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 2nd of May 2025.

Review date

This procedure will be reviewed annually or sooner if required.

Scope

This procedure applies to the Executive Manager, Trainers, and any staff members at Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) who are responsible for managing student records in Vocational Education and Training (VET).

It also applies to course applicants and current students at POCH&LCI.

Objective

This procedure aims to facilitate student access to their records in a manner that aligns with our community values and ensures compliance with legislative and contractual obligations set by government and funding bodies.

The objectives are to:
- Clearly outline the process by which students can access their records.
- Ensure that all students enrolling in courses are informed of the Access to Student Records procedure.
- Provide staff with a transparent and consistent framework for determining when and how students may access their records.

Procedure

Request for Access by Students
- Students requesting access to their records must submit a completed Access to Student Records Form in writing.
- The request must be accompanied by a photo identification (e.g., Driver's Licence, Passport) verifying the student's personal details and current address.

Options for submission of the Access Request:
- In Person: The completed form can be hand-delivered to the VET Coordinator or the Manager of POCH&LCI who will verify the student's photo identification.
- By Post: If the request is submitted by mail, it must include a certified copy of the photo identification. The Manager will acknowledge receipt of the form within 10 working days of receipt.

Processing and Verification
- Upon receiving a request, the Manager or VET Coordinator will verify the identity of the student by checking the provided photo identification.
- The form will then be processed by the administrative team.

Fees for Access to Records
- Students may be required to pay an administrative fee to process the request for access to their records.
- An invoice will be issued to the student for the applicable fee. The fee must be paid before any records are released.

Access to Records
- After the fee is paid, authorised administration staff will locate, copy, and release the requested records within 10 working days.
- Records will be released to the student directly or in a secure manner as appropriate, such as via hand delivery, email (securely), or postal mail.

Access by Third Parties
- Student records will not be released to third parties without the student's written authorisation.
- A student may authorise transfer of student records to another person.

Types of Records Covered
This includes, but is not limited to:
- Enrolment forms and personal details
- Attendance and progress records
- Assessment outcomes
- Statements of Attainment and Qualifications
- Complaints and appeals documentation

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 Form
Access to Student Records Procedure
Certificate Issuing Policy
Certificate Issuing Procedure
Complaints and Appeals Policy
Monitoring of Student Progress & Participation Policy
Monitoring of Student Progress & Participation Procedure
Privacy Policy
Student Enrolment 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
03/11/2023	5	Review	03/11/2024
18/09/2024	6	Annual review	18/09/2025
02/05/2025	7	Added type of records, restructured for clarity	02/05/2026

Master document is the Electronic File.

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