

## 1.03.807 Student Access to Records

### What you need to know – key take outs

IRT Academy commits to comply with regulatory requirement regarding provision of student records to students on request and at course completion and to other approved parties such as; government funding bodies and guardians. Students must either provide explicit written consent to share any records to other parties or acknowledge access to records as part of government funding agreements.

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

<b>Policy Principles</b>	<p>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.</p> <p>IRT Academy must comply with all relevant Commonwealth, State/Territory legislation and regulatory requirements with regards to learner access to IRT Academy records.</p> <p>IRT Academy must implement procedures that assure the integrity, accuracy and currency of records.</p>
<b>Purpose</b>	<p>To meet the requirements of:</p> <ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011; and</li> <li>• Standards for Registered Training Organisations 2015</li> </ul>
<b>Risk Statement</b>	IRT has a low appetite for risk of failing to comply with legislation.
<b>Scope</b>	The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.
<b>Related Procedure</b>	Student access to records
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• Student Handbook</li> <li>• IRT Academy Procedure Manual</li> <li>• IRT Academy Administration Process Handbook</li> <li>• Fees and Charges Schedule</li> <li>• 1.03.810 Continuous Improvement Policy</li> <li>• 1.38 Privacy Compliance Policy</li> </ul>
<b>Compliance Requirements</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Standards for RTOs 2015 - Standard 3</li> </ul>
<b>Policy Owner</b>	IRT Group Head – IRT Academy
<b>Effective Date</b>	December 2022
<b>Review Date</b>	December 2025
<b>Content Manager Reference Number</b>	EDOC2022/0097340

## 1 Relevant legislation

This policy has been written to align with the Standards for RTOs 2015 and other relevant legislation and regulation. The following table explains the link between this policy and the relevant external requirements.

Standard / Legislation	What this Means
Standards for RTOs 2015	To ensure the RTO meets the regulatory standards for RTO operation and related legislation (see above).

## 2 Policy details

### 2.1 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/s that applies to the unit of competency formalises this process.

### 2.2 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 Learning Solutions team. 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 or digital record storage. 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 Content Manager

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.

## 2.3 Student Access to Records

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

### **In Practice Example:**

An IRT Academy student requests a progress report for their enrolment in the CHC33015 Certificate III in Individual Support by submitting a request by email to [irtacademy@irt.org.au](mailto:irtacademy@irt.org.au). The IRT Academy Learning Solutions Team produces this report from the Learning Management System (aXcelerate) and issues to the student by return email.

## 3 Roles and responsibilities

Role	Responsibility
Policy Owner – Group Head IRT Academy	<ul style="list-style-type: none"> <li>• Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.</li> </ul>
Policy Monitor – Learning Solutions Manager	<ul style="list-style-type: none"> <li>• Ensure day to day implementation and compliance with policy.</li> </ul>
Implementation – Learning Solutions Team	<ul style="list-style-type: none"> <li>• Implement policy procedure requirements as per IRT Academy Procedure Manual.</li> </ul>

## 4 Definitions

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation
LMS	Learning Management System