

# Access to Records Policy & Procedure

## Policy Version 1.2

---

### Purpose

The purpose of this policy is to ensure that National Training (NT) provides access to students and staff records in a timely manner.

### Responsibility

The CEO or delegate is responsible for implementation of this procedure and ensuring that staff is made aware of its application.

### Method

#### STUDENTS & STAFF - ACCESS TO RECORDS

Individuals have the right to access or obtain a copy of the personal information that National Training holds about them. Requests to access or obtain a copy of personal information must be made by request via email to student support.

There is no charge for a student to access personal information that National Training holds about them; however, there may be a charge of 30 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) working days of receiving request documentation.

#### METHOD

- 1) Access to Records Request received via email
- 2) Request verified as authorised individual to receive information
- 3) Request recorded on the Student Management System (SMS).
- 4) Information provided within 10 working days.
- 5) Payment of 30 cents per copy may apply if applicable.

### Document History

Revision	Date	Description of modifications
1.0	May 2014	Original
1.1	Jan 2016	Updated lodgement of form from Operations Manager to the Office. Removed Policy Driver as SNR 16.6
1.1	March 2017	Annual Review – No Change
1.2	January 2018	Annual Review – Location: Website added/ request via email
1.2	January 2019	Annual Review – No Change
1.2	January 2019	Annual Review – No Change
1.2	January 2020	Annual Review – No Change

### Document Details

Document Name: Access to Records Policy & Procedure  
 Department: Administration  
 Approved: CEO  
 Review Date: January 2021  
 Policy Drivers: Internal  
 Location: Dropbox & Website