



# CONFIDENTIALITY OF STUDENT RECORDS POLICY AND PROCEDURES

## Introduction

This is a statement of the policy and procedures of Relationships Australia relating to the confidentiality of student records. Custodianship for student records is vested in the organisation and the offices of CEO and Clinical Director. All information concerning students is entrusted to the organization in confidence. Overall responsibility for administering the policy and procedures relating to Student Records rests with the AIRS Program Manager (or Training Coordinator ) who has discretionary powers to delegate authorisation to staff.

## 1. Definitions

- 1.1 Student Records** means all information, transactions and correspondence relating to individual students held by the organization in all forms, eg. hard copy, video or audio tapes, computerised records including electronically derived databases and directories containing personal data, address information, enrolment information, academic results, decisions and qualifications for award. However, the expression does not include statistical information based on or compiled from data which does not disclose the identity of individual students.
- 1.2 Confidential Information** includes personal information disclosed to staff in the course of training, e.g. family of origin or other information disclosed in relation to welfare or guidance matters.

## 2. Guiding Principles

- 2.1** The interests of the individual concerned and the preservation of confidentiality and privacy are the paramount considerations.
- 2.2** Compliance with Privacy Legislation is mandatory
- 2.3** The establishment and maintenance of tight security of Student Records is imperative and is the responsibility of all those who are authorised to access the information contained therein.
- 2.4** There is no universal principle of access. Information may be accessed or released only in accordance with this statement of policy and procedures
- 2.5** Expectations are in relation to subpoenas, emergencies, or to comply with lawful Freedom of Information request.

## Policy

- 3.1 The release of Confidential Information, otherwise than in accordance with this Policy is prohibited. This includes release of information to such groups as financial agencies, police, relatives of students etc.. In case of emergencies, requests for information may be passed on to the student concerned for a response if he/she wishes or an explicit clearance may be given by the CEO, Clinical Director or Program Manager at their discretion.
- 3.2 The day to day responsibility for maintaining security and confidentiality of Student Records either electronic or hard copy lies with the Administrative Assistant and must be respected by all staff who have access thereto.
- 3.3 Authorised Staff may have access to hard copy and electronic Student Records only if the information sought is necessary for an approved and legitimate administrative action or other organizational business
- 3.4 Access to Computer Records is restricted in the same manner as access to hard copy Student Records. There shall be no extraction of information from electronically derived data or associated systems without student authorisation or adherence to the formal approval process.
- 3.5 Student Records and Computer Records must be stored in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse
- 3.6 Access policy and procedures shall be regularly reviewed and made available.
- 3.7 Students may give written consent to have their details released
- 3.8 Transcript of Statement of Attainment – students will be issued with a transcript subject to all fees being paid.