

Access to Records Policy

Purpose

The purpose of this policy is to ensure individual privacy to students whilst providing access to relevant information and records.

Scope

This policy applies to any student in an accredited training that Arthritis & Osteoporosis Tasmania (AOT) delivers. This policy DOES NOT apply to students in non-accredited training.

Records storage

- AOT will securely store all records associated with training and assessment activities in accordance with its Records Management Policy. Confidentiality will be assured with respect to these records.
- AOT may provide state and national authorities with some information so that the progress of the national training system can be monitored. This is a requirement of law. This information contributes to national statistics and confidentiality is assured in their use of such information.
- All personnel associated with education, training or assessments will be aware of the confidentiality requirements.
- AOT personnel will not access records other than for purposes associated with education, training or assessment activities.
- Students are welcome to view their own records and obtain copies of the information. Arrangements for these services will depend on the circumstances of the request, including time and location.
- AOT permits access to records by authorised personnel only. These people need access to update education, training or assessment program activities, assessment outcomes, qualifications and related data, and to gather information for reporting purposes. If there is a reasonable objection to a particular individual or individuals having access to records, students need to justify their reasons and appropriate alternative arrangements may be made.
- No one other than delegated AOT personnel will be permitted access to records without acceptable evidence of permission for this to occur.

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Location:	S:\ADMIN\Policies & Procedures\Access to Records v1.docx	Review Date:	May 2022

How a student can request access to their record

- Students can request access to their records if they are on site by talking to AOT staff. Depending on the type of request, this may be able to be actioned immediately.
- If the request is required to be more formal, then a request to view records should be made in writing to training@arthritistas.org.au or by mail to PO Box 780, Moonah, Tasmania 7009.
- Upon receipt, AOT will process the request. AOT will take steps to confirm the identity of the requestor.
- Within 14 days of receipt of the request, the information will be forwarded to the student as per the student request.
- If the student has requested a nominee to access their records, the same procedure as above will apply. The form must be in writing, specify the name of the nominee and be signed and dated by the student.

Related Documents

- Student Records Management Policy

Revision History

Version	Date	Description of Modifications
V1.0	18/08/2016	Original
V1.1	21/05/2020	Updated (address for requests)

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