



## Operational Policies and Procedures

Division: Students	Topic: Student Records
Policy No. S011	Effective: September 2009
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### **1. Student File Management**

1.1 Academy Canada is committed to the efficient and practical management of student files. For a period of not less than 50 years Academy Canada will properly store and maintain the following student files:

1. Student Registrar Files
2. Student Business Office Files
3. Student Development Files
4. Work-term and Practicum Files

All other student course files will be considered for Retirement on specified dates each year once a predefined waiting period has passed (after the completion of each individual course). This waiting period would allow ample time for students to challenge the final grade received in that course by requesting a formal evaluation reread in accordance with the official Academy Canada Reread Policy.

See Appendix F – Student File Management Procedure & Request for Student File Retirement Form

### **2. Confidentiality**

2.1 It is the policy of Academy Canada to handle all student records in a confidential matter while ensuring that they are properly stored and maintained.

2.1.1 There are three types of student records:

1. Those that are kept as working copies by Instructors
2. Those that are kept permanently in the Campus Registrar's file room.
3. Those that are kept permanently in the campus Business Office.

### **2.2 Storage of Current Student Files**

2.2.1 All current student files, other than Student Development files, are stored in locking filing cabinets in either the Registrars' Office or the Business Office. The Business Office student files contain only financial documents and information concerning a student's

method of payment and other relevant financial information. The student file in the Registrar's Office contains all other required documentation and information relating to application and enrollment items through until the student graduates or withdraws.

**2.2.2** The Student Development files are maintained by instructors and do not contain any private financial or personal information. At the end of each academic year, these files are securely inventoried and boxed by instructors and submitted to the Registrar.

**2.2.3** Student files are not to be removed from the Business Office or the Registrar's Office except when supervised by the Business Office, Registrar, Principal or Vice Principal.

**2.2.4** Access to student files is permitted when it is necessary to provide information to the student perhaps in initial meetings with an Admissions Officer, or when the Employment Coordinator or Business Office must add their content to a student file upon the student's graduation.

**2.2.5** All student files for graduated or withdrawn students are no longer considered to be current student files, and are moved to a secure designated file room and will remain there unless the former student requested information. Only authorized personnel will have access to this room and these files (i.e. Principal, Vice Principal, Registrar, Business Officer, Admissions Officer or the school's Superintendent).

**2.2.6** All staff sign a confidentiality agreement and are made very aware of the serious consequences associated with breaching the agreement.

### **2.3 Disclosure of Student Information**

**2.3.1** Administrative and Instructional staff members of Academy Canada are permitted access to all or part of a student's record in order to carry out the duties of her/his position at the college.

**2.3.2** Upon completion of their program of study, students are entitled to an official transcript of academic achievement if the college has received payment of all fees. Official transcripts will be withheld for non-payment of fees.

**2.3.3** Documentation submitted by a student with their application for admission or for a transfer credit or prior learning assessment will not be returned to the student or sent to an outside party.

**2.3.4** A student's name, their program of study, diplomas awarded and graduation dates are considered part of public record. Therefore, this information is disclosed to third parties on request. A student, however, may request that this information be kept confidential.

**2.3.5** Academic (grades) and personal information (student's address, phone number, date of birth, marital status) will be kept confidential and will not be released to the public except where the student has given prior written consent. If the situation is deemed an emergency, personal information may be released.

**2.3.6** Information will be released without student consent to persons in compliance with a judicial order or subpoena or as required by federal or provincial legislation.

**2.3.7** Immediately upon signing their student contract, students will receive a copy for their personal records. The contract kept on file with the college will include a sentence confirming receipt of a signed copy.

See Appendix F – Consent Form I (for the gathering of student information)

Consent Form II (for the release of student information).

### **3. Student File Content**

**3.1** In order to ensure that all student files contain the required documents, each Registrar's Office uses checklists designed to be relevant to each program offered at Academy Canada. The checklists are used in every student's file and allow the Registrar to record all contents and required documents that are within the file (i.e. application forms, high school diploma/equivalent, any comments or signatures, etc.). In addition, each checklist allows spaces for the signature of that Admissions Officer(s) and Registrar, all of whom review the file to ensure it contains all required documents.

### **4. Student File Transfer**

**4.1** In the case that Academy Canada ceases to operate as an educational institution, all student files will be transferred in a secure and confidential manner to the possession of the Department of Advanced Education and Skills within 14 days of ceasing operation.

**4.2** In the instance that Academy Canada ownership structure changes, or the business is sold, all file inventories will be passed onto the next owners, while the integrity of all student files and the storage of the files will remain until the new ownership has officially taken hold.