

STUDENT ACCESS TO RECORDS POLICY AND PROCEDURE	
Who is responsible	The director/senior trainer and training coordinator/compliance officer are responsible for ensuring that this process is followed.
When	On request from student
Policy	<p>This policy outlines the procedures for students to request access to their AQF certification documentation and associated records in line with the Standards for RTOs and relevant privacy legislation.</p> <p>This policy applies to current student, former student and any authorised representatives acting on behalf of a student (with written consent).</p> <p>Under this policy, students are entitled to access:</p> <ul style="list-style-type: none"> • AQF qualifications and statements of attainment issued to them • Personal and enrolment details • Training and assessment records • Progress and outcome records
Procedure	<p>The student is required to submit a Student Record Access Request form and email it to info@asbestosandyou.com.au or post it to 34a Smith Street, Walkerville SA 5081.</p> <p>The administration team will verify the identity of the student to ensure privacy is protected. If the request is made by a third-party, written consent from the student must be provided.</p> <p>Administration will retrieve the requested records:</p> <ul style="list-style-type: none"> • Certification documents (from the secure archive) • Assessment records (if within the retention period) <p>Records maybe provided in the following format:</p> <ul style="list-style-type: none"> • Electronically via a secure email or share folder • In hard copy (upon request or where required) <p>Timeframe is within 7 business days of receiving the request and verifying the identity.</p> <p>The fee for this service is as following:</p> <ul style="list-style-type: none"> • AQF qualifications and statements of attainment \$50.00 • Evidence card \$50.00 • Personal and enrolment details \$60.00 • Training and assessment records \$60.00 per assessment <p>All requests and responses are recorded in the Student Management System or secure register.</p> <p>A copy of the request and proof of the response is retained for audit purposes.</p>