Purpose
To ensure students have access to their training records and associated data and to establish the framework for approved access to this data by other parties.

Scope
This policy applies to all past and present students of Acumen Education.

Policy
This policy ensures that learners’ records are systematically managed. Learners’ records are defined as enrolment details, learning support needs, records of complaints and appeals, outcomes at unit of competency level and qualification level, statement of attainment and qualifications completed and issued.

And

SNR Standard NVR 16.6 Learners have timely access to current and accurate records of their participation and progress.

Staff and students are entitled to access their training records and personal information held by Acumen Education. Records and information relating to trainer and students must remain private, confidential and secured.

Definitions

| CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students. |
| DEEWR: Department of Education, Employment and Workplace Relations (Commonwealth). |
| DIAC: Department of Immigration and Citizenship (Commonwealth). |
| ASQA: Australian Skills Quality Authority |
| NVR: National VET Regulator |
| NRT: Nationally Recognised Training (NRT) |
| ESOS: Education Services for Overseas Students Act 2000. |
| International Student: A person holding an Australian student visa, enrolled in a CRICOS registered course, at the Acumen Institute of Further Education on shore. |

PROCEDURE
Admin staff at Acumen Education will collect all the information as per the admission process and ensure accurate data is entered in the student management system and student file.
• Academic support and/or admin support provided by Acumen Education staff is accurately documented and entered in teams
• Student support officer will collect and record assessment results of unit of competency in teams
• Students shall have access to records to:
  ▪ Check relevant information in the event of dispute resolution
  ▪ Update relevant documentation i.e., change of address, marital status etc.
  ▪ Check units of competency achieved
  ▪ Check relevant information in the event of a Complaint and Appeal
  ▪ Access any comments or notes by the staff on the student file
  ▪ Access the fee payment schedule
  ▪ Access students training plan

• Students should complete and submit the following forms to gain access to their record of participation:
  ▪ Application for certificate of course completion (SRF2) (after the course is completed i.e. all the units of competencies of the enrolled course are successfully achieved as Competent)
  ▪ Interim statement of result (to gain access to current record of course progress)
  ▪ Application for Re-issue of certificate of completion or Statement of Attainment (If the original Award or statement of attainment is misplaced or damaged). There is a fee of $200 for this application

• Admin staff will process the above application(s) within 5 working days, once all the outstanding fee are paid by the student

Privacy
Acumen Education will ensure it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended.

No records are made available to any third party without the express consent of the student. ID of any person including the student requesting information will need to be provided. That information will be withheld without proof of identity.

Responsibilities
Admin manager
Student Support Officer

Policy Base
SNR Standard NVR 16.6

Forms
SRF2