

1. Purpose

To manage personal student information including the way in which a student may apply for access to their personal information. The release of information of an academic or personal nature relating to past or present students other than in accordance with this document is prohibited.

2. Scope

This Policy applies to all students and staff as well as prospective students and staff of the Institute.

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4. Definitions

Academic Information: Academic information includes those records which relate to student progress, assessment, curriculum and awards in a course (Vet provider guidelines 1.1.10).

Non-Academic Information: Non-academic information includes those which do not relation to student progress, assessment, curriculum and awards in a course and includes personal information that the provider holds in relation to the student.

Freedom Information Officer: Chief Operating Officer

5. Actions

Steps

- 5.1 The Institute collects personal information and will make the student aware through the Privacy Policy form of;
- Contact details of the Director of Capability and Communication
 - Their right to gain access to their personal information (subject to the provisions of the Freedom of Information Act)
 - The purposes for which the Institute collects information
 - To whom the organisation usually discloses information of that kind

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Authorised by: Director Capability & Communication
Staff position or Committee responsible for authorising the procedure

Original Issue: 30/07/02
Date of the original authorisation and issue of the procedure

Maintained by: Manager Student Administration
Staff position responsible for keeping the procedure up to date and error free

Last Review Date: 24/03/09
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Next Review Date: 24/03/11
State here next date of review [1-2 years]

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- Any law that requires the particular information to be collected
 - The main consequences (if any) for the individual if the information is not provided.
- 5.2 Information may be released in accordance with an authorisation signed by a student to release information from the student's record.
- 5.3 The signed authorisation must be retained on the student's Academic Student File. This includes information released to Professional Registration Authorities.
- 5.4 Requests for information of a non academic nature must be made in writing to the Director of Capability and Communication.
- 5.5 Written requests for disclosure of student (academic) information should be forwarded to the Manager, Student Administration.
- 5.6 The age of the student will be taken into account in assessing each request for information. In most circumstances information will not be released in regard to students over 18 years of age without first obtaining the student's consent in writing.
- 5.7 Where the student cannot be contacted, the decision to release information will be determined by the Director Capability and Communication.
- 5.8 Where a student is under the age of 18 years and is able to judge the consequences of the disclosure, the privacy laws give the student the right to consent to disclosure without parental consent.
- 5.9 With respect to students with an Intellectual Disability and who are unable to judge the consequences of the disclosure, the guardian's/parent's consent will be obtained before information is released in conjunction with the Disability Liaison Officer.
- 5.10 The process relating to the use and release of health information is detailed in the Policy on the Management of Health Information.
- 5.11 Any individual in respect of whom personal information is or has been held by the Institute has the right to make a complaint about an act or practice of the Institute that the individual believes is an interference with the privacy of that individual. Refer to the Institute's Complaints Policy and Complaints Work Instruction.
- 5.12 In respect to the release of information to external agencies and organisations please refer to Privacy Policy.

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- 5.13 Information concerning assessment and examination results must not be given over the telephone. All assessment and examination results are posted to students. For full-time courses, results of externally assessed examinations (by Student Number only) may be posted on noticeboards within the Institute and students are encouraged to personally check these lists. Students can obtain copies of their results by personally applying to the Customer Service Centre.
- 5.14 Student references will not be supplied on Institute letterhead. Please refer to Use of Institute Letterhead Policy.
- 5.15 Enquiries regarding attendance/progress of apprentices and trainees should be made to the relevant Educational Business Manager. The information should be supplied to the employer only after the necessary check has been made against Institute records to confirm the results and attendance of the student.

REQUESTS MADE UNDER 'FREEDOM OF INFORMATION ACT'

- 5.16 Sunraysia Institute of TAFE is an agency under the Freedom of Information Act, i.e. requests for release of information can be made on the Institute under the provisions of the Act.
- 5.17 The Act gives you the right to access documents about your personal affairs and the right to request that incorrect or misleading information held by an agency about you be amended or removed.
- 5.18 Requests for release of student information must be in writing, and must state that the information is requested under the "Freedom of Information Act". Such requests will need to be forwarded to the Freedom of Information Officer for consideration under the provisions /exemptions of the Act. The Freedom of Information Officer will make the decision to release or not release the requested information. Appeals against these decisions can be lodged with the Chief Executive Officer.
- 5.17 The Institute is allowed 45 days to reply to these requests.

6. Associated Documents

Complaints Policy
Complaints Work Instruction
Privacy Policy

7. References

Privacy Act 1988 – Information Privacy Principles
Higher Education Support Act 2003

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Victorian Information Privacy Act 2000
VET Provider Guidelines

8. Forms/Record Keeping

Completed forms often become important records. Records, other than completed forms, generated by this procedure should also be listed. For each record, list its title, location, responsible officer and minimum retention period. This information could be set out in a table as shown below.

Title	Location	Responsible Officer	Minimum Retention Period
Confirmation of Enrolment	QLS	Manager, Student Administration	7 years
Statement of Attainment	QLS	Manager, Student Administration	Permanent
Institute Seal Certificate		Manager, Student Administration	Permanent

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