

ACCESS TO AND CORRECTION OF STUDENT RECORDS POLICY & PROCEDURE

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Responsible Person:	CEO	Reviewed by:	CEO
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Scope

This Policy applies to NRCHI employees, trainers, assessors, administration staff, volunteers, contractors and other authorised personnel who manage student records.

It applies to current and former students, course applicants and persons authorised to act on behalf of a student.

It applies to student records relating to nationally recognised training and other NRCHI education and training activities, including Skills First training where applicable.

Objective

The purpose of this Policy is to provide a clear process for students to:

- request access to their personal information and student records;
- request correction of personal information;
- understand how NRCHI verifies identity before providing access; and
- raise concerns about the handling of an access or correction request.

This Policy should be read together with the *NRCHI Privacy Policy*.

Policy

NRCHI recognises that students may request access to personal information and student records held by NRCHI and may request correction where they believe information is inaccurate, incomplete, out of date, irrelevant or misleading.

NRCHI will handle requests securely, fairly and within a reasonable timeframe.

NRCHI will not charge a student for making a request.

Requesting Access

A student may request access to their records at any time during or after completion of a course.

Requests should preferably be made using the *NRCHI Access to and Correction of Student Records Form*. Requests may also be made in writing by email, post or another method approved by NRCHI.

The request should provide sufficient information for NRCHI to identify the student and locate the records requested.

Identity Verification

NRCHI will take reasonable steps to verify the identity of a person requesting access to student records. Verification may include sighting appropriate photographic identification or confirming information already held by NRCHI.

Where a person requests records on behalf of a student, NRCHI may require appropriate written authority and verification of the identity of both the student and the authorised person.

NRCHI will only collect or retain identification information reasonably necessary for verification.

Processing Requests

The CEO or Accredited Training Coordinator will coordinate access and correction requests.

NRCHI will aim to provide access within 10 working days, where reasonably practicable.

Where additional time is required because of the volume or complexity of a request, NRCHI will advise the student of the expected timeframe.

Providing Access

Records may be provided by electronic transmission, hard copy, supervised inspection, or another reasonable method agreed with the student.

Where a record contains personal information about another person, NRCHI will consider whether that information should be removed or redacted before the record is provided.

NRCHI may refuse or limit access where this is permitted or required by law, including where disclosure would unreasonably affect another person's privacy or where disclosure would otherwise be unlawful.

Where reasonably practicable, NRCHI will consider whether partial access can be provided.

Where access is refused or limited, NRCHI will provide reasons where required and advise the student of the available complaint process.

Correction of Student Records

A student may request correction of personal information where they believe it is:

- inaccurate;
- incomplete;
- out of date;
- irrelevant; or
- misleading.

NRCHI will assess the request and take reasonable steps to correct information where appropriate.

Where a correction is made to a regulated VET, funding or compliance record, NRCHI will maintain the integrity and reliability of the original record and any required audit trail.

Where NRCHI does not agree to a requested correction, the student will be advised of the outcome and, where appropriate, the reason for the decision.

VET and Skills First Records

NRCHI must retain certain student and training records to meet VET regulatory, government funding and Skills First requirements.

A request to access or correct student information does not require NRCHI to delete or alter a record where retention or preservation of the original record is required for regulatory, funding, audit or other lawful purposes.

Where appropriate, NRCHI may add a correction, supplementary information or explanatory note while retaining the original record.

Third-Party Requests

NRCHI will not ordinarily provide student records to another person without the student's authority.

A student may authorise another person to access or collect their records by providing appropriate written authority.

NRCHI may disclose information without student authority where required or authorised by law, regulatory requirements, funding arrangements, a court or tribunal, an emergency or another lawful purpose.

Confidentiality

Staff, trainers, assessors, volunteers and contractors must maintain the confidentiality of student information and only access or disclose information necessary for their authorised duties.

Student records must be handled in accordance with the *NRCHI Privacy Policy* and *Records Management Policy*.

Complaints

A student who is dissatisfied with the handling of an access or correction request may make a complaint under the *NRCHI Complaints and Appeals Policy*.

Where a complaint cannot be resolved internally, the student may have the right to complain to an appropriate external regulator, depending on the legislation that applies.

Related Documents

- NRCHI Privacy Policy
- Student Handbook
- Student Enrolment Form
- NRCHI Student Enrolment Privacy Notice
- Victorian Government VET Student Enrolment Privacy Notice
- Access to Student Records Form
- Records Management Policy
- Complaints and Appeals Policy
- Enrolment Policy
- Student Support Policy
- Assessment Policy

Related Legislation and Compliance

Victorian Registration and Qualifications Authority (VRQA) Guidelines - Standards for Vocational Education and Training Providers, including the 2025 Standards for Registered Training Organisations (RTOs)
 Victorian Government Skills First program requirements and VET Funding Contract,
 Applicable Commonwealth and State Government Funding Agreements, Contracts and Guidelines
 Applicable VET legislation, data reporting requirement and regulatory instruments.
 Privacy Act 1988 (Cth) - including the Australian Privacy Principles
 Privacy and Data Protection Act 2014 (Vic)
 Health Records Act 2001 (Vic)

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
10.9.26	3	Updated to reflect current legislation and data reporting requirements and changes to VRQA Guidelines and 2025 Standard for RTOs	Sept 2029