

OFFICIAL STUDENT RECORD POLICY

1. Policy

With personal and academic data in its possession, Hanson Language School (hereinafter called 'HLS') has the obligation to protect an individual's right to privacy as described in the [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#). Therefore, it must regard each student record as a unique, private document to which access is strictly controlled and governed by the student's consent and HLS's responsibility. This includes any personal information belonging to past, prospective, and current students. The guidelines listed below are a confirmation of this principle. Access, content, and regulation of student records are outlined in this policy.

2. General Guidelines: Release of Information

- 2.1. The basic guideline governing the release of information is based on the belief that HLS acts with discretion upon authorization from the student.
- 2.2. The school requires the student's consent to access the student's file.
- 2.3. In response to third party enquiries, therefore, only what is public record may be released, namely whether or not the student is currently enrolled and the date when certificate was awarded.
- 2.4. No further information will be released without student authorization. This applies typically to requests from family members, prospective employers, police forces, credit bureaus, finance and loan companies, private investigation agencies, banks, and similar organizations.
- 2.5. Pursuant to section 42(b) of the FIPPA, a student who wishes to give their consent to grant access of their Hanson School of Languages record or any of their information to a third party must complete and submit the Student Consent to Release Personal Information form, thereby authorizing HLS the release of their information to the requested party(ies).
- 2.6. External requests for mass listing of directory information, typically from credit card agencies, will be denied.
 - 2.6.1. Where such listings have in-house legitimacy, such as the facilitation of student elections, they may be released without discretion.
- 2.7. The original documents of a student file will not leave HLS; appropriate copies may be released to deans (or the equivalent) when necessary.
 - 2.7.1. There are two exceptions:
 - This rule is superseded by law in the case where a court subpoena is in effect (see Section 6: Access by Third Parties outside the school) and
 - Where an authorized search warrant is served.
- 2.8. Regulations and records of attendance in courses are incorporated into the grading procedures of each course.
 - 2.8.1. It is the professional responsibility of faculty to assess grades and the degree to which attendance plays a role in the assessment. Therefore, requests for records of attendance,
 - 2.8.2. Typically, by sponsoring agencies, are considered inappropriate and are to be referred to at Hanson Language School.

3. Academic Records and Student Information

- 3.1. The Student Services department is accountable for gathering and maintaining accurate data from students and agencies, and providing, on request, to the student or those persons or institutions designated by the student.
- 3.2. HLS is also designated as the official repository of HLS student files and records; therefore, all requests for information regarding students should be routed through it.
- 3.3. Access to student information through electronic methods must be controlled through conscientious use of technology and adherence to the user guidelines provided by HLS. Typically, these will address screen layouts, security codes, and general procedures.
- 3.4. With computer-based records, students are assured of the following principles:
 - 3.4.1. Data on the automated records system is available for their perusal, as is their file, under supervision of the School Academic Administrator.
 - 3.4.2. Data is used by HLS only, for record keeping, reporting, and analysis purposes.
 - 3.4.3. Data is updated, corrected, or amended upon notification and/or request, as appropriate.
 - 3.4.4. Data is protected.
 - 3.4.5. Data is maintained live only as long as is useful, after which time it is converted to storage medium.

3.5. Contents of the Hanson Language School Student Record

3.5.1. Current Student Record

- 3.5.1.1. Application form and its documentation and admissions correspondence.
- 3.5.1.2. English Proficiency Test; confirmation of completion and status.
- 3.5.1.3. Receipt of payment of fees.
- 3.5.1.4. Record of changes of status (i.e. name change, address change, level change).
- 3.5.1.5. Record of withdrawal.
- 3.5.1.6. Upon completion of course(s), a copy of the student's report card and certificate of completion.

3.6. Maintenance, Storage, Retention, and Destruction of Records

- 3.6.1. HLS operates the maintenance, storage, retention, and destruction of student records.
- 3.6.2. Student records will be stored in a secure manner consistent with the confidential nature of the information involved.

4. Access by the Student

- 4.1. Upon request, each student may access their own file, request its release to a third party, or request it to be held with no release allowed.
- 4.2. At the same time, the school may hold back the release of the record of a student who has debts outstanding to HLS.
- 4.3. Unless unusual circumstances prevail, no grades or certification shall be released by HLS to an individual student prior to the official release of grades and certification to all students.

- 4.4. Final grades are not official until records are released by HLS. If faculty wish to post grades, they must identify students by means other than name or I.D number and specify that such grades are unofficial.
- 4.5. Generally, the practice of posting student grades or evaluation results by student name, student number, or any other identifying symbol or code is strongly discouraged.

5. Access by Hanson Personnel

- 5.1. Faculty, counselors, and administrative officers of the school who have legitimate requirements for the material of the record will be permitted access to the appropriate files.
- 5.2. If there is any question regarding the legitimacy of the request, it will be clarified by consultation with HLS for Freedom of Information and Protection of Privacy.

6. Access by Third Parties Outside of Hanson Language School

6.1. Parents

- 6.1.1. Since the basis of all transactions with adult students 18 years and older assume adult levels of responsibility, transcripts will not be released to parents or guardians without the adult student's consent.
- 6.1.2. The policy at HLS outlines specific guidelines for accessing and sharing the data of minor students. The data, which includes various documents like report cards, transcripts, and medical assessments, can be examined by the student, their parents or guardians if the student is under 18, the school's Principal, Academic Staff, designated teachers, and personnel from the Ministry of Education. Other individuals may access the data only with written consent from the student's parents or guardians. Both parents have the right to access their child's data, unless a court order states otherwise. Students and their parents/guardians also have the right to receive a copy of the data. Access beyond these specified individuals requires explicit written consent from the student's parents or guardians, ensuring the data remains protected and shared only with authorized parties.

6.2. Sponsoring Agencies

- 6.2.1. Sponsors or employers paying fees on behalf of students are entitled to access to or release of student records or information contained therein only upon student's authorization.
- 6.2.2. Exceptions to this policy (in response to unique requirements or legislation) may be determined only by HLS for Freedom of Information and Protection of Privacy, when appropriate.

6.3. Government Agencies

- 6.3.1. Properly identified representatives of federal, provincial, or local government agencies, including local police, O.P.P. and R.C.M.P. will be treated as any third party; that is, student authorization must accompany their request for information (an exception to

this is if the information is to aid an investigation undertaken with a view to a law enforcement proceeding is likely to result – FIPPA allows disclosure in this instance).

6.3.2. If, in the opinion of HLS, however, denial of information could involve hardship to the student, appropriate details may be released.

6.3.2.1. Typically, this would involve notification of family death, search for legatees, and so on.

6.4. The Courts

6.4.1. In the events that a student record is subpoenaed by the court on behalf of the student, a certified copy of the full student record will be offered.

6.4.2. Should the record be subpoenaed by a party other than that representing a student, a certified copy of the record will be offered to the judge alone, with an explanation of the college's reluctance to release a private document without student authorization.

6.4.3. The decision will then rest with the judge as to the disposition of the record.

6.5. Researchers

6.5.1. Requests from researchers making statistical studies must be approved by the School Academic Administrator or designated under conditions that protect the student's privacy and guarantee the anonymity of the data collected.