ACE ACUMEN ACADEMY

ACE Acumen Academy

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ESL DEPARTMENT
RECORDS and CONFIDENTIALITY POLICY

The Student Services of Ace Acumen Academy is responsible for collecting, recording and maintaining accurate data from students, agencies, and institutions regarding admissions, and registration. Both the Office of the Academic Program Director and Student Services Office are responsible for providing appropriate information, on request, to the student or the persons or institutions designated by the student. All requests for information regarding student admissions or registration should be directed through the Student Services Office. All requests for information regarding student progress should be directed through the Academic Program Director.

With both manual and computer-based records, students are assured of the following principles:

1. Data on the automated records system is available for their review, as is their file, under supervision of Student Services or Academic Department staff, unless that member of staff is also a student at Acumen Academy.
2. Data is used by Acumen only, for record keeping, reporting and analysis purposes.
3. Data is updated, corrected, or amended upon notification and/or request, as appropriate.
4. Data is protected.
5. Data is maintained live only as long as it is useful, after which time it is converted to a storage medium.

Contents of the Student Record:
While a student is in attendance at the Ace Acumen Academy, the following documents comprise their record:
Student Services Office:

1. Application form and its documentation as well as admissions correspondence
2. Receipt of payment of fees
3. Records of changes of status (i.e. name change, address change, grade change)
4. Record of withdrawal

Academic Program Director Office:

1. Cumulative record of grades
2. Record of withdrawal
3. Accounts of faculty decisions on standing and promotion
4. Record of requests for transcripts
5. Permanent record

Ace Acumen Academy will retain each International Student's file for a minimum of three (3) years after the student ceases enrolment, regardless of program completion.

Following this period, the following records will be retained for a minimum of twenty-five (25) years after the student ceases their studies:

1. Cumulative Academic Record (Transcript)
2. Permanent Student Record

Note: Documents not included in the permanent record are retained for a minimum of three years following the completion of the ESL program at Ace Acumen Academy and then destroyed.

Access to Student Records: General Guidelines
The basic guideline governing the release of information is based on the belief that the Student Services Office or Office of the Academic Program Director acts with discretion upon authorization from the student. In response to third party inquiries therefore, only what is public record may be released, namely: whether or not the student is currently enrolled, and the date when his/her certificate/diploma was awarded. No further information will be released without student authorization. This applies typically to requests from family members, prospective employers, police officers, credit bureaus, finance and loan companies, private investigation agencies, banks and similar organizations. Such requests made to departmental offices should be referred to the Student Services Office or the Office of the Academic Program Director depending upon the nature of the request.

External requests for mass listing of directory information, typically from credit card agencies, will be denied.

Where such listings have in-house legitimacy, such as the facilitation of student elections, they may be released with discretion. The original documents of a student file will not leave the Student Services Office or the Office of the Academic Program Director. There are two exceptions; this rule is superseded by law in the case where a court subpoena is in effect (see section: “Access by Third Parties outside the school”) and where an authorized search warrant is served.

Access by the Student
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. At the same time, Ace Acumen Academy may hold back the release of the record of a student who has debts outstanding to the Academy.

Access by Ace Acumen Academy Personnel
Faculty, counsellors and administrative officers of the Academy who have a legitimate requirement for the material of the record will be permitted access to the appropriate files. If there is any question regarding the legitimacy of the request, it will be clarified by the Academic Program Director of departments.

Access by Third Parties outside the Ace Acumen Academy Parents
Since the basis of all transactions with students assumes adult levels of responsibility, transcripts will not be released to parents or guardians without the student's consent.

Sponsoring Agencies
Sponsors or employers paying fees on behalf of students are entitled to the access or release of students records or information contained therein only upon student’s authorization. Exceptions to this policy may be determined only by the (Associate) Directors of Students Services and Academic departments, when appropriate.

Government Agencies
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 – FIPPA allows disclosure in this instance). If, in the opinion of the Academic Program Director and the Student Services Director, or President, however, denial of information could involve hardship to the student, appropriate details may be released. Typically, this would involve notification of a family death, search for legatees, and so on.

The Courts
In the event 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. 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 Ace Acumen Academy's reluctance to release a private document without student authorization. The decision will then rest with the judge as to the disposition of the record.

Researchers
Requests from researchers making statistical studies must be approved by the President or his/her designate under conditions that protect the student's privacy and guarantee the anonymity of the data collect

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