



INTERNATIONAL GATEWAY LANGUAGE ACADEMY & COLLEGE -KELOWNA RECORD MANAGEMENT POLICY

The Records Management Policy provides International Gateway Kelowna Ltd. with a policy that follows industry best practice for the collection, storage, confidentiality and retrieval of student records.

It establishes retention timetables for student records and ensures that all College records are trustworthy, usable over time, retained and disposed of according to approved timetables.

Procedure

1. Employees will protect the privacy of individuals by ensuring that records containing personal information are stored in a secure environment while in the office and are confidentially destroyed by shredding or incineration according to approved retention and disposal schedules.
2. Student records are retained for eight (8) years.
3. Employees will maintain a hardcopy and e-version of an individual student file for each student registered; the student file will contain information on one student only.
4. The following documents will be in the student file:
 - A copy of the signed student enrolment contract
 - Evidence of payments for tuition and related fees
 - A copy of a complaint made by the student to the institution in relation to an approved program of instruction of the institution, and all documents in relation to the complaint and the student's participation in the dispute resolution process (If applicable)
 - Copies of a notice of withdrawal or a notice of dismissal and documents in relation to the withdrawal or dismissal, including in relation to a refund of tuition or related fees (If applicable)
 - A copy of the letter of acceptance and a copy of the study permit
 - The student's transcripts issued by the institution
 - Evidence that the student has met the admission requirements for the approved program of instruction

- A copy of the attendance record for the student
 - Documents in relation to a student's participation in the grade appeal process (If applicable)
 - A copy of the credential granted to the student (If applicable)
5. In addition, if a student participates in a work experience component, the following must be included in the student record:
- A copy of the agreement described in the work experience component compliance standards
 - Evidence that the student has met the requirements for participation in the work experience component
 - A copy of evaluation of the student's performance in the work experience component
6. Employees who create and maintain records will establish departmental procedures to ensure that such records are protected in the event of a disaster.
7. Employees who leave the College or change positions will leave all their college records for their successors, other than those records that are eligible to be archived or are scheduled to be destroyed.

Access to Students Records

By Employees

Employees who are authorized by the school and working for the benefit of students will have a password to access student records. As with any personal information, access is on a need-to-know basis only.

By Parents and Students

Under the Personal Information Protection Act students are entitled to access their student file and requests for access to student records will be processed during normal business hours. Generally, requests for access to student records by the legal custodial parent(s)/guardian or a student will be handled on an informal basis and records will be made available upon request in the presence of the Academic Director or a person designated by the principal to interpret the records. Normally the legal custodial parent(s)/guardian will exercise rights of access on behalf of students under the age of nineteen (19).

By Other Agencies/Parties

A student's personal information may be disclosed to the RCMP, Probation Officers or Immigration Officers to assist in an investigation undertaken with a view to a law enforcement proceeding, or from which a law enforcement proceeding is likely to result.

Requests from law enforcement agencies must be submitted in writing with the following information provided:

1. The name of the individual whose information is requested;
2. The exact nature of the information desired;
3. The authority for the investigation;
4. The purpose for which the information will be used; and
5. The name, title and address of the person authorized to make the request.

All requests from law enforcement agencies for personal information will be recorded in writing and filed.