

**Policy Title:** Student Records Policy

**Approved by:** Campus Director

**Executive(s) Responsible:** Director, Student Services/Registrar

**Administrator(s) Responsible:** Admissions Officer, Registration Coordinator, Compliance Officer

**Revision Date:** November 26, 2024

**Effective Date:** November 26, 2024

**Next Review Date:** November 26, 2025

**Institution Number:** 4119

## Background & Scope

The Canadian College of Technology and Business (CCTB) is committed to creating, maintaining, and destroying student records in accordance with regulatory and legislative requirements and industry standards. This document sets out the college's policy on the collection, use, storage, destruction, and disclosure of the personal information that forms part of the Official Student Record and the personal information collected on prospective applicants and applicants who do not become students. It applies to the Registrar's Office, the Faculties, and all other academic and administrative units that are the primary and secondary custodians of specified data collected and stored about prospective applicants, applicants, students, alumni, and former students of the college.

This policy applies to all students who have applied for admission and/or have been registered at CCTB.

## Purpose of the Policy

The purpose of this policy is to outline the documents that will be collected and stored by CCTB throughout the student's academic journey at the college.

## Policy Statement

By applying for admission to CCTB and by registering in programs or courses at the college, students accept the college's right to collect pertinent personal information. CCTB uses this information to assess students' qualifications for entry, to establish a record of their performance in programs and courses, to provide the basis for awards and governmental funding, and to assist the college in the academic, operational, and financial administration of its affairs.

All documentation submitted to the college in support of an application for admission, financial award, or as part of any investigation, appeal/petition, or request, becomes the property of the college. Official documents received by CCTB from other institutions or organizations are not released, returned, or redirected.

The processes and practices stipulated in this policy comply with the General Data Protection Regulation (GDPR) of the EU. All employees involved in processing, storing, and archiving student records have received mandatory training in GDPR standards of compliance. They also comply with the BC Private Information Protection Act.

Active student file maintenance: All active student files that are kept electronically must be stored in folders only accessible by CCTB registration, student services, and academic staff.

For students who have received StudentAid BC funding, all related documentation will only be made available to the registered enrolment and eligibility signing officers.

Student file archiving: Students who have terminated their programs (e.g., graduated, withdrawn, or have been dismissed) must have their files archived within sixty (60) days of their termination date.

Students may request to view their files by sending an email to [registration@canctb.ca](mailto:registration@canctb.ca).

## 1. Active Student File Contents

All active student files must contain the following documents, pursuant to s. 37 of the *Private Training Act*:

### 1.1. Fulfillment of Admissions Requirements Documentation

- Application Form;
- Passport/Official ID;
- Secondary school transcripts/relevant education transcripts;
- Proof of English Language Proficiency;
- Visa application/documentation;
- Study permit used for application;
- Offer Letter/Invoice Statement;
- Signed Enrolment Contract; and
- Official Letter of Admission

### 1.2. Academic Progression Documentation

- Attendance warning letters/At-Risk Status warning letters (if applicable);
- Academic Probation documentation (if applicable);
  - Academic Advising meeting notes/documentation

- Extended absence documentation (if applicable); and
  - Student requests, supporting evidence, institutional approval/denial
- Co-op/Internship Documentation
  - Workplace agreement
  - Supervisor evaluation
  - Copy of co-op work permit
  - Student hours and duties chart

### 1.3. Student Services Documentation

- Verification of enrollment letters issued to the student;
- Invitation letters issued to the student;
- Travel Support Package/Letters;
- Updated study permits;
- Contraventions, complaints, or communications pertaining to *Student Dispute Resolution Policy*, *Code of Conduct Policy*, *Sexual Misconduct Policy*, and/or *Respectful and Fair Treatment of Students Policy*
- Contract amendments/extensions; and
- Health insurance documentation
  - Guard.ME Policy
  - Evidence of BC MSP application/Enhanced BC DL (for domestic)

### 1.4. Financial Documentation

- Student Finance transaction statements
- Transaction payment receipts (must match Student Finance transaction statements)
- Credit memos/refund statements
- Proof of transaction for student refunds
- Financial aid documentation (StudentAid BC, sponsorships if applicable)
  - WorkBC Invoice (if students are sponsored by WorkBC)
  - Appendix 3 approval (SABC students)
  - Confirmations of Enrolment (SABC students)
- Student Finance Counselling form and notes (if applicable)

## 2. Terminated Student File Archive Contents

Pursuant to s. 38(2) of the *Private Training Act*, student records are retained in the institution for at least eight (8) years after termination or completion of the program. Terminated student files will be All terminated student files must contain the following documents:

\*Sections and documents in **bold** are additions from the active student file contents

### 2.1. Program Completion/Termination Documentation

- **CCTB Program Credential;**
- **CCTB Transcript;**
- **Notice of Withdrawal; and**
  - **Signed withdrawal form**
- **Required to Withdraw notice**

### 2.2. Fulfillment of Admissions Requirements Documentation

- Application Form;
- Passport/Official ID;
- Secondary school transcripts/relevant education transcripts;
- Proof of English Language Proficiency;
- Visa application/documentation;
- Study permit used for application;
- Offer Letter/Invoice Statement;
- Signed Enrolment Contract; and
- Official Letter of Admission

### 2.3. Academic Progression Documentation

- **Attendance Records;**
- Attendance warning letters/At-Risk Status warning letters;
- Academic Probation Documentation
  - Learning contract/remedial plan
- Extended absence documentation; and
  - Student requests, supporting evidence, institutional approval/denial
- Co-op/Internship Documentation
  - Workplace agreement
  - Supervisor evaluation

- Copy of co-op work permit
- Student hours and duties chart

#### 2.4. Student Services Documentation

- Verification of enrollment letters issued to student;
- Invitation letters issued to student;
- Updated study permits;
- Contract Amendments/extensions; and
- Health insurance documentation
  - Guard.ME Policy
  - Evidence of BC MSP application

#### 2.5. Financial Documentation

- Student Finance transaction statements;
- Transaction payment receipts (must match Student Finance transaction statements);
- Credit memos/refund statements;
- Financial aid documentation (StudentAid BC, sponsorships if applicable); and
  - WorkBC Invoice (if students are sponsored by WorkBC)
  - Appendix 3 approval (SABC students)
  - Confirmations of Enrolment (SABC students)
- Student Finance Counselling form and notes (if applicable)

### 3. Student File Archive Contents

Pursuant to s. 39(1)(b) of the *Private Training Act*, archived student files contain the following information:

1. A copy of the signed student enrolment contract,
2. The student's transcript issued by the institution, and
3. If applicable, a copy of the credential granted to the student by the institution.

Pursuant to s. 39(5) of the *Act*, all student records are archived within 60 days of program completion or termination.

### Related Legislation

- BC Private Information Protection Act (PIPA)
- General Data Protection Regulation (GDPR)
- Private Training Act

### Related Policies

Policy Name	Policy Number
Privacy Policy	
Admissions Policy	

### Document History

Date	Approval/Review/Key Change(s)
26 Nov 2024	Addition of Academic documentation pertaining to revised progression/probation policy and process