



ONTARIO
INSTITUTE of
HEALTH and
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Student Records Policy

Policy ID: 4-405

Approved by: Vice President, Operations

Executive(s) Responsible: Executive Director, Student Retention, Records and ISA

Administrator(s) Responsible: Registrar's Office

Revision Date: January 01, 2025

Effective Date: January 01, 2025

Next Review Date: January 01, 2026

Background and Scope

Ontario Institute of Health and Innovation (OIHI) 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 Financial Aid Department, and all other academic and/or administrative units that are the primary and secondary custodians of specified data collected and stored about prospective applicants, applicants, students, alumni, and former students at the college.

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

Purpose of the Policy

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



Policy Statements

1. Student Records

- 1.1.** By applying for admission to OIHI and by registering in programs or courses at the college, students accept the college's right to collect pertinent personal information. OIHI 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.
- 1.2.** 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 OIHI from other institutions or organizations are not released, returned, or redirected.
 - 1.2.1.** The processes and practices stipulated in this policy comply with the Personal Information Protection and Electronic Documents Act (PIPEDA). All employees involved in processing, storing, and archiving student records have received mandatory training in the privacy standards of compliance.
 - 1.2.2.** Active student file maintenance: All active student files are maintained electronically and must be stored in secure folders accessible only to authorized personnel based on their roles and responsibilities.
- 1.3.** For students who have been approved for OSAP funding, all related documentation will only be made available to the Financial Aid Department.
- 1.4. Student file archiving:** Complete student files must be kept for three (3) years after the student has graduated or terminated their studies. After this period, student files will be thinned, so that only necessary documentation, allowing for student identification, remains. After 25 years, the files will be destroyed.
 - 1.4.1.** OIHI is committed to fulfilling its obligations under the OCC Act, 2005. As such, student transcripts will be uploaded in a third-party system within ninety (90) days of the student graduating or having terminated their studies. Students will be able to request official transcripts up to 25 years after their graduation or termination date.



1.5. Students may request to view their files by sending an email to registrar@oihi.ca.

2. Active Student File Contents

2.1. Admissions Documentation

- 2.1.1.** Signed Enrolment Contract;
- 2.1.2.** Signed Contract Amendment (if applicable);
- 2.1.3.** Secondary School Diploma and/or Transcripts or other relevant educational documentation; or
- 2.1.4.** Wonderlic Test Scores (if applicable);
- 2.1.5.** Proof of English Proficiency Level (if applicable);
- 2.1.6.** Photo ID/Student Identity Verification Form;
- 2.1.7.** Proof of Valid Canada Visa Status (for international students);
- 2.1.8.** Letter of Acceptance (for international students); and
- 2.1.9.** Hybrid Learning Delivery Acknowledgement (if applicable).

2.2. Academic Documentation

- 2.2.1.** Advanced Academic Standing Documentation and Approval (if applicable);
- 2.2.2.** Academic Probation Letter (if applicable);
- 2.2.3.** Authorized Leave Form (if applicable);
- 2.2.4.** Grade Change Forms (if applicable);
- 2.2.5.** Mid-Point Review Form (if applicable);
- 2.2.6.** Mid-Point/Term transcript/progress report (if applicable);
- 2.2.7.** Attendance (each term);
- 2.2.8.** Schedule (each term); and
- 2.2.9.** Attendance Warning Letters (if applicable).



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2.3. Financial Documentation

- 2.3.1.** Signed Payment Plan;
- 2.3.2.** Second Career/Better Jobs Ontario/OSAP/WSIB Contract (if applicable);
- 2.3.3.** Second Career/Better Jobs Ontario/OSAP/WSIB Confirmation of Enrollment;
- 2.3.4.** Receipts; and
- 2.3.5.** Student Activity Update Form (SAUF) (if applicable).

2.4. Student Services Documentation

- 2.4.1.** Student Complaint Documentation (if applicable);
- 2.4.2.** Proof of Health Insurance (if applicable);
- 2.4.3.** Signed Student Handbook Acknowledgement Form;
- 2.4.4.** Signed Network User Agreement; and
- 2.4.5.** Signed Student Work Release Form.

2.5. Career Services Documentation (if applicable/for programs with a work placement component only)

- 2.5.1.** Signed Internship/Co-Op/Placement Agreement;
- 2.5.2.** Signed Internship/Co-Op/Placement Attendance Report;
- 2.5.3.** Signed Internship/Co-Op/Placement evaluation Form;
- 2.5.4.** Any program specific documents (If applicable); and
- 2.5.5.** Clinical Placement Clearance (if applicable).

2.6. Registrar's Office Documentation

- 2.6.1.** Enrollment Letter (if applicable);
- 2.6.2.** Unofficial Transcript (if applicable);



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2.6.3. Reinstatement Form (if applicable); and

2.6.4. Study Permit and Co-op Work Permit (if applicable).

2.7. Accessibility Documentation

2.7.1. Medical Notes (if applicable); and

2.7.2. Accommodation Plan (if applicable).

In addition to the above documentation, the following documents are required for the Student File, based on the student's enrollment status:

3. Archived File – Student Withdrawal, Administrative Withdrawal, or Expulsion

3.1. The below only lists the documents that will be added to the active student file contents for students who have withdrawn or been expelled from their program of study at OIHI.

3.2. Financial Documentation

3.2.1. Student Activity Update Form (SAUF) (if applicable);

3.2.2. Copy of Refund Cheque (if applicable);

3.2.3. Statement of Account (if applicable);

3.2.4. Financial Exit Letter; and

3.2.5. Reconciliation Form/Refund Calculation (if applicable).

3.3. Registrar's Office Documentation

3.3.1. Official Transcript;

3.3.2. Withdrawal Request Form/Proof of withdrawal request (if applicable); and

3.3.3. Expulsion or Administrative Withdrawal Letter.



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4. Archived File – Graduated Students

4.1. Financial Documentation

4.1.1. Statement of Account (if applicable); and

4.1.2. Financial Exit Letter (if applicable).

4.2. Registrar's Office Documentation

4.2.1. Official Transcript;

4.2.2. Diploma/Certificate; and

4.2.3. Graduation Letter (if applicable).

5. Record Keeping Process

5.1. A staff member/department will be identified as being responsible for approving student files before official enrollment. This/these individual(s) will conduct regular file audits to ensure that the documentation listed above is being kept on file.

Related Legislation

Legislation Name
Personal Information Protection and Electronic Documents Act (PIPEDA)
Ontario Career Colleges Act, 2005