
Student Records Policy - VET

Policy Code: STU-040 **Version:** 2.0 **Effective Date:** 19 June 2019

Purpose:

This policy establishes the College's aims, objectives, criteria and procedures which shall apply to the academic records and personal information of Vocational Education and Training (VET) students. The College respects VET students' rights to privacy and any personal information that is provided by a VET student to the College is considered confidential. The following policy describes how the College will collect, use and store any personal information collected from a VET student including for the purpose of VET Student Loans where relevant, and other information gathered on enrolment.

As an organisation, the College is committed to complying with the Information Privacy Principles as defined in the Commonwealth of Australia [Privacy Act 1988](#). In complying with the Commonwealth [Privacy Act 1988](#), the College shall meet the minimum standards for the collection, use and disclosure of personal information by the following methods. Academic records of VET students are ultimately the property of the College and it is the responsibility of the Office of Student Records to establish overall policy in this area.

This policy also contributes to the College ensuring its compliance with the [Standards for Registered Training Organisations \(RTO's\) 2015](#), Standard 8.5, 'The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements of its operations.'

Definition of "College" – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation and Wellnation. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names.*

Scope:

- All VET Staff
- All VET Students
- Alumni of VET courses
- Office of Student Records

Policy Statement:

This policy ensures the integrity of academic records and personal information regarding the following:

VET Student Access: A student's access to their own academic records must be academically justifiable and administratively feasible.

Right to Privacy: A student's right to privacy in relation to his/her academic records are safeguarded as far as both internal access and external public access are concerned.

Integrity of Information: Consistency in the kinds of records collected, recorded, reported and filed and made available.

Collection of Information

The College shall only collect personal information that is required to carry out its legitimate educational activities. Information shall be collected in a legal and just manner and shall not, where reasonably possible, be intrusive in collection. Wherever practical, personal information will be collected directly from the individual concerned and the College will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected. The College will undertake to ensure the collection of personal information does not intrude unreasonably on the personal affairs of the individual concerned and that the information collected is up-to-date and complete.

When collecting personal information, the College shall take steps wherever possible to inform the individual about:

- The identity of the organisation requiring the personal information
- The purpose of the collection of information
- The rights of access by the individual to personal information held by the College.

Use and Disclosure of Information

The College shall only use or disclose information for the primary purpose (original reason for the collection of information) for which it was collected. The College will also use the information in order to provide products or services, to communicate with students and staff, and to communicate with nominated people in the event of an accident or emergency. The College shall not use or disclose collected information for a secondary purpose (any other purpose than the primary purpose of collection) unless the individual has consented to the use or disclosure. The College does not sell personal information to external companies for the purposes of marketing. The College shall provide a

reasonable opportunity for an individual to eschew from any activity that shall make use of their personal information.

Data Security and Storage Processes

The College ensures that suitable storage arrangements and appropriate filing procedures exist with suitable security arrangements for all records that contain personal information. The College undertakes to employ all reasonable steps to ensure personal information is suitably protected and securely stored and is safe from misuse, loss, unauthorised access, modification or disclosure. The College uses physical, electronic and procedural safeguards to protect personal information held by the College. Personal information will be destroyed or de-identified when it is no longer required for either primary or secondary purposes. The College uses secure methods to destroy or de-identify any personal information. Refer to the [Records Management Policy](#) and [Disaster Recovery Plan](#).

The College will store information on VET students for a period of time guided by the VET educational regulatory bodies (e.g. the [Standards for Registered Training Organisations \(RTOs\) 2015](#), state the RTO will “retain records AQF certification documents issued for a period of 30 years.”) Refer to the [Retention and Disposal Schedule - VET](#) for further information.

Student Records

The official student academic record refers to information relating to a VET student’s admission into a course at the College. The official student academic record shall contain:

Student Information

- i. Personal information which is acquired in the administration of official student academic records such as name, student number, citizenship, address, phone number, date of birth etc.
- ii. Registration and enrolment information.
- iii. Results for each course and academic period.

Student Interaction

- i. Student activities logged throughout the entire lifecycle of the student.
- ii. Supportive documentation on admission regarding the basis for any Advanced Standing.
- iii. Results of formal grievance or other internal procedures as filed for by the student.
- iv. Medical information that is relevant to a student’s academic performance. This is only provided at the request or consent of the student concerned.

- v. Letters of reference and supportive documentation related to formal procedures such as an application relating to a case of special circumstances.

Access to Student Records

Access by a VET Student

Under the *Privacy Act 1988* an individual has the right to access their personal information unless prohibited by law. If requested, the College will provide to individuals access to and correction of their personal information held by the College at no charge. An individual may apply to receive a copy of their personal information held by the College and there is a nominal fee for this service.

There are certain circumstances where the College is not required to provide access. These circumstances can include:

- Where personal information other than health information would pose a serious threat to the life or health of an individual;
- Where health information would pose a serious threat to the life or health of an individual;
- Where providing access would have an unreasonable impact upon the privacy of other individuals;
- Access for frivolous or vexatious use;
- Where the information relates to existing or anticipated legal proceedings between the College and the individual, and the information would not be accessible by the process of discovery in those proceedings;
- Where providing access would reveal the intentions of the College in relation to negotiations with the individual in such a way as to prejudice those negotiations;
- Where providing access would be unlawful.

If an individual considers the personal information to be incorrect, incomplete, out-of-date or misleading, the individual can request that the information be amended. Where an individual requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record:

- A student's request to examine a part of his or her official student academic record should be made in writing to the Director, Student Services & Retention. Following receipt of request, compliance shall occur within 30 days.
- A student has the right to challenge the accuracy of his/her official academic record.

Access by VET Alumni

- An alumnus or alumna may examine and have copies made of the portion of his/her official student record as per the conditions outlined above for student access.
- A request from a former student shall be made in writing and shall be provided to the Director, Student Services & Retention. Upon receipt of request, compliance will occur within 30 days.
- A former student shall have the right to challenge the accuracy of his/her official academic record.

Access by College Staff

Members of the academic and administrative staff of the College and relevant committees etc. shall have access to relevant portions of an official student academic record for purposes related to the performance of their duties. A staff member requesting information must have a legitimate need to have the requested information for the effective functioning of the position or office. Access to medical or sensitive information shall be granted to members of the academic and administrative staff only with the prior expressed or implied consent of the student. Such information is only accessible following self-disclosure by the student to the Director, Student Services & Retention and relevant or respective Access and Equity Officers on each campus.

The Head of Marketing and National Partnerships and Careers Services Manager shall have access to appropriate personal information on students and Alumni for the purpose of maintaining contact with Alumni.

Access by Others

- Any information contained in the official academic record shall be released to other persons and agencies only with the student's prior expressed written consent (using the [Permission to Release Personal Information – Student](#) form), or on the presentation of a court order, or in accordance with the requirements of professional industry groups and associations, government accrediting bodies and regulators and/or otherwise under compulsion of law as outlined above.
- General statistical material drawn from academic records not disclosing identities of students or alumni may be released for research and informational purposes as authorised by the Dean & Director of Operations.

By the act of admission a VET student gives implicit consent for a minimal amount of information to be made freely available to all regulatory and government bodies for the purposes of compliance. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law. This may include, but would not be limited to providing information to the Australian Skills Quality Authority (ASQA), Department of Home Affairs (DHA - Immigration),

Department of Education, with designated authorities including the [Tuition Assurance Scheme](#) and the [Education Services for Overseas Students \(ESOS\)](#) Assurance Fund Manager.

Refusal of Access

The College reserves the right to withhold access to the statements of results and transcripts of VET students and VET alumni who have outstanding debts or obligations to the College in accordance with College policies or who have not provided the College with their Unique Student Identifier.

The College does not release any official documentation to any other persons unless provided with the expressed written consent of the student on record.

Accessing Student Personal Information

A VET student may request to access and if necessary correct their personal information held by the College at no charge. This access will be provided on campus with a Student Adviser present.

If they wish to receive a copy of their personal information held by the College they need to lodge a written request to the Director, Student Services & Retention. There is a nominal fee of \$40.00 to cover administrative costs for this service. The written request must include:

- Student ID number
- What personal information they wish to receive a copy of
- The academic period/s to which the request relates.

Personal Information Complaint Procedure

If a VET student considers that College administration has breached the policies and procedures set out in this policy or the [Privacy Policy](#), they should in the first instance, discuss their concerns with Student Services at the campus where they lodged the initial information. Students are welcome to discuss their concerns with the National VET Manager or Director, Student Services & Retention if they do not feel comfortable discussing the matter with the Student or Enrolment Adviser.

In addition, an alleged breach can be reported by direct email to privacy@endeavour.edu.au. This email address is monitored by the Director, Student Services & Retention and the National Quality, Governance and Compliance Manager.

If a satisfactory resolution cannot be reached, the alleged breach of privacy should then be submitted in writing via the [Grievance Policy - VET](#). The complaint will be handled in accordance with the [Grievance Policy - VET](#) and the [Grievance Procedure](#).

Definitions: A **Student** is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's

documents such as enrolment, admission and payment documents and who is assigned an individual student ID.

Further Information:

Related Policies:

[Grievance Policy - VET](#)

[IT Disaster Recovery Policy](#)

[Privacy Policy](#)

[Special Circumstances Policy - VET](#)

Related Procedures:

[Grievance Procedure](#)

Related Documents:

[Disaster Recovery Plan](#)

[Permission to Release Personal Information – Student](#)

[Retention and Disposal Schedule VET](#)

**Guidelines /
Legislation:**

[Education Services for Overseas Students Act 2000 \(ESOS Framework\)](#)

[National Privacy Principles](#)

[General Retention and Disposal Schedule](#)

[National Privacy Principles](#)

[Privacy Act 1988](#)

[Public Records Act 2002](#)

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[Tuition Assurance Scheme](#)

Policy Author:	Director, Student Services
Policy Owner:	National Manager, Student Systems
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Approval Body:	College Council Meeting date: 10 November 2012
Policy Status:	Revised
Responsibilities for Implementation:	<ul style="list-style-type: none"> • <i>Dean & Director of Operations</i> • <i>Director, Student Services & Retention</i> • <i>National Manager, Student Systems</i> • <i>National Quality, Governance & Compliance Manager</i> • <i>National Student Records Coordinator</i> • <i>National VET Manager</i> • <i>Program Managers</i> • <i>Student Services team</i> • <i>Trainers & Assessors</i>
Key Stakeholders:	<ul style="list-style-type: none"> • <i>Dean & Director of Operations</i> • <i>Admissions team</i> • <i>Director, Student Services & Retention</i> • <i>Office of Student Records team</i> • <i>Student Services team</i> • <i>VET staff</i> • <i>VET students</i>