

Policy Name	Confirming Student Identity Policy
Date	28 February 2025
Responsible dept.	Student Administration
Current Version	V3

PURPOSE

In order to ensure privacy laws are adhered to, and student confidentiality is maintained, CAL confirms student identity prior to discussing/confirming anything related to a student or making any changes to a student's record.

SCOPE

This applies to all CAL staff and students.

POLICY STATEMENT

CAL students have the right to access information about themselves or change their personal details.

CAL will maintain privacy of its students and integrity of student data by ensuring qualifying questions are asked and answered correctly, before discussing/confirming or altering any area of a student's arrangements with any member of staff, for any reason.

Until the identification of the student (either by phone or email) is confirmed, no discussion is to take place.

Supporting Documents:

- Student Handbook
- Privacy Policy
- Records Management Policy
- Request to Access Information Form.

PROCEDURE:

- Student requests information (or wants to update details) by phone or email
- CAL employee will advise the student that they will need to verify some details for privacy purposes
- CAL employee locates the student file in the CAL Student Management System (SMS) or Customer Management System (CMS)
- CAL employee will ask the student to confirm two (2) personal details – address and date of birth (preferred) or email address (phone number is not to be used)
- Continue the enquiry once two (2) personal details are correctly confirmed.

NOTE: If details given do not match the information we have on file, the request cannot continue. The student will be asked to log into their online dashboard and use the “Contact a Coach” link to send their enquiry.

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	29 June 2018	Helen Sabell	June 2019
2	14 August 2019	Sarah Sabell	August 2020
3	28 February 2025	Sarah Sabell	February 2026
Compliance References			
Statutory		The <i>Standards for Registered Training Organisations (RTOs) 2015</i> Clauses: 8.1	
Industry		Vocational Education and Training (VET)	
Document Located		E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS	