1. **Policy**

   It is the policy of the Navitas College of Public Safety that any personal inquiry about a student, including results, which is not made by the student, must be referred to the Registrar.

2. **Purpose**

   The purpose of this policy is:
   - to protect the security and privacy of all students, whether enrolled or former students of the College,
   - to comply with the College's Privacy Policy;
   - to comply with NCPS Policy 5.4.8 Archives and Record Management; and
   - to comply with State and Commonwealth Privacy legislation such as the Privacy Act 1998 (Cth).

3. **Responsibility**

   The Registrar is responsible for compliance with this policy.

4. **Guidelines**

   4.1 Inquiries about students may be made from time to time. In the interests of student security and privacy, no information is to be given without the authority of the Registrar.

   4.2 Inquiries may originate from parents who are paying fees for their children through to a student attempting to ascertain the results of another student or a person with unlawful motives such as stalking. As motives of inquirers might not be apparent, each person must be referred to the Registrar.

   4.3 The information sought may be in relation to matters such as attendance, withdrawal, payment of fees, results, timetabling, or personal information such as phone numbers or addresses.

5. **Procedures**

   5.1 Where a personal inquiry is made, the person making the inquiry must be advised that information of a personal nature must come only from the Registrar.

   5.2 The person making the inquiry must be asked for their name, contact telephone number(s), the nature of the inquiry and any other relevant information; and

   5.3 This information must be immediately forwarded to the Registrar who will make a determination regarding how to proceed with the matter.

6. **Authority**

   Authorised by the General Manager (Public Safety)
7. Approval

Approved by the Higher Education Board on 9 April, 2003

Amendments

<table>
<thead>
<tr>
<th>Date</th>
<th>Modified by</th>
<th>Sections amended/added</th>
<th>Approved by HEB (if required)</th>
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<tbody>
<tr>
<td>15/08/08</td>
<td>Christine Ashton</td>
<td>Change to title – General Manager (formerly CEO)</td>
<td>Minor change</td>
</tr>
<tr>
<td>15/08/08</td>
<td>Christine Ashton</td>
<td>Reference to other updated policy number change (5.4.8)</td>
<td>Minor change</td>
</tr>
<tr>
<td>22/05/09</td>
<td>Jodie Reeve</td>
<td>Logo changed</td>
<td>Minor change</td>
</tr>
<tr>
<td>09/11/09</td>
<td>Christine Ashton</td>
<td>Change of logo and name</td>
<td>Minor change</td>
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