

	Policy No: <b>P03</b>
	Name: <b>Student Access to Records</b>
	References <b>Std: 5.</b>

**1. Purpose:**

This Policy and Procedure aims to provide clear information to staff and students on how to ensure current and past students are provided with accurate, timely and confidential access to their records.

**2. Responsibility: -**

The CEO of JPIC

**3. Definitions**

**Records:** include information collected by JPIC including student enrolment, academic progress, assessment, unit content and attendance records. Records available to students include:

- **Student results** – includes which units of competence were undertaken, results achieved by the student, if the student withdrew from the course, assessed as Competent or Not Yet Competent, was granted Credit Transfer (CT) or Recognition of Prior Learning (RPL).
- **Completed and Submitted assessment evidence** – may be a combination of templates, questionnaires, checklists, summary sheets, RPL tools, records of feedback from trainers/assessors and assessment resources used to verify the assessment decision made by a trainer/assessor. **Note:** refer to the Records Management Policy for the record retention time periods which apply to these record types. JPIC cannot guarantee access to records falling outside these retention time periods.
- **Administrative record** – includes documents which are used during a student’s enrolment period e.g. Enrolment Forms, Privacy Forms, Requests for Refund, payment information etc.
- **Student file** – contains completed assessment resources and administrative records retained in hard copy. This hard copy file will be kept on campus and archived as per the Records Management Policy.

Note: Certain confidential or commercial records and documents containing intellectual property may only be accessed visually, under supervision and on JPIC’s premises and only after the student has lodged a ‘Student Request for Access to Records’ form and this request has been granted.

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#### 4. Procedure

1. Students requesting access to information must clearly describe the records sought as per the above definitions when making a request for access. Requests for records not included in the above list shall be considered by JPIC's management on a case by case basis.

Requests must be made by submitting a completed and signed 'Student Request for Access to Records form to:

In person: JPIC Reception

Email: [nina@jpic.act.edu.au](mailto:nina@jpic.act.edu.au)

Mail: Administration Manager, JPIC, Unit 5, 118 – 128 Mawson Place, Mawson Canberra ACT 2607

1. JPIC's Administration staff will process the request and respond to the student in the format requested by the Student (electronic format or paper-based) or grant supervised physical access to certain records. There is no charge for an individual to access personal information that JPIC holds about them, however JPIC may charge a reasonable fee to make a copy.
2. JPIC shall endeavour, whenever possible to provide information requested within five (5) working days for current students and ten (10) working days for completed or cancelled students of receiving a request in the specified format described in this document. If documents are stored off-site, or the request is for a large volume of information this may result in your request taking longer. You have the right to lodge a complaint as per our Complaints and Appeals Policy if you feel that the time taken to complete your request is unreasonable.

#### 5. Privacy

Administrative staff have the right to ask the student to verify their identity and physical or electronic address for correspondence prior to releasing information. Failure to verify student identity to the satisfaction of the Administration Manager may result in delays in accessing records.

#### 6. Related Documents

Complaints and Appeals Policy

Student Request for Access to Records form

#### 7. Version History:

Number	Date	Reason	Prepared by	Approved By
1.0	June 2010	New Policy	Nina Pearce	Johnson Pearce
2.0	July 2012	Reviewed and updated	Nina Pearce	Johnson Pearce
3.0	January 2015	Reviewed and updated for audit	Nina Pearce	Johnson Pearce

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