

# RTO Policy 2: Access to Training Records

# OWNERSHIP

This policy is the responsibility of CPA Australia’s Registered Training Organisation (**CPA Australia RTO**) working group (**CPA Australia RTO Working Group**).

## Scope

CPA Australia Ltd (**CPA Australia**) has established this policy to support the Australian Skills Quality Authority (**ASQA**) *Standards for Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by the CPA Australia RTO Working Group to support and provide clear instruction and guidance to program Candidates and CPA Australia personnel in the treatment and access to Candidate training records and personal information.

## Review and Maintenance

Maintenance and review of the CPA Australia RTO Access to Training Records Policy is the responsibility of the CPA Australia RTO Working Group. The CPA Australia RTO Working Group will maintain ongoing records of the elements and application of this policy. The CPA Australia RTO Working Group will provide ongoing reports to all relevant stakeholders.

## Change Record

<b>Date</b>	14 December 2018
<b>Version</b>	9.0
<b>Description</b>	Eighth Update
<b>Author</b>	CPA Australia RTO Working Group
<b>Doc #</b>	#2379970_9

# CONTENTS

<b>OWNERSHIP</b> .....	<b>2</b>
<b>Scope</b> .....	<b>2</b>
<b>Review and Maintenance</b> .....	<b>2</b>
<b>Change Record</b> .....	<b>2</b>
<b>CONTENTS</b> .....	<b>3</b>
<b>POLICY</b> .....	<b>4</b>
<b>Access to Training Records</b> .....	<b>4</b>
<b>Personal Information</b> .....	<b>4</b>
<b>Training Records</b> .....	<b>4</b>
<b>Procedures: Actions and Responsibility</b> .....	<b>5</b>
<b>Associated Documentation</b> .....	<b>6</b>

# POLICY

## Access to Training Records

CPA Australia RTO is committed to ensuring that;

- Confidential information and personal information provided to us by Candidates is treated in a manner which protects the privacy of that information on behalf of the Candidates, their employer or business;
- Candidates are able to access their training records (such as Diploma certificates, statement of results, academic transcript or testamur); and
- Information pertaining to Candidates is not disclosed to a third party without the written consent of Candidates.

CPA Australia RTO complies with and is bound by the Australian and any other applicable privacy laws and regulations. For CPA Australia's Privacy Policy and Privacy Statement please refer to the following link:<https://www.cpaustralia.com.au/utilities/privacy> . A Candidate's personal information will be dealt with in accordance with CPA Australia's Privacy Policy and Privacy Statement.

## Personal Information

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. Personal information may include but is not limited to personal details, language and cultural diversity, disability, education history including previous qualifications, employment history, training records including results, statement of attainment or qualification gained. For further information with regard to personal information please review CPA Australia's Privacy Policy and Privacy Statement.

## Training Records

A request for access to training records may include access to information held on a Candidates file in relation to an assessment; include assessor comments, marking sheet and Candidate results (**Request**). It may also include copies of testamur, academic transcripts, statements of attainment or records of results (**Training Records**). Please note if Candidates require a reprint of specific program testamur a fee will be applied for this service (please see the CPA Australia RTO Fees, Charges and Cancellations policy for more information).

## Procedures: Actions and Responsibility

Candidates are entitled to access their training records upon written request. Candidates must allow at least 48 hours for CPA Australia RTO to process a request for information. The CPA Australia RTO Manager is responsible for approving an information request and will do so based on the validity of the supporting documentation (such as proof of identity), and may ask for additional information if required. CPA Australia RTO is not permitted to supply information to third parties without receipt of written authorisation from the Candidate. Training records remain property of CPA Australia as a Registered Training Organisation (RTO).

Action	Responsibility
The CPA Australia RTO Manager is responsible for ensuring that Candidates have access to their training records, whilst ensuring that CPA Australia's RTO practices comply with all the Australian and any other privacy laws and regulations.	CPA Australia RTO Manager
To the extent permitted by law, CPA Australia RTO will not provide personal information of Candidates or their training records without a Candidate's written consent. CPA Australia RTO will provide the personal information of a Candidate in accordance with the CPA Australia Privacy Policy.	CPA Australia RTO Personnel
Candidates are permitted to access their personal information and training records, request a re-print of their testamur, statement of attainment, academic transcript or record of results, and are required to complete and submit the relevant form(s) to the CPA Australia RTO a minimum of 48 hours before they require the information (N.B please allow longer for reprinting of certificates and statement of attainment documentation).	Candidate
If a request is received from someone other than the Candidate themselves, the requesting party will be advised that this information can only be released to them upon CPA Australia RTO's receipt of written consent from the Candidate.	CPA Australia RTO Personnel
The Candidate must complete the relevant form requesting access to their personal information or training records held on file by the CPA Australia RTO (including reprinting of testamur, statements of attainment or records of results certificate and where necessary express permission for their records to be forwarded to a third party. The third party's information must be included on the form.  All such requests must be accompanied by a copy of one form of identification (e.g. drivers licence, passport), which will be sighted by the CPA Australia RTO Manager before the request is approved.	Candidate CPA Australia RTO Manager
Upon receipt of the Candidate's request and approval from the RTO Manager, CPA Australia RTO will forward the requested information to the Candidate.  Candidates will receive the information requested via email unless the Candidate specifically requires information to be received via post. Please note testamur and re-printed materials will be sent by post or electronically, as requested by the Candidate	CPA Australia RTO Personnel
A copy of the request will be retained on the Candidate's File.	CPA Australia RTO

## Associated Documentation

- Candidate Handbook
- CPA Australia Policies and Procedures
- CPA Australia Privacy Policy
- CPA Australia RTO Request for Access to Training Records form
- CPA Australia Certificate Re-print Request form