



Access to Student Records

Organisational Area

RTO

Authorisation

This procedure was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POLCH&LC) on 3rd of November 2023.

Review date

This procedure will be reviewed annually or sooner if required.

Scope

This procedure is for the Manager, Trainers and any Staff at Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) who manage student records in Vocational Education and Training (VET).

This procedure also applies to course applicants and students at POCH&LCI.

Objective

This procedure is designed to ensure that student access to their records is consistent with our community values and meets our legislative and contractual compliance obligations with government and funding bodies.

The objective is to outline the process for student s to access their records.

- to ensure students enrolling in courses are aware of the Access to Students Records procedure.
- to provide a transparent process for staff to determine when a student may access their records and how records are to be accessed.

Procedure

A request for access to records is to be made by the student in writing using the Access to Student Records Form. This request must be accompanied by photo identification (e.g., Drivers Licence, Passport) identifying the student's personal details and current address.

The form can be hand delivered to the VET Coordinator or the Manager of POCH&LCI who shall verify sighting the photo identification.

Alternatively, the form can be posted to the Manager of POCH&LCI however it must be accompanied by a certified copy of photo identification. The Manager shall acknowledge receipt of the form within 10 working days of receipt.

Fees payable to comply with request for access to records are payable prior to release of documents. An invoice shall be presented to the student.

Access to student's records is not provided to a third party without written authorisation by the student. A student may authorise transfer of student records to another person.



Authorised administration staff will locate, copy and release documents to the student within 10 working days and upon payment of the administration fee.

FEES

Reissue of qualification or statement of attainment	\$20.00
Retrieval of records in current year and provision of a copy of documents	\$0.20 per page
Retrieval of records prior to current year and provision of a copy of documents	\$20.00 plus \$0.20 per page

Related Documents

- Access to Student Records Policy
- Access to Student Records Form
- Certificate Issuing Policy
- Certificate Issuing Procedure
- Privacy Policy
- Student Information Handbook



Date reviewed	Version	Details of changes (if any)	Date of next review
27/8/2015	1	New document Separated Policy from Procedure	27/8/2016
14/06/2017	2	Review – change title of accredited Training Coordinator to VET Coordinator	14/06/2018
16/04/2020	3	General review	16/04/2021
10/11/2021	4	Update ASQA Compliance	10/11/2022

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
03/11/2023	5	Review	C Harris	L Denman	03/11/2024

Master document is the Electronic File.

This document is uncontrolled when printed.