

1.03.807 STUDENT ACCESS TO RECORDS

What You Need to Know

The purpose of this policy is 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.

Always read this Policy in conjunction with the Related Procedures identified below.

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.
Purpose	To meet the requirements of: <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011; and • Standards for Registered Training Organisations 2015
Risk Statement	IRT has a low appetite for risk of failing to comply with legislation.
Scope	The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.
Related Procedure	Student Handbook IRT Academy Procedure Manual IRT Academy Administration Process Handbook Fees and Charges Schedule
Related Documents	<ul style="list-style-type: none"> • 1.03.810 Continuous Improvement Policy • 1.38 Privacy Policy
Compliance Requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for RTOs 2015 - Standard 3
Policy Owner	EGM - People & Culture
Effective Date	January 2020
Review Date	January 2023
Content Manager Reference Number	EDOC2020/04824

1 POLICY PRINCIPLES

1.1 Monitoring Student Progress

Students are to be provided with 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 educators, students and employers (as appropriate) at regular intervals

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

1.2 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 and Compliance Manager 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 Axcelerate

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.

1.3 Student Access to Records

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

2 ROLES AND RESPONSIBILITIES

Role	Responsibility
Policy Owner – General Manager IRT Academy	<ul style="list-style-type: none">Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.
Policy Monitor – Operations and Compliance Manager	<ul style="list-style-type: none">Ensure day to day implementation and compliance with policy.
Policy Implementation- Quality and Systems Manager / Administration Officer	<ul style="list-style-type: none">Implement procedure as per IRT Academy Procedure Manual

3 DEFINITIONS

In this Policy, words have the following meaning:

RTO	Registered Training Organisation
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