

1.03.807 STUDENT ACCESS TO RECORDS

This policy is applicable to: All IRT Academy Students, IRT Academy employees and Third Parties acting on behalf of IRT Academy.

DISCLAIMER

The information contained in this document remains the intellectual property of IRT. Any unauthorised copying or use (including emailing) is prohibited without the express permission of IRT. Any reference contained within this policy to 'IRT Employee/Staff Member' equally applies to IRT Academy Learner/Student or Client in receipt of training &/or assessment services.

DOCUMENT CONTROL

Policy Number: 1.03.807	Policy Owner: General Manager IRT Academy	Version: 3.0
Contact position: General Manager IRT Academy	Approved for circulation: Group Leadership Team	TRIM classification reference: GRC to complete
Date approved: February 2015	Review due to: Legislative change	Next review due: February 2016
Procedure Manual reference: Student Access to Records	Compliance/Accreditation/ Standards reference: Standards for Registered Training Organisations 2015 Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.	

REVISION RECORD

Date	Version	Revision description
April 12	1.0	First Draft IRT Academy major review of all policies and procedures against Standards for NVR Registered Training Organisations 2011- Essential Standards for Continuing Registration.
Oct 12	2.0	Previous Policy to be superseded.
Feb 14	2.1	Updated procedure regarding student process to submit requests, how IRT Academy identify students and what information may be provided was added.
Jan 15	3.0	Updated to align to Standards for RTOs 2015.

1. TITLE

1.03.807 STUDENT ACCESS TO RECORDS

2. POLICY STATEMENT

At IRT Academy we acknowledge that learners need access to their records in order to monitor their progress. We will facilitate student access to records at any time on request.

IRT Academy must comply with all relevant Commonwealth, State/Territory legislation and regulatory requirements with regards to learner access to IRT Academy records.

IRT Academy must implement procedures that assure the integrity, accuracy and currency of records.

3. PURPOSE

To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011; and
- Standards for Registered Training Organisations 2015

4. SCOPE

The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.

5. OBJECTIVE

The purpose of this policy is to:

- To ensure that all students are provided with appropriate and timely access to the records held by IRT Academy in relation to an enrolment and/or course completion/progress.

6. POLICY DETAILS

6.1 Monitoring Student Progress

Students are to be provided regular feedback about their progress including gaps in performance and strategies that can be applied to improve the student's training experience.

The provision of student feedback will be facilitated between trainers, assessors, students and employers (as appropriate) at regular intervals

The use of the Assessment Tool that applies to the unit of study formalises this process.

6.2 Requesting access to records

Students are entitled to have access to their academic record on request. To facilitate this, students who request access to their records are to be provided with this access at the earliest opportunity by the RTO Administration team (or Operations Coordinator as appropriate). They may view their record in the presence of a representative from IRT Academy.

The student file is not to be removed from the IRT Academy office. If the student requires copies of documents from their records, copies are to be provided.

Students must submit a written request detailing what records they would like access to (signed and dated), or if the request is over the phone the student must be identified by asking for their full name, address and date of birth.

Once the student has been identified IRT Academy can provide records, in any of the following forms:

- An academic progress report can be generated via Accelerate
- A letter of current record of results and attendance record
- Up to date copy of Training Plan (Trainees only) or Assessment Agreement and Progress Report
- A copy of personal records generated from TRIM

The record remains the property of IRT Academy and is to be retained to comply with regulatory requirements. Requests by students to access records are to be dealt with quickly and in a friendly and professional manner.

6.3 Student Access to Records

Students may request access to their record of results or other personal records as stated above.

7. ROLES AND RESPONSIBILITIES

All employees are required to comply with this Policy. There are no specific roles or responsibilities other than those outlined in the table below.

Specific roles and responsibilities of employees and management are outlined in Section 6 of this policy.

Specific roles and responsibilities of areas/departments/functions are outlined in the table below.

Role	Responsibility
Policy Owner – General Manager IRT Academy	Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.
Policy Monitor – Operations Coordinator	Ensure day to day implementation and compliance with policy.
Policy Implementation- Administration Coordinator/Student Administration Officer	Implement procedure as per IRT Academy Procedure Manual

8. EDUCATION AND STAFF DEVELOPMENT

This is a Standard Policy.

Education and Staff development relevant to this policy will occur via:

- Via IRT Academy On-Boarding procedure
- Via IRT Academy quarterly meetings
- This is a standard policy – specific education is not required, employees are expected to be familiar with this policy.

9. MONITORING, EVALUATION AND REVIEW

Feedback regarding this policy can be referred to:

- General Manager
- Operations Coordinator
- Administration Coordinator

The policy will be reviewed every 2 years by the General Manager. Triggers for review outside of the usual cycle include:

- Changes to the business activity relating to this policy
- New business activities impacting on this policy
- Changes to internal controls relating to this policy
- Changes to legislative and regulatory requirements

10. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
RTO	Registered Training Organisation

11. ASSOCIATED PROCEDURES AND FORMS

Name and number of document
Student Handbook
IRT Academy Procedure Manual
IRT Academy Administration Process Handbook
Fees and Charges Schedule

12. REFERENCES – COMPLIANCE AND BEST PRACTICE

Legislative references
National Vocational Education and Training Regulator Act 2011
Best Practice references
Standards for RTOs 2015 Standard 3.

If a business unit's compliance plan makes reference to this policy as a control for a particular compliance risk, the relevant compliance plan should be referred to here.

Compliance Plan reference: Not Applicable.

13. LINKS TO OTHER POLICIES

1.03.810 Continuous Improvement Policy
1.38 Privacy Policy