

# ADMINISTRATIVE PROCEDURES

**SUBJECT: Ontario Student Record**

## **Preamble:**

The Ontario Student Record (OSR) is the record of a student's educational progress in Ontario schools. Section 265 (d) of the Education Act requires a principal of a school "to collect information for the inclusion in a record in respect of each pupil enrolled in the school and to establish, maintain, retain, transfer and dispose of the record".

The LKDSB Administrative Procedures have been developed to assist principals in carrying out their duties as they relate to the Ontario Student Record. The following Administrative Procedures have been developed in compliance with the Education Act and the [Ontario Student \(OSR\) Guideline, 2000](#) (Revised 2020).

## **1.0 Establishment of the OSR**

- 1.1 As required by the Ministry OSR Guideline an Ontario Student Record will be established for every student who enrolls for the first time in a publicly funded school operated by a school board or the Ministry of Education.  
A Documentation File will be inserted when required.
- 1.2 Upon the establishment of an OSR the Principal will ensure that the parent/guardian or adult student is made aware of the purpose and content of the OSR (This is noted on the school registration form. A copy of the form is given to the parent/guardian or adult student at time of registration.)
- 1.3 The Principal or designate will verify the student's full name and date of birth upon registration (e.g. birth certificate, passport) as well as proof of legal guardianship, where applicable. The appropriate checkbox in Section A of the OSR folder needs to be checked, initialed and dated by school staff confirming the verification of the student's date of birth and legal name.  
Do not make or retain copies of proof of birth/identify documents.
- 1.4 Parents/guardians are to provide student immunization information directly to the local health unit. Health card numbers and immunization records are not to be obtained or recorded on the OSR Folder nor kept in the Documentation File.
- 1.5 The first name of the student's parents/guardians (and last name if different than the student's) will be recorded on the OSR.

- 1.6 If applicable, the date of the parent(s) death should be recorded opposite the name of the deceased.
- 1.7 In the event that an OSR is inadvertently lost or destroyed, a new OSR folder and all applicable parts will be recreated. Previous information can be obtained from the current Office Index Card and , if applicable, from the card(s) at the previous school(s). Record in the margin, on the front cover of the new OSR folder, the date on which the new folder was created and the reason. The school is required to recreate as much of the contents of the OSR as possible, including but not limited to: Report Cards, Record of Instruction in French, Documentation Folder and contents, and Individual Education Plans. The Board's FOI Coordinator should be notified any time an OSR needs to be recreated.

## 2.0 Responsibility for the OSR

The Principal is ultimately responsible for the OSR, under the direction of the appropriate supervisory officer. Section 266 (2) of the Education Act, and the Ministry OSR Guidelines 2000, indicate that access to the OSR should be limited to supervisory officers, principals, teachers and designated early childhood educators for the improvement of instruction and other education of the student. Clerical functions for maintenance of the OSR may also be granted to limited designated staff (i.e. the school secretary) by the Principal.

- 2.1 The Principal of the school will:
- establish, maintain, retain, transfer, and dispose of a record for each student enrolled in the school in compliance with the Ministry OSR Guideline and the Board's OSR Procedures;
  - ensure that the materials in the OSR are collected and stored in accordance with the Ministry OSR Guideline and the Board's OSR Procedures;
  - ensure the security of the OSR;
  - ensure that all persons designated to perform clerical functions with respect to the establishment and maintenance of the OSR are aware of the confidentiality provisions in the Education Act and the relevant Freedom of Information and Protection of Privacy legislation.
- 2.2 To protect the confidentiality and security of the OSR:
- The Principal will ensure that all OSRs are stored in a filing cabinet that is secured with a lock, and in a room that can be locked. The secure area should be a room that ensures confidentiality, security and accessibility of the record. A record should not be left unattended, left out of storage overnight and should not be taken out of the school building. It is recommended that if a record is required for a meeting outside of the school, a copy be made of the relevant information and the OSR left in the school.
  - If an OSR is accessed, staff must sign out the OSR. Each OSR area in a school will have a sign-out book for OSRs, the book should include the name and position of the individual signing out the OSR and the reason they are signing it out. It should also include the date and time it is signed out and returned. The Principal will designate areas where an OSR may be examined.
  - If a parent/guardian or student wishes to examine their OSR, a meeting will be arranged and, they will do so with the Principal or the Vice-Principal. This is to ensure that records are not removed from the OSR and to provide assistance or explanation if necessary.
  - In accordance with the *Education Act*, there is an onus on educators to ensure confidentiality with respect to their knowledge of the contents of the OSR.

### 3.0 Components of the OSR

An OSR will consist of the following components:

- An OSR Folder;
- Report Cards;
- An Ontario Student Transcript; where applicable
- A Documentation File; where applicable
- An Office Index Card (filed outside of the OSR); and
- Additional information identified as being conducive to the improvement of instruction of the student.

#### 3.1 The OSR Folder

Principals must establish an OSR folder, Form 1A (see [Appendix A](#) of the OSR Guideline), for students enrolling in school for the first time after September 1, 1985. For students attending school who enrolled in school before that date, the OSR folder Form 1 must be adjusted to correspond to Form 1A (see [Appendix B](#) of the OSR Guidelines). The folder will contain the parts set out below in sections 3.1.1 to 3.1.7.

##### 3.1.1 Biographical Data: Part A

The following information will be provided:

- the student's full name and date of birth (The Principal will indicate the method of verification on the folder – e.g., birth certificate, passport – and will initial and date the folder.)
- a student number assigned by the school or the school board, where applicable
- a Ministry Identification Number (MIN) or Ontario Education Number (OEN) assigned by the Ministry, where applicable. The OEN replaced the MIN in September 2005.

##### 3.1.2 Schools Attended: Part B

The following information will be provided:

- the name of each school that the student has attended
- the name of the board, the name of the First Nation Education Authority, or the name of the person who operated the private or federal school.
- the date of entry and the date of the last day of attendance in each grade
- the name of a teacher contact

Where the student is transferring to a school from an educational institution that was not required to maintain an OSR, Part B may include any information that will complete the record of schools previously attended.

##### 3.1.3 Retirement from an Ontario School: Part C of Form 1A or Parts J and K of Form 1

The following information will be provided on retirement:

- the date of retirement
- the student's address at retirement

- the student's destination at retirement with respect to further education or employment

### **3.1.4 Names of Parent(s): Part D**

The following information will be provided:

- the first name of the student's parent(s) or the first name and surname of the student's parent(s) when the surname of the latter differs from that of the student
- if applicable, the date of death of the parent(s) of a student opposite the name of the deceased

### **3.1.5 Special Health Information: Part E**

A summary of a student's special health conditions will be included when such conditions are disclosed to the Principal. Entries in Part E will be dated and kept current.

### **3.1.6 Photographs and information on school activities: Parts F and G of Form 1A (or Parts F, G, and I of Form 1)**

This information may be inserted if it satisfies the policies on inclusion set out by the Board.

### **3.1.7 Additional information: Part H**

The following information will be provided, if applicable:

- the date on which the student enters a Supervised Alternative Learning program (SAL) as well as the SAL Committee report, which is to be inserted in the OSR documentation file.

## **3.2 Report Cards**

Report cards will be issued in compliance with Growing Success: Assessment, Evaluation, and Reporting in Ontario Schools. The Guide to the Provincial Report Card, Grades 1-8 and Guide to the Provincial Report Card, Grades 9-12 are available on the Ministry website.

The Ministry Policy document, [Growing Success: Assessment, Evaluation, and Reporting in Ontario Schools, First Edition, Covering Grades 1 to 12, 2010](#) and [Growing Success – The Kindergarten Addendum: Assessment, Evaluation, and Reporting in Ontario Schools, 2016](#) provides the following information:

- Kindergarten to Grade 8: a completed Progress Report Card (Grade 1 to 8) or Kindergarten Communication of Learning: Initial Observations will be issued once per year. The Provincial Report Card or Kindergarten Communication of Learning will be issued at two points in the school year. For each of these documents, an exact copy will be filed in the OSR folder for each reporting period during the school year for each student who has been enrolled in the school for more than six weeks from the commencement of the reporting period at the time of their transfer to another school, or their retirement from school.
- Grades 9 to 12: a completed Provincial Report Card or an exact copy of it will be filed in the OSR folder twice during each semester for semestered schools and 3 times per year for all other schools for each student who has been enrolled in the school for more than six weeks from the commencement of the reporting period at the time of their transfer to another school, or their retirement from school.

- The Provincial Report Cards, or exact copies of them, will be forwarded to the parent(s)/guardian(s) of a student who is not an adult, or to the adult student.
- The Board may use its own report cards for students participating in an Alternative Learning and Life Skills Program (ALLP). Board developed report cards must satisfy the conditions outlined in the OSR Guideline (Content) and Growing Success.

### 3.3 The Ontario Student Transcript

The Ontario Student Transcript (OST) is the official record of a student's academic achievement and credit accumulation at the secondary level.

The [Ontario Student Transcript \(OST\): Manual, 2013](#) provides the information and guidelines required for the establishment, maintenance, issue, and storage of the Ontario Student Transcript (OST). It also outlines the regulations and procedures that apply to the recording of information in various situations. The acceptable standard of a paper transcript is printed on official coloured transcript paper and is signed and sealed and released to the student or otherwise as the student consents.

A sample of the OST form is provided in [Appendix C](#) of the OSR Guideline.

### 3.4 The Documentation File

When a documentation file is required, it will be kept in the OSR folder. A documentation file will be established when the following information is required (listed in alphabetical order):

- Attendance counseling reports
- Change of name (first or last name) by repute
- Community involvement hours completed
- Concussion forms: Return to Learn and Return to Physical Activity
- Consent forms for access to the OSR
- Correspondence—any significant correspondence with parents/guardians which have ongoing implications for the student's instruction
- Court orders regarding parent or guardian access or custody
- Educational, psychological, and health assessments (May include speech & language, occupational therapy, physical therapy. Note that some reports may be from third parties and copies only.)
- Enrichment Program Tracking form (Grades 4 through Secondary)
- Health records (e.g., documentation of significant allergies) including Plan of Care forms for prevalent medical conditions ([PPM 161](#))
- Hearing and Vision reports
- Home Schooling or Home Instruction documentation, and temporary absence record
- Identification, Placement, and Review Committee (IPRC) determinations, decisions, review, and appeal
- Individual Education Plan (IEP) for a student receiving special education programs and services; SEA (Special Education Amount) equipment documentation
- Letters of Admission for foreign or fee-paying student.
- MPLAR (Mature Student Prior Learning Assessments regarding diploma standing)
- Ontario Secondary School Literacy Test (OSSLT) Results. EQAO (Education Quality and Accountability Office) results for Grade 3, 6 and 9 testing are **not** to be retained in the OSR or the Documentation Folder.

- PLAR (Prior Learning Assessment and Recognition) cumulative tracking record
- Referral forms and consent to referral for services
- Request (letters of request) for a correction to, or a deletion from, the record where the request has not been granted (see the section entitled Correction or Removal of Information)
- Safe Schools Incident Reporting Form
- Safety plan and physical restraint forms
- SAL (Supervised Alternative Learning) report
- SHSM records
- Substitution of credit documentation
- Suspension Letter (Retained in the OSR one year. If related to a violent incident retained for 3 years. Expulsion letters are retained for 5 years if related to a violent incident.)
- Violent Incident Report Forms
- Violent Threat Risk Assessment (VTRA) Summaries
- Other reports and/or information identified in accordance with the policies established by the Board.
- Change of surname verification of the Principal's knowledge of the document

Change of legal name documentation is often **not** kept in the Documentation Folder of the OSR, as many times the request is made to change the OSR as if it was always issued in the new name. In addition, Enrolment Register instructions indicate that name change documentation should not be filed in the OSR.

A sample documentation file folder is provided in [Appendix D](#) of the OSR Guidelines.

When a report is requested from a professional, paraprofessional, or other relevant person, that person should be advised that the report will be filed in the OSR and will be subject to the access provisions governing the OSR.

As with other material included in an OSR, these reports should only be included if, in the Principal's opinion, they are conducive to the improvement of the instruction of the student.

All items in the documentation file should be signed and dated, as practical, and arranged chronologically with the most recent at the front of the file.

### **Protection of Student Privacy Under the Youth Criminal Justice Act**

Principals shall ensure that no OSR discloses, directly or indirectly, the contravention or alleged contravention by a student of any statute or regulation to which the Youth Criminal Justice Act or Part VI of the Provincial Offences Act applies, or the disposition of any proceedings brought under those statutes or regulations. (For example, the record of a request for information from a correctional institution, probation officer or officer of the law or of the Ministry of Correctional Services should **not be retained in the OSR folder.**)

### **3.5 The Office Index Card**

The Office Index Card is the only official record of all students who attended the school. See [Appendix E](#) of the OSR Guideline for the card format. Each school will maintain an active and inactive office index file.

The Office Index Card provides the school with immediate access to information about a student. It will remain at the school during the period in which the student is enrolled at the school. The card is not filed in the OSR folder and is not transferred with the OSR when the student transfers from the school, it is stored separately.

The same level of access restrictions and security is applied to the Index Card, as the OSR.

The Office Index Card will record the following information:

- the full legal name of the student, as recorded on the OSR folder, and preferred name
- the student number assigned by the school or school board, where applicable
- a Ministry Identification Number (MIN) or Ontario Education Number (OEN) assigned by the ministry, where applicable (Note, the OEN replaced the MIN in September 2005.)
- the gender of the student
- the student's date of birth
- the name of the student's parent(s)/guardian(s)
- if applicable, the name(s) of the individual(s) who has (have) custody of the student
- the student's current address and home telephone number, as well as an emergency number if one has been provided
- the dates on which the student enrolls in the school, transfers from the school, and/or retires from school
- the name and address of the school to which the student transfers and the date on which the OSR is transferred
- the student's address on the date of transfer or retirement
- the name and address or some other means of identification of the school from which the student is transferring or retiring
- other information that is identified in accordance with the Board policy

The Office Index Card may be generated/maintained in electronic format in the student management system while the student is active, however, once the student retires, the Index Card must be printed/digitized and retained on file for all students who have withdrawn from the school. The retention period for the Office Index Card is fifty-five (55) years post retirement. Provision should be made to retain the Office Index Card for closed or consolidated schools, this may be at the consolidated school or a Board designated location.

### **3.6 Student Record of Accumulated Instruction in French as a Second Language in Elementary School**

An individual record of accumulated instruction in French as a Second Language will be established and maintained for each student enrolled in an English-language elementary school. The record will be kept on a card that is identical to the one in [Appendix F](#) of the Ministry OSR Guidelines, and will include all of the information required for each entry. An entry will be made on the record:

- at the end of a school year, semester, or summer course; and
- when a student transfers to another school, including a private, federal, or First Nation school; and
- when a student retires from school.

If a student has had previous instruction in French but no record is available, the entries on the card must be started at least from the date of enrolment in an Ontario school. A note will be made on the first lines of the instruction card indicating what is known about a student's



previous instruction in French as a Second Language and in other subjects taught in French. If the number of accumulated hours must be estimated, an annotation must indicate that the figure is approximate.

A student record of accumulated instruction in Native as a Second Language in elementary school, will be established and maintained if applicable.

### **3.7 Prior Learning Assessment and Recognition (PLAR) Challenge for Credit: Cumulative Tracking Record**

If a secondary school student challenges for credit for a Grade 10, 11, or 12 course through the [Prior Learning Assessment and Recognition \(PLAR\)](#) challenge process, a record of all credits earned and attempted will be established and will be maintained in the student's OSR.

This record will be kept on the form entitled "PLAR Challenge for Credit: Cumulative Tracking Record" (see [Appendix K](#) of the Ministry OSR Guideline).

## **4.0 Access to the OSR**

Access to an OSR means the right of those persons authorized by the Education Act or other legislation to examine the contents of the OSR. Municipal freedom of information legislation permits persons who have the right to have access to personal information to receive copies of the information. This provision applies during both the period of use of the OSR and the period of retention and storage.

The Municipal Freedom of Information and Protection of Privacy Act prohibits institutions from releasing personal information in their custody or under their control to anyone other than the person to whom the information relates, except in certain circumstances. These circumstances are defined in the legislation.

No information contained in the OSR will be released to third parties unless a release of information form has been completed, with consent from the parent/guardian of a non-adult student or adult student. Signed consent should be obtained using Appendices A and B of these procedures or an agency form, which the Principal deems is in compliance with existing legislation.

The completed consent form should be filed in the OSR Documentation File.

### **4.1 Students**

Every student has the right to have access to their OSR.

### **4.2 Parents/Guardians**

The parents/guardians of a student have the right to have access to the student's OSR, until the student becomes an adult (age eighteen). Under both the Children's Law Reform Act and the Divorce Act, 1985, the legal right of a non-custodial parent to have access to a child includes the right to make inquiries and to be given information concerning the child's health, education, and welfare.

### **4.3 Educational Personnel**

Under the Education Act, only supervisory officers, principals, and educators of the school have access to the OSR for the purpose of improving the instruction of the student. As noted above, additional access may be permitted under municipal and provincial freedom of information legislation, under specified and limited circumstances.



#### 4.4 Ministry and School Boards

The Education Act permits the compiling and delivery of information contained in an OSR if it is required by the Minister of Education or the school board. In instances where ministry staff members are seeking to collect information from OSRs, students who are adults and parents/guardians of students who are not adults will be notified.

#### 4.5 Courts and Law Enforcement Agencies

- *Subsection 266 (2) of the Education Act* states that the OSR will not be produced in the course of any legal proceedings.
- The OSR is a privileged record according to *Subsection 266 (2) of the Education Act*. The OSR is generally not admissible in evidence (see the Education Act for exceptions) “without the written permission of the parent or guardian of the pupil or, where the pupil is an adult, the written permission of the pupil.” It can be admitted with parent/guardian/adult student consent or by order of the court.
- There may be occasions, however, when access to the OSR of current students or former students will be sought. In such cases, principals should obtain advice from their superintendent in order to deal with such issues as the following:
  - whether the *Education Act* in fact prevents the production of the OSR;
  - whether the OSR in question is relevant to the proceedings; and
  - if the OSR is relevant to the proceedings, whether a copy, rather than the original, may be submitted to the court.
- A principal may be served with a subpoena requiring that they appear in court on a particular date and bring part or all of an OSR. If a principal receives a subpoena, they must comply with it but should contact their superintendent who may obtain legal advice from the board’s legal counsel about the above issues.
- An OSR must be released for immediate viewing within the school building when a court order or search warrant is presented. In these cases, the Principal must contact the appropriate superintendent who shall obtain legal advice about releasing copies of the OSR and any relevant matters. If a summons or subpoena is presented, the OSR shall only be released to the court when the Principal or other Board official attends the court. The Principal should go to court with both the original OSR and a complete and exact photocopy and should propose to the judge that the photocopy be submitted instead of the original. The Principal should also inform the judge that the subpoena is inconsistent with *subsection 266 (2) of the Education Act*. The Principal must however, relinquish the documents if ordered to do so by the judge.
- All of these issues are relevant in both civil and criminal cases.

#### Provisions under the Child, Youth and Family Services Act

- Under the “Court ordered access to records” section of the *Child, Youth and Family Services Act, 2017* it is possible for a court to order a principal of a school to produce a student’s OSR for inspection and copying. A court may make such an order if it is satisfied that a record contains information that may be relevant to a consideration of whether a child is suffering abuse or likely to suffer abuse, and the person in control of the record has refused to permit a Children’s Aid Society/Family & Children’s Services director to inspect it. If a principal receives a court order under the *Child and Family Services Act*, they should seek advice from their superintendent about how to comply with it.
- The guardian for students in foster care is Family and Children’s Services/Children’s Aid Society.

### **5.0 Use and Maintenance of the OSR**

Information from an OSR may be used to assist in the preparation of a report required under the *Education Act* or the regulations made under it. Information from an OSR may also be used in the preparation of a report for an application for further education or an application for employment, if a written request for such a report is made by an adult student, a former student, or the parent(s)/guardian(s) of a student under 18.

Freedom of Information legislation sets out criteria for the use of personal information. The purposes for which personal information in a student's OSR is being used must be consistent with Ministry OSR Guidelines and with Board policies. Students who are adults and parent(s)/guardian(s) of students who are not adults should be informed of the uses of personal information at the time that the information is collected for inclusion in an OSR.

The contents of the OSR should be reviewed on a regular basis according to ensure that they remain conducive to improvement of the instruction of the student.

The Principal or designate will review the contents of the OSR and remove any material no longer considered to be conducive to the improvement of the instruction of the student, at the following times:

- at the time of the annual I.P.R.C.;
- at the completion of the primary division;
- at the completion of the junior division;
- when a student leaves elementary school;
- when a student transfers/retires; and
- upon leaving secondary school.

Information contained in the OSR will be dated and organized in reverse chronological order (example: the most recent information at the front of the file).

School staff will update information annually, identifying the name of each school the student has attended, the name of the student's main teacher contact, the date of entry and the last day of attendance in each grade.

The following persons may perform clerical functions with respect to the OSR:

- School secretary responsible for OSRs;
- Information Technology staff responsible for electronic OSR information;
- Records Management clerical staff;
- Continuing Education Secretary(s); and
- Other secretarial personnel that may, from time to time, be designated by the Principal.

### **6.0 Transfer of the OSR**

The transfer of the OSR means the transfer of all parts of the OSR other than the Office Index Card. Subject to the conditions outlined below, the original OSR is transferable only to schools in Ontario.

- When a student transfers to another school in Ontario, the receiving school must be sent written notification of the student's transfer (OSR Guideline [Appendix G](#)) indicating that the student's OSR will be sent upon receipt of an official written request.

- When a student transfers to another school outside of Ontario, only a copy of the student's OSR may be sent upon receipt of an official written request from the receiving school.
- If the original OSR is being transferred between schools operated by the LKDSB it may be transferred by a delivery service provided by the Board.
- If the original OSR is being transferred to a school in another board, to a private, federal, or First Nation school, or to a Provincial or Demonstration school, it must be transferred in an OSR mailer envelope by a board approved outside courier that maintains confidentiality and guarantees prompt delivery.
- If some or all of the information in the OSR has been micro-recorded or stored electronically and if the receiving school is capable of receiving this information in micro-recorded form or electronically in such a way that the OSR can be effectively reproduced or viewed, the information may be transmitted to the receiving school either as a micro-recording or by electronic transmission in advance of the paper parts of the OSR.
- If a school is transmitting OSR information electronically or by means of facsimile, arrangements must be made to ensure the secure and confidential transfer of the information.

### **6.1 Transfer to a school in Another Board, to a Provincial or Demonstration School, or to a Specified Federal or First Nation School in Ontario**

- Before a principal transfers an original OSR to a school operated by another school board in Ontario, to a Provincial or Demonstration School in Ontario, or to a federal or First Nation school in Ontario as specified below, the Principal must receive a written request (OSR Guideline [Appendix H](#)) for the information from the Principal of the receiving school.

This provision applies to federal and First Nation schools in Ontario that:

- have chosen to establish and maintain OSRs for their students; and
- are prescribed under section 3 of [Ontario Regulation 261/19](#), "Reciprocal Education Approach" (see [list of eligible schools](#)), or that have an existing Reverse Education Services Agreement with the board that was entered into prior to September 1, 2019.

If this information has not been provided or cannot be confirmed on the website given above, the Principal (or the board) should ask the federal or First Nation school whether it meets the above criteria.

### **6.2 Transfer to a Private School or to a First Nation School in Ontario Not Specified in Section 6.1**

Before a principal transfers an original OSR to an inspected private school, a non-inspected private school, or a First Nation school in Ontario that is not specified in section 6.1 of this guideline, the Principal must have received:

- a written request for the information from the receiving school, in which the school agrees to accept responsibility for the OSR and to maintain, retain, transfer, and dispose of the OSR in accordance with the OSR Guideline(see [Appendix I](#)); and
- a written statement indicating consent to the transfer, which is signed by the parent(s)/guardians(s) of the student if he or she is not an adult, or by the student if he or she is an adult.

The Ministry of Education maintains a published spreadsheet of the active private schools and their contact information found at the [Data Ontario.ca](#) link.

### **6.3 Transfer to an Education Institution Outside Ontario**

An original OSR may not be transferred outside Ontario. Only an exact copy of the OSR may be sent to the Principal of an educational institution outside Ontario after the Principal who is responsible for the OSR has received:

- a written request for the information from the Principal of the education institution outside Ontario;
- and a written statement indicating consent to transfer, which is signed by a parent(s)/guardian(s) or adult student.

### **Transfer to an Education and Community Partnership Program (ECPP)**

- In the interest of student safety and well-being, every effort should be made to ensure the confidentiality of the location of sheltered students, as established by Board procedures.
- School boards must also ensure that all documents in the OSR, including the OST, the OSSD (Ontario Secondary School Diploma) and the Individual Education Plan (including the transition plan), do not disclose that a child or youth was in an Education and Community Partnership Program (ECPP).
- The OSRs of students entering ECPP programs are transferred to the Chatham Regional Education Centre and are tracked by designated clerical staff. OSRs being transported to program sites for review and programming purposes must be signed out, securely packaged in sealed envelopes, or closed boxes and transported by a system principal or designate. OSR's must be stored in locked filing cabinets or vault when not in use and returned to the CREC in a timely manner for storage.

The information should be noted on the Office Index Card.

### **7.0 Retirement of a Student**

An OSR is considered retired when the student ceases to be enrolled in school and is removed from the daily attendance register. A student is not considered to have retired if they:

- withdraw for a temporary period with a written consent of the Principal; or
- transfer to another school in Ontario.

When a student retires from the school that maintained an OSR for the student, the Principal will give the following to the parent(s)/guardian(s) of the student if they are not an adult, or to the adult student:

- an up-to-date copy of the student's Ontario Student Transcript (OST), if applicable; and
- the information and materials stored in the OSR folder that are not required to be retained under the retention schedule outlined by the OSR Guideline.

The following information will be recorded on the OSR folder and on the Office Index Card at the time of retirement:

- the date of retirement;
- the student's address at retirement; and
- the student's destination at retirement, where possible.

## 8.0 Retention, Storage and Destruction of Information in the OSR

### Retention

Regulations under freedom of information legislation require that personal information that has been used by an institution be retained by the institution for at least one year after use, unless the individual to whom the information relates consents in writing to its earlier disposal.

Therefore, any personal information placed in an OSR should be retained by the school for at least one year after use, unless the Principal receives written consent to its earlier disposal.

The following components of the OSR will be retained for **five years** after a student retires from school:

- report cards;
- the documentation file, where applicable; and
- additional information that is identified by the school board as appropriate for retention.

The following components of the OSR will be retained for **fifty-five years** after a student retires from school:

- the Ontario Student Record (OSR) folder;
- the Ontario Student Transcript (OST); and
- the Office Index Card.

The destruction of all or any part of the OSR when its retention is no longer required under this guideline will be effected under conditions that ensure the complete and confidential disposal of the record.

### Storage

It is essential for the OSR to be properly managed throughout its entire life cycle. The OSR contains personal and/or confidential information and must be handled securely when storing, maintaining, transferring, retaining or destroying the record(s). Proper records management practices must be followed when managing student records, both active and inactive, either hard copy or electronic.

- Only records considered conducive to improve learning, to improve instruction or education of the student or to provide for the safety and well-being of the student and school community shall be retained in the OSR.

The Principal shall ensure the mandatory requirements are met for OSR secure storage at the school with access limited to authorized users and keys maintained by the Principal and designated administration:

- OSR's must be kept in a locked filing cabinet.
- OSR's must be located in a private and secure area away from public and staff.
- School staff must comply with access and privacy provisions.
- No OSR shall be left unattended, unlocked or taken off site.
- It is recommended that a 'Sign-Out' card or list be used for temporary removal of an OSR by authorized staff.

To comply with legislation, the Board's long-term strategy to manage the retention of in-active OSRs must be adhered to.

## **Destruction**

Destruction of all or any part of the OSR means complete and confidential disposal of the record, both paper format and electronic format. Final disposal shall be by mechanical shredder or other suitable technology to ensure the complete and confidential disposal of the record.

The Principal is responsible for ensuring the purging of records from the OSR and the complete and confidential disposal of those record(s). Upon destruction, ensure the following criteria are met:

- The information to be destroyed has reached the end of its retention period;
- There are no holds placed on the record that extends the retention period;
- It is no longer conducive to improving learning, instruction or education of the student; and
- Only designated or authorized staff may purge and destroy contents of the OSR.

## **9.0 Correction or Removal of Information**

The OSR Guideline permits individuals to request that recorded personal information be corrected or removed as in the following sections.

Freedom of Information legislation also permits individuals to request that recorded personal information be corrected by appeal to the Information and Privacy Commissioner of Ontario (IPC).

### **Correction**

- If the parent(s)/guardian(s) or adult student is (are) of the opinion that the information contained in the student's OSR is inaccurate they may request in writing that the Principal correct the alleged inaccuracy.
- If the Principal complies with the request, the material will be corrected and no record of the request will be retained in the OSR.
- If the Principal refuses to comply with the request, the dated request will be filed in the OSR. However, the parent(s)/guardian(s) or the adult student may request in writing that the Principal refer the request to the appropriate supervisory officer.
- The Supervisory Officer will review the information in question and either request the Principal to correct the information, in which case no record of the request will be retained in the OSR, or submit the OSR and the request to a person designated by the Ministry of Education for adjudication.
- If the Supervisory Officer submits the request for adjudication, the person designated by the Ministry will hold a hearing which the Principal and the person(s) who made the request will attend. After the hearing, the person will make a decision on the matter. This decision will be final and binding. If the Principal is required to comply with the request, no record of the request will be retained in the OSR. If the request is denied, the original request, including the date on which it was made, and the statement of the final decision will be retained in the documentation file.

### **Removal**

- When determining whether a document will be retained in the OSR, the Principal will determine, based upon the accuracy and date of the information, and on a case by case basis, how the information will assist in the improvement of instruction, and what other policies need to be considered (such as discipline and violent incidents – Safe Schools Act), and retention schedules.
- If certain information or material in an OSR is determined to be no longer conducive to the improvement of the instruction of the student, the safety of the student and the school community, and retention obligations have been met, the Principal will have

the information or material removed from the OSR provided it is in compliance with Board Policy, the *Education Act*, and pertinent regulations and statues. Removed information will be given to the parent(s)/guardians(s) of a student or adult student or it will be securely destroyed.

- Parent(s)/guardian(s) or an adult student may request in writing that certain information be removed from the OSR because they believe that it is not conducive to the improvement of the instruction of the student and the safety of the student and the school community. If the Principal complies with the request, the material will be removed from the file and securely destroyed or returned to the parent(s)/guardian(s) or the adult student, and no record of the request will be retained in the OSR.
- If the Principal refuses to comply with the request then the dated request will be filed in the OSR. The parent(s)/guardian(s) or adult student may request in writing that the Principal refer the request to the appropriate supervisory officer and the same process applies as described for corrections, above.

## **10.0 Change of Surname**

### **10.1 Change by Repute**

A change of name by repute occurs when a principal receives a written request from an adult student or the parent(s)/guardian(s) for the student to be identified by a surname other than the legal surname of the student. Three conditions must be met:

1. the student is known by a surname other than their legal surname;
2. the surname is a name obtained by repute or common use; and
3. the use of the surname is in the student's best interests.

When a request is approved by the Principal, school staff responsible for maintaining the OSR will complete the following:

- record the requested surname in the preferred name field of the Student Information System;
- record the requested surname in Part A of the OSR folder in addition to the legal surname of the student (the legal surname will be enclosed in brackets); and
- file the written request in the documentation file.

The requested surname will be used henceforth but the student's legal name will appear on the provincial report card and the Ontario Student Transcript as well as for OnSIS submissions.

### **10.2 Change by Marriage**

When a principal receives a document that establishes that a student for whom the Principal maintains an OSR has had their surname changed by marriage, the Principal will file the document, a copy of the document, or a verification of their knowledge of the document in the documentation file, and will change the surname of the student on all current and future components of the OSR.

### **10.3 Change by Law**

A legal name change occurs when a principal receives a document that establishes that a student for whom the Principal maintains an OSR has had their surname changed in accordance with the law of the province, state, or country in which the document was made. The Principal will file a verification of their knowledge of the document in the documentation file and will ensure the following:

- the surname is changed in the Student Information System;
- the surname is changed on the OEN website;



- the surname is changed in Part A of the OSR folder;
- upon written request, the surname is changed on all components of the OSR so that the record will appear as if originally established in the new surname:
  - documentation that is available electronically should be updated with the new surname and printed;
  - documentation available only in hard copy must have the former surname redacted and then the new name added then photocopied so that redaction is not visible; and
  - original documents that are replaced should be destroyed.
  - third party assessments/reports cannot be altered.
- **Instead of filing the written request and legal document in the documentation file, following the Enrolment Register Instructions principals should use an attestation form and verify the documentation without keeping any copy.**

### 11.0 Continuing Education Records

For each student enrolled in a school board continuing education course or program for the purpose of achieving an Ontario secondary school credit or credits, the Principal of the continuing education course or program will establish an **office index card**, which will contain the following information:

- the full name of the student
- \*the number assigned to the student by the school or school board, where applicable
- a Ministry Identification Number (MIN) or Ontario Education Number (OEN) assigned by the ministry, where applicable
- the gender of the student
- the student's date of birth (year, month, day) and the source used to verify the date
- if applicable, the name(s) of the individual(s) who has (have) custody of the student and for whom verification of the custody order is included in the documentation file
- the student's current address and home telephone number, as well as an emergency number if one has been provided
- the dates (year, month, day) on which the student enrolls in the program, transfers from the program, and/or retires from the program
- the name and address of the school to which the student transfers and the date
- the student's address on the date of transfer or retirement
- \*the name and address or some other means of identification of the continuing education program from which the student is transferring or retiring
- the name and address of the student's last full time day school and board
- other information that is identified in accordance with the policies established by the school board

Note: \*asterisked items are not standard fields on the Office Index Card template. Use the "Other Information" field.

The **Ontario Student Transcript (OST)** will be maintained by the Principal of the continuing education program. If, however, the student is also enrolled in a day school program, the Principal of the continuing education program will forward information on credits earned to the Principal of the day school program for inclusion in the student's OST.

The LKDSB Continuing Education Program will request the OSR of any new student and will become the holding institution for the OSR. OSRs of former student are transferred upon request.

Implementation Date: May 9, 2001  
Revised: March 20, 2002  
September 15, 2004  
November 2020

## Reference:

[Change of Name Act, R.S.O. 1990, c. C.7](#)

[Child, Youth and Family Services Act, 2017, S.O. 2017. C.14, Sched. 1](#)

[Children's Law Reform Act, R.S.O. 1990, c. C.12](#)

[Divorce Act, 1985 \(Federal\) R.S.C., 1985, c. 3 \(2nd Supp.\)](#)

[Education Act, R.S.O. 1990, c. E.2 and Regulations](#)

[Growing Success: Assessment, Evaluation, and Reporting in Ontario Schools, 1<sup>st</sup> Edition, 2010](#)

[Human Rights Code, R.S.O. 1990, c. H.19](#)

[Mental Health Act, R.S.O. 1990, c. M.7](#)

[Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56 \(MFIPPA\)](#)

[Ontario Schools Kindergarten to Grade 12: Policy and Program Requirements, 2016](#)

[Ontario Student \(OSR\) Guideline, 2000](#)

[Ontario Student Transcript \(OSR\) Manual, 2013](#)

[Provincial Offences Act, R.S.O. 1990, c. P.33](#)

[Safe Schools Act, 2000, S.O. 2000, c. 12 – Bill 81](#)

[Youth Criminal Justice Act \(S.C. 2002, c.1\)](#)