



Student Records Policy

GENERAL PRINCIPLES

English Encounters is committed to taking every reasonable step to protect the confidentiality and privacy of the information contained in the physical or electronic records of students. Unless compelled to do so by law, or authorized by the student in writing, English Encounters will not disclose the contents of student records to any party.

INFORMATION CONTAINED IN STUDENTS' RECORDS FILES (physical or electronic)

A student's file may contain the following applicable components:

A) Admission

- i) Personal information (name, address, telephone, date of birth, nationality, level of English etc.);
- iv) All documents submitted that are necessary for the enrolment

B) Registration

- i) All documents or correspondence (physical or electronic)
- ii) Enrolment and performance information
- Letter of Reservation and/or Acceptance
- Invoices

STORAGE AND RETENTION OF RECORDS

English Encounters maintains student records in physical (paper) and/or in electronic format.

The paper file the Language Centre creates for a student is deemed to be the student's official file. Relevant documents contained in this file are kept for as long as the student is enrolled at English Encounters.

Files

Files of the students are maintained in the offices of English Encounters and stored confidentially.



ACCESS TO RECORDS AND DISCLOSURE OF INFORMATION

Student Access

Students have the right to inspect all information contained in their own record.

Students also have the right to request that erroneous information contained in their record be corrected, and that recipients of any information found to be in error be advised of the correction.

Students wishing to inspect their record must make an appointment with the Director of English Encounters.

Staff Access

Staff members of English Encounters are given access to information contained in student records if they need to know the information in order to perform their duties.

PROTECTION OF RECORDS

Protection of records against unauthorized access, damage or loss is the responsibility of the Director in which the records are kept and maintained. Records must be kept in locked filing cabinets when not in use.