



Student Access to Records Policy

At New Era Institute we acknowledge that students need access to their records in order to monitor their progress and participation. New Era Institute will facilitate access to records to a student on request.

Requesting access to records

Students who require access to their records are required to complete a *Records Request Form*. This form can be obtained from Student Services. It is the responsibility of all staff to respond positively to these requests and assist the students to complete the request form and facilitate access to their data.

It should be noted that access will only be provided to the student in person or a nominated person. Photo ID is required for either the student or the nominated person (see form for details).

New Era Institute also requires the payment of an administrative fee of \$20.00 if the student requires a copy of their records. This is a one-off admin fee that is only payable where copies are requested to be taken away or emailed to the student. If the student is simply requesting access to view their records, then this incurs no cost.

The student does however need to complete the *Records Request Form* on all occasions where access is requested. This can be found on www.newerainstitute.edu.au under Student Portal or at the reception at New Era Institute. The completed *Records Request Form* can be submitted to Student Services by email or in person at reception who will respond to the request within three business days as per the request.

If the request is a privacy issue. This process can be found under the *Privacy and Personal Information Policy* in this manual.