

## **IEFT STUDENT RECORDS MANAGEMENT POLICY**

### **PURPOSE**

This policy has been developed to ensure the safety, security, privacy and confidentiality of IEFT's student records.

### **SCOPE**

This policy applies to all IEFT's staff members (academic and professional), students and graduates, and third parties.

### **DEFINITIONS**

**Student Records** means any personally identifiable records maintained about students by IEFT and third parties, including admission, enrolment, advanced standing, credit transfer, course progression, students at risk, applications, academic transcripts and testamurs, assessment and examination results, grievances, complaints and appeals, and other administrative records such as information regarding scholarships and tuition fees.

### **RESPONSIBILITIES**

The **CEO** is responsible for:

- ensuring compliance with this policy by all staff and third parties;
- regulating access to student records in accordance with this policy, IEFT's Privacy Policy and Australian Privacy Principles, Consumer Protection and other related laws; and
- approving individual staff access to the various areas of student information management systems and data bases.

The **Dean (Emotionally Focused Therapy)** is responsible for ensuring:

- control of data entry and student records;
- that staff and third party handling of student data and records for administrative purposes is conducted in accordance with this policy;
- the confidentiality and secure storage of any paper copies of student records; and
- that all data used in reports on the academic performance of student cohorts does not enable identification of individual students (excluding grade reports).

**All staff** are responsible for compliance with this policy, IEFT's Privacy Policy and the non-disclosure under any circumstances, except as required by law, of computer and information systems log-in information and passwords.

### **POLICY**

1. IEFT protects the rights of all students by maintaining the confidentiality of their educational records.
2. All student records are confidential.
3. Access to any student's record is regulated and controlled by approved access to discrete areas of the student information management system and/or database.
4. Staff access to these areas is determined according to whether or not a staff member's responsibilities reasonably require access to that information for educational or administrative purposes, in the performance of their job accountabilities.
5. Staff who have access to student education records are obligated to carefully protect students' confidentiality, and will be held accountable for safeguarding students' confidentiality.
6. Hard copies of student records will not be left on desktops or at workstations overnight. IEFT requires that all confidential information is returned to the appropriate storage unit before staff members leave at the end of the day. Staff members are also required to log-off from their computers at close of business.

7. Inappropriate disclosure of student records or deliberate violation of this policy will result in disciplinary action, which may include termination of employment. Such violations might also result in litigation and prosecution.
8. Students are provided with copies of their complete records upon written request to the Dean (Emotionally Focused Therapy).
9. Students may request amendment(s) of student records if they believe their record is inaccurate, misleading, or otherwise in violation of their privacy or other rights. Students wishing to take such action may initiate a complaint using the Grievance Complaints and Appeals Policy and Procedure.

#### **Distribution of Academic Results**

1. This policy prohibits the public posting or display of grades or examination results with personally identifiable information (for example, student name or ID).
2. Examinations, essays, test and quiz results or any other graded materials that contain personally identifiable student information (i.e., student name or ID) will be distributed directly to students.

#### **Disclosure of Student Records**

1. IEFT does not provide students' academic results to any third party under any circumstances. If IEFT Testamurs and/or Records of Results are misplaced or damaged, graduates may request that their certification documentation is re-issued, following the steps outlined in the Graduation and Conferral Policy and Procedure. A fee may be payable for this service.
2. IEFT may be required by law to provide some personal information about students to:
  - the Commonwealth Department of Education (for example, statistical information about student enrolments or education background);
  - the Australian Taxation Office (for example, in relation to FEE-HELP, if applicable);
  - the Commonwealth Government regarding student requests for financial assistance. In such cases, students may be asked to consent to personal identifying data, including their Tax File numbers, being provided to the Australian Government for the allocation of Commonwealth Higher Education Student Support Numbers (CHESN), if applicable. Students requesting such assistance are to liaise with the Dean (Emotionally Focused Therapy).

#### **Disposal / Archiving of Student Records**

1. Australian accreditation and registration agencies require providers to retain students' educational records for a minimum period of 30 years.
2. After a student has graduated or otherwise discontinued his/her enrolment, the student's record will be transferred to an electronic archive. Any paper records will be placed in labelled boxes (Year by Program) and stored in a secure storage facility.
3. Any uncollected assessment items (essays, examination results, and other paper records that do not need to be maintained) will be shredded or placed in security waste bins after a reasonable period of time.
4. Any documentation which identifies a student's personal information must never be placed in unsecured bins or rubbish tips.

#### **RELATED**

Privacy Policy

Student Grievance Complaints and Appeals Policy

Student Grievance Complaints and Appeals Procedure

Students at Risk Policy

Students at Risk Procedure

Academic Integrity Policy

Academic Integrity Procedure

Student Assessment Policy

Student Assessment Procedure  
Graduation and Conferrals Policy  
Graduation and Conferrals Procedure

**Version Control**

<b>Document:</b> Students Records Management Policy		
<b>Approved by:</b> Academic Board		<b>Date:</b> 2017/09/18
<b>Version:</b> V1.1	<b>Replaces Version:</b> V1.0	<b>Next Review:</b> 2019

## Version Control

<b>Document:</b>	Student Records Management Policy				
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