

Student Records Policy

NorthBridge College (NBBT College)

Website: NBBTCollege.ca

Location: Moncton, New Brunswick

Compliance: Private Occupational Training Act (P-16.1) and Regulation 84-207, New Brunswick

Policy Title: Student Records Policy

Approved by: Executive Director / College Administration

Effective Date: Aug.2026

Next Review Date: On or Before 31. Dec.2029

1. Background & Purpose

NorthBridge College (NBBT College) is a **private career college** operating under the **Private Occupational Training Act (P-16.1)** of New Brunswick. As a private institution, we are committed to maintaining accurate, secure, and confidential student records in compliance with regulatory requirements.

This policy regulates how student transcripts, files, and personal data are securely stored, protected, and shared at NorthBridge College. It ensures compliance with **Regulation 84-207, Section 15.1**, which mandates specific student record-keeping requirements for training organizations registered under the Private Occupational Training Act.

This policy is submitted as part of the College's registration application under **Regulation 84-207, Section 3.1(1)(a)(vii)**, which requires training organizations to submit "**the policies on grading, academic dishonesty, attendance, appeals, student dismissal, records**, withdrawals and refunds and any other policies established."

2. Scope

This policy applies to all student records maintained by NorthBridge College (NBBT College), including:

- **Current Students:** All individuals actively enrolled in occupational training programs
 - **Former Students:** Individuals who have completed, withdrawn from, or been dismissed from programs
 - **Prospective Students:** Individuals who have applied but not yet enrolled (limited records)
 - **All Record Formats:** Paper files, electronic records, databases, learning management systems, and any other medium containing student information
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3. Types of Student Records

3.1 Mandatory Records (Required under Regulation 84-207)

Under **Regulation 84-207, Section 15.1(1)**, NorthBridge College is required to maintain a student record on each student that includes the following:

Record Type	Description
Student Contract	Signed agreement between student and college outlining program, fees, and terms
Copies of Examination Papers and Results	All tests, exams, and assessment results with grades
Copies of Assignments and Results	All submitted assignments with marks and feedback
Proof of Attendance	Daily/monthly attendance records showing hours attended
Record of Disciplinary Action	Documentation of any academic or conduct violations and penalties
Credentials Awarded	Diplomas, certificates, or other credentials issued
Transcripts	Official academic records showing all courses, grades, and GPA

3.2 Additional Records (Institutional Requirements)

NorthBridge College also maintains the following records for administrative and compliance purposes:

- **Admissions Records:** Application forms, supporting documents, admission decisions
- **Personal Information:** Contact details, emergency contacts, identification documents (e.g., study permit for international students)
- **Financial Records:** Tuition payment records, refund transactions, outstanding balances
- **Accommodation Records:** Documentation for students with disabilities or special needs
- **Complaint Records:** Student complaints and their resolution under the Student Complaint Submission and Resolution Policy
- **Work Placement Records:** Practicum/internship evaluations and supervisor feedback (if applicable)
- **Communication Records:** Emails, letters, and other correspondence with the student
- **Immigration Records** (for international students): Study permit copies, IRCC reporting documentation

4. Record Creation and Maintenance

4.1 Record Creation Timeline

- **At Admission:** Student contract, admissions records, and personal information are created upon enrolment
- **During Program:** Examination papers, assignment results, attendance records, and disciplinary records are created and updated throughout the program
- **At Completion:** Credentials awarded and final transcripts are created upon program completion

4.2 Accuracy and Completeness

NorthBridge College is responsible for ensuring that student records are:

- **Accurate:** Information must be correct, up-to-date, and verified where necessary
- **Complete:** All mandatory records under Section 15.1(1) must be maintained
- **Current:** Records must be updated in a timely manner (e.g., attendance updated weekly, grades entered within 5 business days of assessment)
- **Organized:** Records must be filed systematically and easily retrievable

4.3 Electronic Record-Keeping

NorthBridge College may maintain student records in electronic format, provided that:

- Electronic systems are secure and backed up regularly
- Records are protected from unauthorized access, alteration, or deletion
- Records can be produced in legible format (printable or exportable) upon request
- Electronic signatures on student contracts comply with applicable electronic commerce legislation

5. Record Retention Periods

5.1 Minimum Retention Period (50 Years)

Under **Regulation 84-207, Section 15.1(4)**, NorthBridge College shall retain records of credentials awarded and student transcripts for a minimum period of **50 years after the date of registration**.

Example:

- Student registers on September 1, 2026
- College must retain credentials and transcript until at least September 1, 2076

5.2 Retention Periods for Other Records

Record Type	Retention Period
Student Contract	7 years after program completion or withdrawal
Examination Papers and Results	7 years after program completion or withdrawal
Assignments and Results	7 years after program completion or withdrawal
Proof of Attendance	7 years after program completion or withdrawal
Record of Disciplinary Action	7 years after program completion or withdrawal
Credentials Awarded	50 years after date of registration
Transcripts	50 years after date of registration
Financial Records	7 years after final transaction
Complaint Records	7 years after resolution
Immigration Records (international students)	7 years after program completion or permit expiry

5.3 Record Disposal

After the retention period has expired:

- **Paper Records:** Shredded or securely destroyed to prevent reconstruction
- **Electronic Records:** Permanently deleted from all systems and backups
- **Disposal Log:** A record of disposed records is maintained (including student name, record type, disposal date, and person responsible)

6. Access to Student Records

6.1 Student Access Rights

Under **Regulation 84-207, Section 15.1(2)**, a student may access their student record by submitting a request in writing to the training organization.

Student Access includes:

- Right to view all records in their file
- Right to request copies of records (may be subject to fees)
- Right to request corrections to inaccurate or incomplete information

6.2 Requesting Access to Student Records

Current Students:

- Submit a written request to the College Administration (email or in person)
- Request must include:
 - Full name and student ID number
 - Specific records being requested (or "complete student file")
 - Preferred format (viewing in person, electronic copy, or printed copy)
- College will respond within **5 business days** of receiving the request
- Viewing appointments will be scheduled within **10 business days** of the request

Former Students:

- Submit a written request to the College Administration (email, mail, or in person)
- Request must include:
 - Full name (and former student ID number, if known)
 - Program name and dates of attendance
 - Specific records being requested
 - Proof of identity (e.g., copy of government-issued ID)
- College will respond within **10 business days** of receiving the request
- Copies will be provided by mail, email, or in-person pickup (at student's preference)

6.3 Fees for Record Access

- **Viewing Records In Person:** No fee
- **Electronic Copies (Email):** No fee for current students; \$25 for former students
- **Printed Copies:** \$0.50 per page (maximum \$50 per request)
- **Official Transcript:** \$50 per copy (as per Tuition and Fees Policy)
- **Courier/Express Delivery:** At actual cost (if requested by student)

Note: Fees may be waived in cases of financial hardship at the discretion of the Executive Director.

6.4 Third-Party Access

Student records may be disclosed to third parties only under the following circumstances:

With Student Consent:

- Written authorization from the student specifying what information may be disclosed and to whom
- Consent must be voluntary, informed, and specific to the purpose
- Consent may be withdrawn at any time in writing

Without Student Consent (Permitted by Law):

- To the **Minister** under the Private Occupational Training Act for compliance monitoring or complaint investigations
- To **law enforcement** pursuant to a warrant, subpoena, or court order
- To **Immigration, Refugees and Citizenship Canada (IRCC)** for international students as required by federal regulations
- To **accrediting bodies** or professional associations (limited to verification of credentials)
- In **emergency situations** where disclosure is necessary to protect the health or safety of the student or others
- To **collection agencies** or legal counsel for recovery of outstanding tuition fees (limited to financial information)

6.5 Parental/Guardian Access

For students under 19 years of age:

- Parents or legal guardians may access student records with written consent from the student
- In emergency situations involving health or safety, parents may be notified without student consent

For students 19 years of age or older:

- Parents or guardians have no automatic right to access student records
- Access requires written consent from the student

7. Correction of Student Records**7.1 Requesting Corrections**

If a student believes their record contains inaccurate or incomplete information, they may request a correction:

1. **Submit Written Request:** Student must submit a written request to the College Administration specifying:
 - The information to be corrected
 - The reason the information is inaccurate or incomplete
 - Supporting documentation (if available)
2. **College Review:** The College will review the request within **10 business days** and determine whether the correction is warranted
3. **Outcome:**
 - **If Correction is Approved:** The record will be amended, and the student will be notified in writing
 - **If Correction is Denied:** The student will be notified in writing with reasons for the denial
4. **Right to Appeal:** If the student disagrees with the denial, they may appeal under the **Student Complaint Submission and Resolution Policy**

7.2 Notation of Disputed Information

If the College denies a correction request but the student continues to dispute the information:

- A notation will be added to the student's record indicating that the student disputes the accuracy of the information
- The student's written statement of dispute will be attached to the record
- Future disclosures of the record will include the notation and statement of dispute

8. Privacy and Confidentiality

8.1 Privacy Principles

NorthBridge College is committed to protecting student privacy in accordance with:

- **Regulation 84-207, Section 15.1(3)**, which requires the College to protect the privacy of student records
- Applicable federal and provincial privacy legislation
- Best practices for private career colleges in Canada

8.2 Collection and Use of Personal Information

Personal information will be:

- **Collected for Specific Purposes:** Only information necessary for educational, administrative, and regulatory purposes will be collected
- **Used Consistently:** Information will only be used for the purposes for which it was collected (or related purposes)
- **Limited in Scope:** Collection will be limited to what is necessary and relevant
- **Accurate:** Reasonable efforts will be made to ensure information is accurate and up-to-date

8.3 Types of Personal Information Collected

Information Type	Purpose	Legal Basis
Name, Address, Contact Information	Communication, record-keeping, emergency contact	Student contract; Section 15.1
Date of Birth	Identification, age verification	Student contract; regulatory requirements
Study Permit/Visa (international students)	IRCC compliance, reporting	Immigration and Refugee Protection Act
Academic Records	Program delivery, assessment, transcripts	Section 15.1
Financial Information	Tuition collection, refunds, financial aid	Student contract; tax legislation
Emergency Contact Information	Health and safety emergencies	Duty of care; student contract
Disability/Accommodation Information	Academic accommodations	Human rights legislation; duty to accommodate
Disciplinary Records	Academic integrity, student conduct	Section 15.1(1)(e)

8.4 Security Measures

NorthBridge College implements the following security measures to protect student records:

Physical Security:

- Paper records stored in locked filing cabinets in secure offices
- Access to records restricted to authorized staff only
- Visitor logs and identification requirements for campus access

Electronic Security:

- Password-protected systems with role-based access controls
- Encryption of sensitive data (e.g., financial information, immigration documents)
- Regular software updates and security patches
- Firewall protection and intrusion detection systems
- Regular backups to secure, off-site locations

Administrative Security:

- Staff training on privacy and confidentiality requirements
- Confidentiality agreements signed by all employees
- Access logs for electronic record systems
- Regular audits of record-keeping practices
- Incident response plan for data breaches

8.5 Data Breach Protocol

In the event of a data breach (unauthorized access, loss, or disclosure of student records):

1. **Immediate Containment:** Secure systems and prevent further unauthorized access
2. **Assessment:** Determine the scope and impact of the breach
3. **Notification:**
 - Affected students will be notified within **72 hours** of discovery
 - The Minister may be notified if the breach affects regulatory compliance
 - Law enforcement may be notified if criminal activity is suspected
4. **Remediation:** Implement additional security measures to prevent future breaches
5. **Documentation:** The breach and response will be documented and retained for 7 years

9. Sharing of Student Information

9.1 Internal Sharing (Within NorthBridge College)

Student information may be shared internally with:

- **Instructors:** For course delivery, assessment, and attendance tracking
- **Academic Advisors:** For academic support and progression monitoring
- **Administrative Staff:** For enrolment, financial, and registration purposes
- **Executive Director:** For oversight and compliance purposes
- **IT Staff:** For system maintenance and technical support (limited to what is necessary)

Internal sharing is based on the principle of "**need to know**" – staff only access information necessary for their role.

9.2 External Sharing (Outside NorthBridge College)

Student information may be disclosed externally to:

Recipient	Information Shared	Purpose
Minister (PETL Branch)	Any student record as requested	Compliance monitoring, complaint investigations
IRCC (international students)	Enrolment status, attendance, program completion	Immigration compliance and reporting
National Student Loan Service Centre (NSLSC)	Enrolment confirmation, program dates	Student loan administration (if applicable)
Accrediting Bodies	Credential verification, program completion	Professional licensing and accreditation
Employers (with consent)	Credential verification, program completion dates	Employment background checks
Other Educational Institutions (with consent)	Transcripts, program details	Transfer credit applications
Collection Agencies/Legal Counsel	Financial information, contact details	Recovery of outstanding fees
Law Enforcement	As required by warrant, subpoena, or court order	Legal compliance

9.3 International Student Reporting

For international students, NorthBridge College is required to report to **Immigration, Refugees and Citizenship Canada (IRCC)** through the IRCC Portal:

- **Enrolment Status:** Whether the student is actively studying or not
- **Program Changes:** Changes to program, institution, or study level
- **Completion Status:** When the student completes or discontinues the program
- **Non-Compliance:** If the student fails to meet study permit conditions (e.g., poor attendance, unauthorized leave)

This reporting is required under federal immigration regulations and does not require student consent.

10. Special Considerations

10.1 International Students

International students should be aware that:

- Their study permit information and immigration status will be reported to IRCC as required by federal law
- Failure to maintain enrolment or attendance may result in reporting to IRCC, which could affect their immigration status
- Transcripts and credentials may be shared with foreign credential assessment services (e.g., WES, ICAS) with student consent

10.2 Students with Disabilities

Students with disabilities may request accommodations related to their records, including:

- Alternative formats for accessing records (e.g., large print, braille, audio)
- Assistance with completing access request forms
- Extended time for reviewing records
- Support person attendance during record review appointments

10.3 Indigenous Students

Indigenous students may request that their records be handled in accordance with:

- **OCAP Principles** (Ownership, Control, Access, Possession) for First Nations data governance
- Cultural sensitivity and confidentiality regarding Indigenous identity and heritage information

10.4 Minors (Students Under 19)

For students under 19 years of age:

- Parental or guardian consent may be required for certain record disclosures
- Emergency contact information will include at least one parent or guardian
- Disciplinary records may be shared with parents/guardians in cases of serious violations

11. Related Policies

This policy should be read in conjunction with the following NorthBridge College (NBBT College) policies:

Policy Name	Purpose
Student Complaint Submission and Resolution Policy	Process for raising concerns about record access or accuracy
Privacy and Confidentiality Policy	Broader institutional privacy practices
Grading Policy	Management of examination papers, assignments, and transcripts
Academic Integrity Policy	Disciplinary records related to academic dishonesty
Student Dismissal Policy	Disciplinary records related to student dismissal
Attendance Policy	Proof of attendance records
Tuition Refund Policy	Financial records related to refunds and withdrawals
Information Technology (IT) Policy	Electronic security and data management

12. Policy Distribution and Acknowledgment

- This policy will be provided to all students **before signing the student contract** as required under **Regulation 84-207, Section 9.1**.
- Students will be required to acknowledge receipt and understanding of this policy during orientation.
- The policy will be published on the College website (NBBTCollege.ca) and made available in the Student Handbook.

- Staff and faculty will receive training on the implementation of this policy, including privacy and confidentiality requirements.

13. Legislative Compliance

This policy is developed in compliance with:

- **Private Occupational Training Act (P-16.1)**, New Brunswick, particularly:
 - Section 15.1: Student record-keeping requirements
 - **Regulation 84-207 (General)**, New Brunswick, particularly:
 - Section 3.1(1)(a)(vii): Requirement to submit records policy
 - Section 15.1(1): Mandatory student record components
 - Section 15.1(2): Student access rights
 - Section 15.1(3): Privacy protection requirements
 - Section 15.1(4): 50-year retention period for credentials and transcripts
 - Section 9.1: Student contract requirements
 - 2024 Legislative Amendments to POTA (Student Protections)
 - **Immigration and Refugee Protection Act (IRPA)**, Canada (for international students)
 - **Personal Information Protection and Electronic Documents Act (PIPEDA)**, Canada (if applicable)
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14. Definitions

Term	Definition
Student Record	All information, documents, and data maintained by the College about a student, including mandatory records under Section 15.1
Transcript	Official academic record showing all courses, grades, GPA, and credentials awarded
Credential	Diploma, certificate, or other formal recognition of program completion awarded by the College
Personal Information	Any information about an identifiable individual, including name, contact details, academic records, and financial information
Data Breach	Unauthorized access, loss, or disclosure of student records
Third Party	Any individual or organization outside of NorthBridge College
Minister	The Minister of Post-Secondary Education, Training and Labour for the Province of New Brunswick
IRCC	Immigration, Refugees and Citizenship Canada, the federal department responsible for immigration matters

15. Important Note for NorthBridge College

NorthBridge College (NBBT College) is a private career college operating under the Private Occupational Training Act of New Brunswick. We are not a publicly funded or community college.

As a private institution, we have the authority and responsibility to:

- Maintain student records in accordance with **Regulation 84-207, Section 15.1**, including the mandatory 50-year retention period for credentials and transcripts
- Protect student privacy while complying with regulatory disclosure requirements (e.g., to the Minister, IRCC)
- Charge reasonable fees for record access and transcript requests by former students
- Report international student compliance to IRCC as required by federal immigration regulations
- Respond to Ministerial requests for student records under POTA Section 6.8 for complaint investigations

This policy reflects our commitment to maintaining accurate, secure, and confidential student records while complying with all regulatory obligations under the Private Occupational Training Act.

16. Contact Information

For questions regarding this policy or to request access to student records, contact:

Student Records Office

NorthBridge College (NBBT College)

Moncton, New Brunswick

Website: NBBTCollege.ca

Email: info@nbbtcollege.ca

Phone: [+1-506-800-0851](tel:+15068000851)

For External Complaints about Records:

Private Occupational Training Branch

Department of Post-Secondary Education, Training and Labour

Government of New Brunswick

Email: LFPSP-POTA@gnb.ca

Phone: (506) 453-2597