

STUDENT ACCESS TO RECORDS POLICY

1 Purpose

At WesTrac Institute, we acknowledge that students need access to their records in order to monitor their progress and participation. WesTrac Institute will facilitate access to records to a student on request.

2 Scope

Students who require access to their records are required to complete a Records Request Form. This form can be obtained from WesTrac Institute employees. It is the responsibility of all employees to respond positively to these requests and assist the student to complete the request form and facilitate access.

3 Policy Statements

It should be noted that access will only be provided to the student in person and only after identification has been confirmed. Photo ID is required. WesTrac Institute also requires the payment of an administrative fee of \$10.00 if the student requires a copy of their records. This is a one-off admin fee that is only payable where copies are requested to take away by the student. If the student is simply requesting access to view records then this incurs no cost. The student does however need to complete the Records Request Form on all occasions where access is requested. The completed Records Request Form can be submitted to any administrative employee

3.1 What records can be accessed?

The Records Request Form seeks to identify what specific records are requested to access. These may include:

- Hard copy records from your student file which will include enrolment administrative records and assessment evidence.
- Activity data which is contained within the WesTrac Institute student management system including your electronic training plan and details of awarded units of competency.

3.2 How are records accessed?

Once a student has requested access to records, a staff member will organise for the student to attend the WesTrac Institute office where controlled access will be provided. Controlled access means, hardcopy records may be viewed by the student in the presence of a WesTrac Institute employee.

Students who request activity data from the WesTrac Institute student management system can be provided this in a printed report format or email which details all activity recorded within the student's training plan for any specific enrolment which includes achievement of units of competency.

Students who request to access their records are to be provided with this access at the earliest opportunity. WesTrac Institute is committed to maintaining a transparent and equitable training environment.

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3.2 Access by external authorities

Student details will not be given out to anyone other than the student without their knowledge and prior approval submitted on the Records Request Form.

The Australian Skills Quality Authority is entitled to collect activity data about a student’s enrolment and achievements. This information includes all information submitted by the student during the enrolment process. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes. The information provide by students may be accessed by Commonwealth officers and by the National Centre for Vocational Education Research (NCVER) for statistical research purposes.

3 Further Information

All employees and contractors who require further information or need clarification of anything contained in this Procedure should contact the Training Manager

4 Accountabilities

Compliance to policy	All WesTrac Institute Employees & Students
Implementation & Review	WesTrac Institute Managers
Approval of Policy	General Manager – People and Culture
Monitoring	Compliance Advisor
Interpretation and Advice	WesTrac Institute Managers & Compliance Advisor

5 Related Documents

This Policy should be read in conjunction with WesTrac Institute Policies & Procedures, along with WesTrac Institute Form and Documents.

This Policy should be read in conjunction with the following legislative or compliance guidelines (if required):

Title	Description
Standards for RTO’s 2015	ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised <i>Standards for RTOs 2015</i> .
Smart and Skilled Contract Terms and Conditions	Funding contract terms and conditions for Training Services NSW

6 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Procedure:

Term	Definition
RTO	Registered Training Organisations
ASQA	Australian Skills Quality Authority

Document Number	POL	NAT	INS	0027
Next Review Date	July 2022			
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Document Number	Title
FTT-NAT-INS-0059	Records Request Form
POL-NAT-INS-0009	Fee's & Charges

7 Document Amendment History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
1.0	26/05/2017	Created, ready for review	RW	MM & SP	MM & SP