

5.4.07 Inquiries About Students

Operating Policy and Procedures

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

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