

HOLLAND COLLEGE		
Quality Process B07	Issue Date: February 15, 2018	Revision: EIGHT
Title: Requests for Transcripts & Release of Student Information		Page 1 of 10
Authorized by: President of Holland College, Brian McMillan:		

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1. PURPOSE:

1.1 To provide a process for:

- a) graduates to request transcripts;
- b) obtaining student consent for release of information;
- c) handling requests for release of student information;
- d) handling transfers of student information during student exits and transfers;
- e) handling requests for change of name on Holland College student records.

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2. SCOPE:

2.1 All internal and external requests for student information.

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3. RELATED PROCESSES, DOCUMENTS & DEFINITIONS:

- 3.1 Quality Process [A11](#)– On-the-Job Training
- 3.2 Quality Process [B09](#) - Adult Education
- 3.3 Quality Process [B12](#) - Marine Training Centre - QMS
- 3.4 Quality Process [C03](#) - Student Support Services
- 3.5 Quality Process [C11](#)- Holland College Assessment Services
- 3.6 Quality Process [C10](#)- Establishing, Implementing and Monitoring Agreements for Accommodating Learners with a Disability
- 3.7 Board Policy [20-08](#) - Personal Information Protection & Electronics Documents Act (PIPEDA)

- 3.8 Board Policy [20-09](#) - Access to Information and Protection of Personal Information Policy
- 3.9 Board Regulation [50-01-1](#) - Student Rights and Responsibilities
- 3.10 Administrative Regulation [50-03-1](#) – Admission Procedures
- 3.11 Quality Form [033.pdf](#) - Student Transcript Request
- 3.12 Quality Form [043.pdf](#) - Student Authorization Pertaining to the Release of Information by Program Staff to Potential Employers
- 3.13 Quality Form [069.pdf](#) - Authorization to Exchange Information With a Third Party
- 3.14 Quality Form [070.pdf](#) ([070.docx](#)) - Request for Release of Student Information
- 3.15 Quality Form [075.pdf](#) - Adult Education Application Form
- 3.16 Quality Form [095.pdf](#) - Application for Marine Training Centre Programs/Courses
- 3.17 Quality Form [099.pdf](#) ([099.doc](#)) - Atlantic Police Academy Student Authorization to Release Information to Employers Seeking Information Relating to an Application for Employment
- 3.18 Quality Form [107.docx](#) – Course Registration Form
- 3.19 Quality Form [154.pdf](#) ([154.docx](#)) - Student OJT Agreement & Authorization Pertaining to the Release of Information by Program Staff to OJT Sites
- 3.20 Quality Form [208.pdf](#) ([208.docx](#)) - Application for a Change of Name on Holland College Student Records
- 3.21 Quality Form [224.pdf](#) – Community Education LINC Application Form

DEFINITIONS:

Student Information: All information about an identifiable individual who has applied to, or has been accepted as, a student of Holland College or any of its affiliates.

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4. RESPONSIBILITIES:

- 4.1 **Registrar:** for overseeing the operation of this process.
- 4.2 **College Staff:** for ensuring the confidentiality of any records they are entrusted with is protected.

4.3 Program Manager: for ensuring the programs under their responsibility obtain the required student releases and retain required student records for the designated time frames.

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5. PROCESS:

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This symbol identifies an Inherent Quality Concern (IQCrn). An IQCrn is a point in a process where a failure to complete a step creates the opportunity for a problem to occur. Outside of correctly completing the process step, no other action is required. The act of completing that step and sometimes subsequent steps is essentially managing a potential risk.

GENERAL ([return ↑](#))



5.1 Board Regulation 50-01-1 Paragraph 15 states:


Release of Information: Student records are considered to be confidential personal information which is not released except in the following circumstances:

- a) with the written consent of the student;
- b) for the investigative, administrative or statistical purposes of the College and/or the Government of Canada, Prince Edward Island and/or municipalities as required by statutes or regulations or bylaws;
- c) for compassionate circumstances to facilitate contact with next of kin; and/or
- d) court order.

5.2 The Office of the Registrar is the official College repository for student information. The Registrar will designate various locations as official sites for storage of student information and the Registrar may delegate other College staff responsibility for specific groups/types of student records.

5.3 The following statements are intended to provide guidance and direction to instructional and other program related staff as it relates to student information:

- a) Instructional and other program/course staff are responsible for any student information they gather, or that they may come into possession of, while the student is enrolled in the program/course under their responsibility.
- b)  Except where the student has specifically requested confidentiality or where a high degree of confidentiality would be implied due to the sensitivity of the information shared, program staff may provide this information to authorized College personnel when requested or as part of the requirement of their position.
- c)  Any personal information retained in student files by program staff about a student that is of a sensitive nature should be retained in a separate file or envelope marked "Confidential". Information of a sensitive nature must not be kept in general student files.
- d) Any student information maintained by College staff must be available to the individual student.

- e) After the student exits the College, the instructor shall update the student's file on WebAdvisor and forward other pertinent information to the Office of the Registrar. The retention period of specific student records by program staff may be specified in Quality Process D09.
- f)  All other information should be disposed of in a means consistent with the confidentiality and sensitivity of the information.
- g) Some aspects of the protection of student information may fall under the College's Board Policy [20-08](#) [Personal Information Protection & Electronics Documents Act (PIPEDA)] or Board Policy [20-09](#) [Access to Information and Protection of Personal Information Policy]. The Quality Coordinator is designated as the College's Chief Privacy Officer and shall be responsible for the College's compliance with PIPEDA and Board Policies 20-08 and 20-09.

REQUESTS FOR TRANSCRIPTS ([return ↑](#))




- 5.4 When the request for a transcript is made in person in any of Holland College's Student Services Offices, Admissions Offices or the Office of the Registrar, the person will be asked to complete a Quality Form 033.
- 5.5 When a request for a transcript is received by mail, telephone, e-mail or fax, the appropriate form will be sent to the individual by regular mail, fax or e-mail.
- 5.6 A transcript will be completed and ready for pick-up or mailed out within seven working days of the receipt of the completed Quality Form and payment of the appropriate fee.
- 5.7 Official transcripts to be sent to another institution will be forwarded directly to the institution.
- 5.8 A copy of the completed quality form will be retained in the student files maintained by the Office of the Registrar.

AUTHORIZATIO TO EXCHANGE INFORMATION WITH A THIRD PARTY ([return ↑](#))

- 5.9 Requests by a student to release information on their personal file to a third party will be made on Quality Form 069 (Authorization to Exchange Information With a Third Party).
- 5.10 Completed Quality Form 069 will be retained by the office fulfilling the request for information for a period of at least **seven years** after the student completes or exits from the program/course.

- 5.11** When requests are received that may involve more than one office of the College a copy of the form will be forwarded to each applicable office.
- 5.12** Quality Form 069 should be used to obtain the student's consent to release information in any situation when the staff member involved believes consent has not been provided by any previous forms the student may have signed.

RELEASE & TRANSFER OF STUDENT INFORMATION TO COLLEGE STAFF [\(return ↑\)](#)

- 5.13** College staff conducting internal Quality Audits, are authorized to examine any student records that are necessary to effectively audit the Quality System.
- 5.14**  The Registrar may authorize the release of student information contained in student files to authorized College staff as follows:
- information such as application related documents, transcripts, assessment results, letters of reference, etc. as required for interview, assessment and instructional related purposes;
 - information of a sensitive nature - only after the student has completed a Quality Form 069 (Authorization to Exchange Information With a Third Party) and the form has been received by the Registrar.
- 5.15**  When a student transfers to another College program all information in the student's file relating to grades, misconduct or academic progress notices, and signed release forms, must be sent to the Program Manager responsible for the receiving program. The Program Manager will review the file with the applicable instructors. Should the student exit without finishing the program the Program Manager will ensure this information is forwarded to the Office of the Registrar.
- 5.16**  When a student who had previously left a program without completing the requirements for graduation, or had been previously dismissed from the College, applies for admission to any College program or course, the Registrar will review the circumstances surrounding the dismissal and make a decision regarding the application. (Administrative Regulation 50-03-1):
- When a student leaves (exits) a program without completing all requirements for graduating, ALL information in the student's file relating to grades, work accomplished to date, misconduct or academic progress notices, and signed release forms, must be

forwarded to the Office of the Registrar. The reason for the student leaving shall be clearly stated on the exit form (QF007).

- b)** When a student is being dismissed the entire student file maintained by the program shall be forwarded to the Office of the Registrar. The reason for the dismissal and any related misconduct notices will clearly state the reasons for the dismissal. The Registrar shall retain all records that may be required to render a decision regarding readmission to the College should the student decide to reapply at some later date.

RELEASE OF STUDENT INFORMATION TO GOVERNMENT DEPARTMENTS/AGENCIES [\(return ↑\)](#)

- 5.17** Departments or agencies of either the Provincial or Federal Governments requesting student information for investigative, administrative or statistical purposes, with the exception of Statistics Canada, will be asked to complete a Quality Form 070 (Request for Release of Student Information) and submit it to the Registrar.
- 5.18** The Registrar will review the request for information and determine if the request falls within the College guidelines for release of student information.
- 5.19** When a request is denied, the Registrar will inform the requesting department/agency of the reason for the denial. The department/agency may modify the request to conform to College guidelines and resubmit it for consideration.

GENERAL CONSENT TO RELEASE STUDENT INFORMATION


[\(return ↑\)](#)

- 5.20** The acknowledgement email that is sent to all applicants who apply to post-secondary programs will include the Holland College Protection and Use of Personal Information and Privacy Statement for Students. <https://sam.hollandcollege.com/shared/QMS/Misc/StudentPrivacy.pdf>
- 5.21** A privacy statement has also been added to the Holland College online application process, the WebAdvisor for Continuing Education Registration webpage, the Continuing Education Information Webpages and the QF107 (Course Registration Form).
- 5.22** When requests for information that appear not to be covered under this privacy statement, the student shall be contacted and asked to grant consent for the request by completing Quality Form 069.
- 5.23** All students enrolled in Adult Education will be asked to sign the Release of Information section of Quality Form 075 (Adult Education Application Form). The completed form is forwarded to the appropriate Adult Education office and will be retained in the student's

file for at least one year after the student completes their studies with Adult Education.

- 5.24** All students enrolled in Community Education will be asked to sign the Release of Information section of Quality Form 224 (Community Education LINC Application Form). The completed form is forwarded to the appropriate Community Education office and will be retained in the student's file for at least one year after the student completes their studies with Community Education.
- 5.25** All students enrolling in marine navigation and marine/power engineering related programs/courses at the Marine Training Centre will be asked to sign the release of information section of the Quality Form 095 - Application for Marine Training Centre Programs/Courses.

STUDENT AUTHORIZATION PERTAINING TO THE RELEASE OF INFORMATION BY PROGRAM STAFF TO POTENTIAL EMPLOYERS [\(return ↑\)](#)

- 5.26**  All students will be asked to read, complete and sign a copy of Quality Form 043 (Student Authorization Pertaining to the Release of Information by Program Staff to Potential Employers). Instructors should use their own judgment as to the best time to have the students sign this form. It is necessary that this form be signed prior to any communication between the instructor and potential employers about the student. This could be prior to OJT or shortly before the student finishes their current registration.
- 5.27** If a student wishes to change the consent granted or any of the other information on the form they may do so by rescinding the current form and completing a new one. The new form will be marked as replacing a previous form. The rescinded form will be clearly marked "Rescinded on *Date*" and signed beneath by the student. All QF043 forms, including those rescinded by the student, will be retained in the student's file for at least seven years.
- 5.28** Learning Managers and Instructors are often approached with questions about potential graduating students or previous graduates. Potential employers may ask for a list of graduates and contact information and they may ask questions about a student even if the instructor is not listed as a reference on resumes. Instructors and other College staff are not to release any information about a student or group of students without confirming that each student has given their permission on a QF043.
- 5.29** A record of information released, to whom it was released, the date of the release shall be maintained in the student's file.

STUDENT AUTHORIZATION PERTAINING TO THE RELEASE OF INFORMATION BY PROGRAM STAFF TO OJT SITES ([return ↑](#))

- 5.30** Quality Process A11 (On-the-Job Training) requires that all students who will be taking part in an OJT placement be asked to read and sign a copy of Quality Form 154 (Student OJT Agreement & Authorization Pertaining to the Release of Information by Program Staff to OJT Sites). This form provides permission to instructors to release information to authorize persons at the OJT/clinical site. Information provided may include progress, attendance, punctuality, work ethic, and overall performance in the program.
- 5.31** The Instructor must inform the student of the information to be shared and when possible, or appropriate, have the student deliver the information themselves.
- 5.32** Information shared with OJT sites should be relevant to the OJT and the student's placement with the site.

APA STUDENT AUTHORIZATION TO RELEASE INFORMATION TO EMPLOYERS SEEKING INFORMATION RELATING TO AN APPLICATION FOR EMPLOYMENT ([return ↑](#))

- 5.33** All students graduating from any of the Core Programs at the Atlantic Police Academy (APA) will be asked to sign a copy of Quality Form 099 (Atlantic Police Academy Student Authorization to Release Information to Employers Seeking Information Relating to an Application for Employment) prior to the day of the graduation.
- 5.34** A copy of the signed form will be provided to the student and the original signed copy will remain in the student's file maintained by the College indefinitely.
- 5.35** Requests from employers for information from a student's file relating to an application for employment must be on the employer's letterhead and accompanied by a signed waiver by the student. Upon receipt of such a request, the APA personnel authorized by the Executive Director of the Atlantic Police Academy to release student file information shall satisfy themselves that the signature on the waiver is the same as that on the originally signed QF099 prior to releasing the information.
- 5.36** In the event the APA personnel are not satisfied with the signature comparison, they will contact the student to obtain written permission prior to releasing the information.
- 5.37** A record of file information released, to whom it was released, the date of the release, the request and the signed waiver shall be maintained in the student's file.

OTHER SITUATIONS REQUIRING THE RELEASE OF STUDENT INFORMATION [\(return ↑\)](#)

- 5.38** Quality Processes C03 (Student Support Services), C11 (Holland College Assessment Service) and C10 (Establishing, Implementing and Monitoring Agreements for Accommodating Learners with a Disability) also require the release of student information by College staff. These releases are covered by forms specific to those functions. The College's ability to provide some services will be contingent on receiving the required consent from the student.
- 5.39** Other processes may sometimes involve the release of information. The guiding principles provided in this and other related College documents covering privacy and protection of information shall apply in all cases. Should special circumstances arise the Quality Coordinator (College's Chief Privacy Officer) should be consulted for direction.

CHANGE OF NAME ON HOLLAND COLLEGE STUDENT RECORDS [\(return ↑\)](#)

- 5.40** When the request for a change of name on Holland College student records is made in person in any of Holland College's Student Services Offices, Admissions Offices, or the Office of the Registrar, the person will be asked to complete a Quality Form 208 (Application for a Change of Name on Holland College Student Records).
- 5.41** The official proof as indicated on the QF208 must accompany the completed form. A copy of the proof of name change will be attached to the QF208 and filed in the student's file which will be kept indefinitely.