



Access to Records Policy

Document Control

- Policy Name: Privacy Policy
- Version: 1.0
- Approved By: Jason Hartwell (CEO)
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- Review Date: 1st of January 2027
- Responsible Person: Jason Hartwell (CEO)

1. Purpose

Australian Operator Training is committed to ensuring that all learners have timely, equitable, and transparent access to their personal information and training records. This policy establishes the framework for accessing and correcting records in compliance with the 2025 Standards for RTOs and relevant legislation.

2. Scope

This policy applies to:

- All current and former students
- Staff involved in record management
- Authorised third parties requesting access to student records

3. Legislative and Standards Framework

This policy aligns with:

- 2025 Standards for RTOs (including Outcome Standard 2.3 – Informed and Protected Learners)
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APP 12 & 13 – Access and Correction)
- National Vocational Education and Training Regulator Act 2011
- Data Provision Requirements 2012
- Unique Student Identifier (USI) requirements
- AVETMISS reporting requirements

4. Policy Statement

Australian Operator Training ensures that:

- Learners can access their personal and academic records without disadvantage
- Access is provided in a fair, transparent, and timely manner
- Reasonable adjustments are made to support equitable access for all learners, including those with disability, language, literacy or numeracy needs
- Records are accurate, secure, and compliant with regulatory reporting requirements
- All records are validated prior to issue and periodically reviewed for accuracy
- Learners are provided with sufficient information to understand decisions affecting them

5. Types of Records Available

Students may request access to:

- Enrolment information
- Academic records (results, statements of attainment, qualifications)
- Attendance records (where applicable)
- Assessment outcomes and feedback
- Personal information held by the organisation

6. Roles and Responsibilities

Chief Executive Officer

- Ensure organisational compliance with legislative and regulatory requirements
- Approve policy and monitor effectiveness

Administration

- Process access and correction requests
- Verify identity of applicants
- Maintain secure and accurate records
- Ensure compliance with timeframes
- Maintain request logs and evidence of access

Trainers and Assessors

- Provide relevant academic and assessment information
- Ensure assessment records are accurate and available when required

7. Access to Records Process

7.1 Request Submission

Requests must:

- Be submitted in writing (email or approved form)
- Include sufficient detail to identify the student and requested records

7.2 Identity Verification

- Proof of identity may be required prior to release of records
- Third-party requests require written consent from the student

7.3 Timeframes

- Acknowledgement of request: within 2 business days
- Provision of records: within 10 business days

These timeframes are designed to be reasonable and responsive. Urgent requests will be prioritised where practicable.

7.4 Access Methods

Records may be provided via:

- Secure electronic format (preferred)
- Hard copy (where required)
- Supervised access for sensitive records

Access will be provided in a format that supports the learner's needs, including reasonable adjustments where required.

8. Access to Assessment Information

Students will be provided with:

- Assessment outcomes
- Feedback on performance
- Sufficient information to understand assessment decisions

Access to full assessment tools or marking guides may be restricted where necessary to protect:

- Academic integrity
- Intellectual property

Such restrictions will not prevent learners from understanding how decisions were made.

9. Correction of Records

Students may request correction of inaccurate, incomplete, or outdated information.

- Requests must be submitted in writing
- Supporting evidence must be provided
- Corrections will be made where justified
- If a correction is refused, written reasons will be provided

Timeframes:

- Acknowledgement: within 2 business days
- Outcome: within 10 business days

10. Fees

- Access to personal information is provided free of charge
- Reasonable fees may apply for:
 - Replacement certificates
 - Extensive reproduction of documents

Fees will be communicated prior to processing.

11. Refusal of Access

Access may be refused where:

- It would unreasonably impact the privacy of another individual
- It breaches legal or regulatory obligations
- The request is unreasonable or lacks sufficient identification

Reasons for refusal will be provided in writing, along with information on how to appeal the decision.

12. Records Management and Security

Australian Operator Training ensures that:

- Records are securely stored (electronic and physical)
- Access is restricted to authorised personnel only
- Systems include appropriate access controls, backups, and data protection measures
- Records are retained in accordance with regulatory requirements (including up to 30 years where applicable)
- Data is maintained in compliance with AVETMISS and USI requirements

13. Complaints and Appeals

If a student is dissatisfied with an outcome under this policy, they may:

- Lodge a complaint through the Complaints and Appeals Policy
- Escalate the matter for internal review
- Access external review mechanisms where applicable

14. Continuous Improvement

Australian Operator Training:

- Monitors access requests, timeframes, and outcomes
- Analyses trends in complaints, delays, and errors
- Uses data to inform system and process improvements

Evidence includes:

- Continuous Improvement Register
- Access request logs
- Audit records

15. Related Policies

- Privacy Policy
- Complaints and Appeals Policy
- Records Management Policy
- Student Handbook

16. Review

This policy will be reviewed:

- Annually, or
- Following legislative, regulatory, or operational changes

17. Approval

Chief Executive Officer
Australian Operator Training
Date: 1 January 2026