



Policy & Procedure

ACCESS TO STUDENT RECORDS POLICY & PROCEDURE

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| Policy number: | 32 | Version: | 2 |
| Responsible Person: | CEO | Reviewed by: | CEO |
| NRCHI Area: | RTO | Review Date: | 26/3/25 |
| Approved and adopted by: | Board of Governance | Next Review Date: | March 28 |

Scope

This Policy is for all staff at North Ringwood Community House Inc. (NRCHI) who manage the enrolment of students in Vocational Education and Training.

This policy also applies to course applicants and students at North Ringwood Community House Inc. (NRCHI)

Objective

This policy 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 policy outlines guidelines for staff and students when determining if access to records may be granted.

The objective is:

- To provide a transparent process for staff to determine when a student may access their records and how records are to be accessed.
- To ensure students enrolling in courses are aware of the Access to Student Records policy
- To comply with the NRCHI Privacy Policy and National Privacy Legislation

Policy

A student may request, at any stage during a course or after course completion, access to their personal records.

Students acknowledge on enrolment in accredited courses that records (assessment and assessment material) provided by them to North Ringwood Community House Inc. may be used for;

- Trainer moderation and validation activities
- Compliance purposes of the Australian Quality Training Framework standards for registration of North Ringwood Community House Inc. as a registered training organisation.

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 Accredited Training Coordinator or CEO of NRCHI who shall verify sighting the photo identification.



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Alternatively, the form can be posted to the Accredited Training Coordinator or CEO of NRCHI however it must be accompanied by a certified copy of photo identification. The Accredited Training Coordinator shall acknowledge receipt of the form within 10 working days of receipt.

Authorised administration staff will locate, copy and release documents to the student within 10 working days upon receipt of the Access to Student Records Form.

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.

Related Documents

Privacy Policy
Student Handbook
Student Enrolment Form
Access to Student Records Form

Related Legislation

Australian Quality Standards Framework (AQTF) 2010
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers
Privacy Act

Area of Compliance

Document Locations

Electronic file folders accessible by NRCH Administration staff
Policy & Procedure Manual

| Date reviewed | Version | Details of changes (if any) | Date of next review |
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