

Student Access to Records Policy and Procedure

At Australian Sovereign College, we acknowledge that learners need access to their records in order to monitor their progress and participation. Australian Sovereign College will facilitate access to records to a student on request.

Requesting access to records

Learners who require access to their records are required to complete a Records Request Form. This form can be obtained from any Australian Sovereign College staff member. It is the responsibility of all staff to respond positively to these requests and assist the student to complete the request form and facilitate access.

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. Australian Sovereign College 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 learner. 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 staff member who will pass the request to the Office Manager. The Office Manager will respond to the request within two business days.

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 Australian Sovereign College student management system including your electronic training plan and details of awarded units of competency.

How are records accessed?

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

Learners who request activity data from the Australian Sovereign College student management system can be provided this in a printed report format which details all activity recorded within the



learner's training plan for any specific enrolment which includes achievement of units of competency.

Learners who request to access their records are to be provided with this access at the earliest opportunity. Australian Sovereign College is committed to maintaining a transparent and equitable training environment.

Access by external authorities

The Australian Skills Quality Authority is entitled to collect activity data about a learner'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 learners may be accessed by Commonwealth officers and by the National Centre for Vocational Education Research (NCVER) for statistical research purposes.