and provide Photo ID.
- Students must specify what records they need access to. Access will only be provided to the student and only after identification has been confirmed.
- Where a third party requires access to a student's records, they must arrange for the student to complete a signed release of personal information form.
- An Educare College Administration Officer will respond to the request within two business days.

Procedure

- Student to request access to personal records using the access to personal information form.
- Alternatively, a third party to request access to personal information providing a completed Release of personal Information form signed by the student.
- Identity is confirmed and Photo ID provided.
- Completed form(s) and details of sited identification to be saved in the student's documents in Educare's Student Management System
- Within 2 days of a request the student receives a response.
- Students to be sent copies of requested documents to be sent within 2 days. If not feasible the student should be contacted to discuss access.