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What you need to know – key take outs

ITeC Academy commits to comply with regulatory requirement regarding provision of student records to students on request and at course completion and to other approved parties such as; government funding bodies and guardians. Students must either provide explicit written consent to share any records to other parties or acknowledge access to records as part of government funding agreements.

Always read this policy in conjunction with the related procedures identified below.

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Policy principles	• At ITeC Academy we acknowledge that learners need access to their records in order to monitor their progress. We will facilitate student access to records at any time on request. • ITeC Academy must comply with all relevant Commonwealth, State/Territory legislation and regulatory requirements with regards to learner access to ITeC Academy records. • ITeC Academy must implement procedures that assure the integrity, accuracy and currency of records.
Purpose	This policy ensures that the RTO's practices comply with the relevant regulatory requirements regarding student access to records.
Risk statement	IRT and ITeC Academy have a low risk appetite for failing to meet our legislative obligations.
Scope	The scope of this policy covers all ITeC Academy students, employees, contractors and/or third parties acting on behalf of ITeC Academy.
Related procedure	See ITeC Academy Procedure Manual section; - Student Access to Records
Related documents	• 2.81 Privacy Compliance_ITeC Policy • 1.03.854 Access and Equity Policy • 1.03.038 Student Progress Policy • 1.03.829 Complaints and Appeals Policy • 1.03.813 Record Retention and Reporting Policy • 1.03.810 Continuous Improvement Policy • Student Handbook • Procedure Manual • ITeC Academy Administration Process Manual

Compliance requirements	• National Vocational Education and Training Regulator Act 2011
	• Privacy Act 1988
	• Standards for RTOs 2015:
	o SRTO3. The RTO issues, maintains, and accepts AQF certification documentation in accordance with these standards and provides access to learner records.
	o SRTO 5. Each learner is properly informed and protected.
	o SRTO 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
	o SRTO 7. The RTO has effective governance and administration arrangements in place.
Policy owner	General Manager ITeC Academy
Publish date	July 2024
Content Manager reference number	EDOC2024/0043567

1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector. ASQA is tasked with ensuring the quality and consistency of VET services across Australia. ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.
Privacy Act 1988	The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.
Standards for RTOs 2015	- SRTO3. The RTO issues, maintains, and accepts AQF certification documentation in accordance with these standards and provides access to learner records. - SRTO 5. Each learner is properly informed and protected. - SRTO 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. - SRTO 7. The RTO has effective governance and administration arrangements in place.

2　Access to Records

2.1　Monitoring Student Progress

Students are to be provided with regular feedback about their progress including gaps in performance and strategies that can be applied to improve the student's training experience.

The provision of student feedback will be facilitated between educators, students and employers (as appropriate) at regular intervals

The use of the Assessment Tool/s that applies to the unit of competency formalises this process.

See the Student Progress Policy for more details.

2.2　Requesting access to records

Students are entitled to have access to their academic record on request. To facilitate this, students who request access to their records are to be provided with this access at the earliest opportunity by the RTO Learning Solutions team. They may view their record in the presence of a representative from ITeC Academy.

The student file is not to be removed from the ITeC Academy office or digital record storage. If the student requires copies of documents from their records, copies are to be provided.

Students must submit a written request detailing what records they would like access to (signed and dated), or if the request is over the phone the student must be identified by asking for their full name, address and date of birth.

Once the student has been identified ITeC Academy can provide records, in any of the following forms:

- An academic progress report can be generated via the Student Management System
- A letter of current record of results and attendance record
- Up to date copy of Training Plan (Trainees only) or Assessment Agreement and Progress Report
- A copy of personal records generated from document housing portal (Content Manager)

The record remains the property of ITeC Academy and is to be retained to comply with regulatory requirements. Requests by students to access records are to be dealt with quickly and in a friendly and professional manner.

2.3　Student Access to Records

- Students may request access to their record of results or other personal records as stated above.

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3   Access & Equity

ITeC Academy ensures equitable access and inclusive practices for its services and the Access & Equity Policy applies.

4   Records Management

All documentation from enrolment processes is maintained in accordance with the Record Retention and Reporting Policy.

5   Monitoring and Improvement

All enrolment practices are monitored by the General Manager of ITeC Academy and areas for improvement identified and acted upon as per the Continuous Improvement Policy and associated procedures.

In practice example:

An ITeC Academy student requests a progress report for their enrolment in the CHC33021 Certificate III in Individual Support by submitting a request by email to enquiries@itecacademy.edu.au   The ITeC Academy Administration Team verifies the bonafides of the person requesting the information and upon satisfying this requirement, produces this report from the Learning Management System (aXcelerate) and issues to the student by return email.

6   Roles and responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	• Overall responsibility for the development and implementation of policy.
Subject matter expert – Compliance Manager	• Policy drafting. • Provide advice regarding opportunities to improve the policy. • Monitor and review compliance of policy and procedure implementation.
Implementation – Operations Coordinator	• Supervise the implementation of the policy and associated procedures.

Role	Responsibility
RTO Manager	
Implementation – all Academy employees	• Implement the policy and associated procedures directly with students.

7   Definitions

In this Policy, words have the following meaning:

Term	Definition
Student Identifier	Has the meaning given in the Student Identifiers Act 2014
RTO	Registered Training Organisation
LLN	Language, literacy and numeracy