

# Records Policy

## General Policy

No information from records, files or other ICC data directly related to a student, other than public information defined below, shall be disclosed to individuals or agencies outside the ICC without the written consent of the student, except those disclosures set forth in the section on Public Information.

## Definition of Educational Record

Student educational records are defined as those records, files, documents and other materials which contain information directly related to students and which are maintained by the ICC or a party acting for the ICC. Records of instructional, supervisory and administrative personnel which are in the sole possession of the maker and accessible only to the maker or a substitute are specifically excluded from this definition of educational record.

## Definition of Student

For the purpose of this policy, a student is defined as any individual currently or previously enrolled in any academic offering of the ICC.

## Public Information

The following is a list of information which may be made available by the ICC without prior consent of the student and which is considered part of the public record of the student's attendance: Name, address (local and permanent), telephone number, job title, continuing education units obtained, participation, certifications, and awards received. The information will not be made available if a student directs a written instruction to the appropriate records official.

## Types and Location of Records

ICC maintains a file on each student containing applications, grade reports and/or other performance evaluations, and correspondence. ICC has designated the following official as responsible for student records for the National Certification Program: Manager of National Certification Services, ICC Birmingham Regional Office, 900 Montclair Road, Birmingham, Alabama 35213.

The above shall hereinafter be referred to as "records official." The records official is responsible for maintaining a listing of student records within such records official's area of responsibility, indicating the location and general content of the records. Any student request concerning records or files, including request that public information not be disclosed, request for disclosure to third parties, and requests for access by the student should be directed to this official. This person will also act as the hearing officer when the content of a record is challenged as provided below.

## Disclosure of Student Records to the Student

The student is accorded the right to inspect, in the presence of an ICC staff member, records, files and data primarily and directly related to the student. To inspect a file a student should initiate a request in writing. A time for inspection shall be granted within 45 days of the date of the request. Examinations taken by the student are not files directly related to the student.

## Challenging the Contents of the Record

ICC will respond to any reasonable request for an explanation or interpretation of any item in a student's file. Requests for such explanations or interpretations should be addressed in writing to the appropriate records official.

If, after inspecting a record, a student believes that information contained in the educational record is inaccurate or misleading or violates his or her privacy, the student may request that the record be amended by presenting such a request in writing to the appropriate records official. A request that the record be amended shall be answered by the records official, within 15 days of receipt, with information that the record has been amended as requested or that the record has not been amended and that the student has a right to a hearing with the ICC Board for International Professional Standards on the matter. A written request for a hearing should be addressed to the records official, who will set a date and time for hearing with reasonable notice of same to the student.

The request for hearing should identify the item or items in the file to be challenged and state the grounds for the challenge, e.g., inaccuracy, misleading nature, inappropriateness. The records official shall examine the contested item, shall hear the person responsible for placing the item in the file if appropriate, and shall examine any documents or hear any testimony the student wishes to present. A student may be assisted or represented by individuals of his or her choice, including an attorney, at his or her own expense. The records official may decide that the item should be retained or that it should be deleted or altered. The records official shall issue a written decision, based solely on the evidence presented at the hearing, within 10 days of the conclusion of the hearing. If the decision is adverse to the student, the notice of decision shall include a statement that the student has the right to place a statement in the record commenting on the information and/or setting forth reasons for disagreeing with the decision.

### **Providing Records to Third Parties**

The general policy of ICC is to refuse access to or disclosure of information from student records, except for public information, to third parties without the written consent of the student. Should a student wish to have such records released, a signed, notarized and dated written request must be directed to the proper records official, specifying the records to be released, the party or class of parties to whom records are to be released, and a request for copies to the student, if desired. ICC will then grant access to the information.

Student records are available to the following persons with the accompanying conditions without written consent of the student:

1. Instructional or administrative personnel whose duties include responsibilities to students which in the institution reasonably require access to student records.
2. Certain representatives of federal departments or agencies or state educational authorities as provided by the law that administer and /or regulate the State License Law and need access for this purpose only.
3. In response to lawful subpoena or court order.

ICC will keep a record, indicating the name and legitimate interest of all disclosures except those made to a student, those made pursuant to written consent, those designated as public information, and those made to persons at ICC with a legitimate educational interest. This record of disclosure will become a part of the educational record, subject to inspection and review.

Any student who believes that ICC has violated his or her right to access or privacy of educational records as established by the Family Education Rights and Privacy Act of 1974, as amended, the accompanying regulations published at 45 Federal Register 30911, as amended at 45 Federal Register 86296, and this policy may address a complaint to:

The Family Educational Rights and Privacy Act Office  
Department of Education  
400 Maryland Avenue SW  
Washington, DC 20202

For specific information about the ICC Student Records Policy, contact ICC Birmingham District Office, 900 Montclair Road, Birmingham Alabama 35213.