Policy and Procedure
No: HCIT-CS-PCR-5.0
Topic: Privacy & Confidentiality of Records
Category: Client Services
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1. **Purpose:**

To provide a process for:

a) Obtaining student/client consent for release of records;
b) Handling requests for release of student/client record.
c) Protecting the rights of individual privacy and confidentiality of records
d) Maintenance, management, preservation and security of student/client records

2. Policy

It is the policy of the College to maintain student/client's records in a safe and secure environment with an efficient and effective system that allows student/clients access to their personal records without compromising confidentiality and privacy.

3. **Scope:**
All internal and external, requests for student/client records

4. **Responsibilities**:
4.1. **Registrar**: for overseeing the operation of this procedure and for retention of all student/client/ information and records.

4.2. **All Staff**: for ensuring the confidentiality of any records they are entrusted with is protected.

5. **Procedure**:
General
5.1. The office of the Registrar is the official repository for student/client/client records. The Registrar will designate various locations as official sites for storage of student/client records.

5.2. The following statements are intended to provide guidance and direction to instructional and other program related staff as it relates to student/client records:

a) Instructional and other program/course staffs are responsible for any student/client records they gather, or that they may come into possession of, while the student/client is enrolled in the program/course under their responsibility.

b) Except where the student/client has specifically requested confidentiality or where a high degree of confidentiality would be implied due to the sensitivity of the records shared, programme staff may provide this records to the authorized HCIT personnel when requested or as part of the requirement of their position.

c) Any personal records retained in student/client files by program staff about a student/client that is of a sensitive nature should be retained in a separate file or envelope marked "Confidential". Records of a sensitive nature must not be kept in general student/client files.

d) All records stored in electronic format has to be appropriately secured.

e) Any Student/client records maintained by College staff must be available to the individual student/client on request.

f) After the student/client exits, all pertinent records required to be maintained by the HCIT such as skill ratings and marks must be forwarded to the office of the Registrar. The retention period of specific student/client records by program staff may be specified in a Records Schedule.

g) All other records should be disposed of in a means consistent with the confidentiality and sensitivity of the records.

Student/client Request to Release Records to a Third Party

5.3. Request by a student/client to release records on their personal file to a third party will be made on the Student/client Records Release Authorization Form.

5.4. Completed Student/client Records Release Authorization Form will be retained by the office fulfilling the request for records for a period of at least one year after the student/client completes or exits from the program/course.

5.5. Student/Client Records Release Authorization Form should be used to obtain the student/client's consent to release records in all situations.

Release of Student/client Records to Internal Staff

5.6. Staff conducting internal audits, are authorized to examine any student/client records that are necessary to effectively audit the Quality System.

5.7. The Registrar may authorize the release of student/client records contained in student/client files to authorized staff as follows:

a) Records such as application related documents, transcripts, assessment results, letter of reference, etc. as required for interview, assessment and instructional related purpose;

b) Records of sensitive nature – only after the student/client has completed a Student/client Records Release Authorization Form, and has been received by the Registrar.

Release of Student/client Records to Government Department/Agencies

5.8. Departments or agencies requesting student/client records for investigative, administrative or statistical purposes will be asked to, in writing, complete the Request for Release of Student/client Records Form and submit it to the Registrar.

5.9. The Registrar will review the request for records and determine legality and morality of the request and respond accordingly.

5.10. The Registrar may comply with the request in part or full as necessary.

Release of Records to Employers seeking Information relating to an Application for Employment

5.11. All student/clients graduating from HEART College of Innovation & Technology will be asked to sign a copy of Release of Records to Employer related to Application for Employment prior to the day of the graduation.

5.12. A copy of the signed form will be provided to the student/client and the original will remain in the student/client's file maintained by the college indefinitely.

5.13. Request from employers for information from a student/client's file relating to an application for employment must be on the employer's letterhead.

5.14. The Registrar must consult with the Student/client before releasing the Information.

5.15. A record has to be maintained for all information released, to whom it was released, the date of the release and any details of the discussion with the student/clients.

Access to Personal Records

Procedure

Any client/student who wishes to access his/her personal and academic file may do so in the following manner:

a. Complete the Student/Client Request Form
b. Submit the request to the Records Officer.
c. The Registrar will give approval and indicate the access day and time

d. Personal Files must be reviewed in the presence of the Records Officer and the Assessment Files in the presence of the Assessment Officer
e. Trainees are not permitted to remove any document or part of their personal files