

ACCESS TO RECORDS POLICY

POLICY

RTO Manager, RTO Coordinator, trainers and students are entitled to access their training records and personal information held by Yorke Institute. Records and information relating to trainer and students must remain private and confidential and secured in a safe location in line with Yorke Institute's Policy on Privacy & Confidentiality.

ACCOUNTABILITY

The RTO Manager must ensure that all trainer and student particulars, records and information is stored appropriately and information remains confidential and is accessible by the owner and approved trainers.

PROCEDURE

1. Students shall have access to records to:
 - Check relevant information in the event of dispute resolution/Grievance/Appeal
 - Update relevant documentation i.e., change of address, marital status etc
 - Check units of competency achieved

A. Check relevant Information in the event of a Complaint/Appeal

1. Submit an Access to Records Request form
2. Make an appointment with the Student Administration Officer to review the relevant document

B. Update relevant documentation

1. Submit an Access to Records Request form
2. Make an appointment with the Student Administration Officer in the organization to discuss changes in the current information
3. Inform the Student Administration Officer in writing of changes to the current information

C Check units of competency achieved

1. Submit an Access Records Request form

2. Make an appointment with the Student Administration Officer to review record of competency
 3. A printed statement listing record of Units of Competence will be provided upon request
- D. Access copies of qualifications and other relevant information for employment/further professional development
1. Submit an Access Records Request form
 2. Make an appointment with the Student Administration Officer in the organisation to access copy of qualifications and other relevant information
 3. A photocopy of qualification and/or relevant information will be provided upon request
2. Approved trainers shall have access to records for the following reasons:
- Update their professional development requirement
 - Review feedback, attendance records, competencies achieved
 - Review class list
- A. As part of the process in planning the delivery of units of competencies
1. Submit an Access to Records Request form
 2. make an appointment with the Student Administration Officer to review the relevant information
- B. Resolution of disputes
1. Submit an Access to Records Request form
 2. Trainer will be able to have access to student records with appropriate notice. Request for access to information should be in writing