

# Learner Access to Records

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## 1. Purpose

At ISH24 we acknowledge that learners need access to their records in order to monitor their progress and participation. ISH24 will facilitate access to records to a learner on request.

## 2. Requesting access to records

Learners who require access to their records are required to complete a Records Request Form. This form can be obtained from any ISH24 staff member. It is the responsibility of all staff to respond positively to these requests and assist the learner to complete the request form and facilitate access.

It should be noted that access will only be provided to the learner in person and only after identification has been confirmed. Photo ID is required. ISH24 also requires the payment of an administrative fee of \$10.00 if the learner requires a copy of their records. This is a one-off admin fee that is only payable where copies are requested to take away by the learner. If the learner is simply requesting access to view records then this incurs no cost. The learner does however need to complete the Records Request Form on all occasions where access is requested. The completed Records Request Form can be submitted to any staff member who will pass the request to Training Admin who will respond to the request within two business days.

## 3. What records can be accessed?

The Records Request Form seeks to identify what specific records are requested to access. These may include:

- hard copy records from your learner file which will include enrolment administrative records and assessment evidence.
- activity data which is contained within the ISH24 learner management system including your electronic training plan and details of awarded units of competency.

## 4. How are records accessed?

Once a learner has requested access to records, a staff member will organise for the learner to attend the ISH24 office where controlled access will be provided. Controlled access means hardcopy records may be viewed by the learner in the presence of an ISH24 staff member.

Learners who request activity data from the ISH24 learner management system can be provided this in a printed report format which details all activity recorded within the learner's training plan for any specific enrolment which includes achievement of units of competency.

Learners who request to access their records are to be provided with this access at the earliest opportunity. ISH24 is committed to maintaining a transparent and equitable training environment.



## 5. Access by external authorities

The Australian Skills Quality Authority is entitled to collect activity data about a learner's enrolment and achievements. This information includes all information submitted by the learner during the enrolment process. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes. The information provided by learners may be accessed by Commonwealth officers and by the National Centre for Vocational Education Research (NCVER) for statistical research purposes.

## VERSION CONTROL

Date	Version	Changes Made		Changed by
		Grammar and Spelling	Formatting	
June 2017	1.1  within ISH24 Policies and Procedures Manual			
17/10/2022	2.0	Minor corrections	Updated formatting	Su White