



Official Student Records

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Student Service and Administration Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

1. Policy Statement

ICEAP is committed to maintaining accurate, confidential, secure, and compliant student records in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), Ontario International Student Program (ISP) Requirements, the Ontario Career Colleges Act, 2005 where applicable, and other applicable Ontario legislation and regulatory expectations.

This Official Student Records Policy outlines student record maintenance requirements, confidentiality standards, access rights, retention periods, transcript access obligations, and institutional responsibilities relating to international student records. This policy is available to past, current, and future international students at all times.

2. Student Record Management Principles

ICEAP recognizes that student records contain sensitive personal, academic, financial, immigration, and administrative information. ICEAP therefore maintains strict procedures governing the collection, maintenance, storage, use, disclosure, retention, and destruction of student records.

Student information is collected and maintained for institutional administration, academic operations, regulatory compliance, audit purposes, student support, immigration reporting, transcript issuance, and other lawful educational purposes.

3. Student Consent and Release of Information

Students may be required to sign consent forms authorizing ICEAP to communicate with designated parents, agents, sponsors, educational institutions, or authorized representatives.

Except where disclosure is required or authorized by law, ICEAP will not release confidential student information to third parties without student authorization.

4. Current Student Record Requirements

ICEAP maintains current student files containing academic, financial, contractual, attendance, administrative, and regulatory documentation.

Current student records may include:

- Evidence that the student met admission requirements;
- Signed student enrollment contracts and related agreements;
- Tuition payment records and refund documentation;
- Attendance records;
- Academic transcripts and evaluations;
- Complaint records and dispute resolution documentation;
- Withdrawal or dismissal documentation;
- Immigration documentation where applicable;
- Credential issuance records;
- Grade appeal documentation;

5. Additional Required Records for International Students under ISP

In accordance with Ontario ISP Requirements Section 10.3, ICEAP maintains additional required records for each international student.

Each international student file shall include, at a minimum:

- Student full legal name and date of birth;
- Student address while in Canada and type of stay or accommodation arrangement;
- All telephone numbers for both Canada and home country contact;
- Student email address(es);
- Country of origin;
- Primary language or mother tongue;
- Records of academic evaluations and academic progress;
- Records of admission tests or placement assessments where applicable;
- Signed student enrollment contract;
- Evidence of valid health insurance prior to beginning studies;

- Study Permit number, date of entry into Canada, and permit expiry date.

ICEAP maintains these records to support Ontario ISP compliance, institutional accountability, audit readiness, immigration reporting obligations, and student support services.

6. Work Experience and Placement Records

Where applicable, ICEAP maintains records relating to practicum, co-op, placement, or work experience activities.

Such records may include:

- Work experience agreements;
- Placement eligibility documentation;
- Placement evaluations and performance assessments.

7. Permanent Student Records

After a student leaves ICEAP, permanent student records may include:

- Official transcript or cumulative academic record;
- Signed student enrollment contract;
- Transcripts issued by ICEAP;
- Credentials granted by ICEAP where applicable.

8. Record Maintenance, Storage, Retention, and Security

ICEAP will ensure that each past, current, and future International Student has access to their official transcript or cumulative academic record for at least twenty-five (25) years after the student ceases studies at ICEAP, or for any longer period required under applicable law.

9. Student Access to Records

ICEAP may place restrictions on the release of unofficial records, certificates, letters, or other non-mandatory administrative documents where outstanding financial obligations remain unpaid. However, ICEAP will continue to provide access to official transcripts or cumulative academic records where required under applicable legislation, regulatory requirements, or Ontario ISP obligations.

10. Access by ICEAP Personnel and Third Parties

ICEAP personnel may access student records only where there is a legitimate educational, administrative, compliance, or operational requirement.

Government agencies, sponsors, employers, researchers, and other third parties may access student information only where authorized by the student or otherwise permitted by law.

11. Policy Accessibility and Publication

This Official Student Records Policy is available through:

- ICEAP official website;
- ICEAP Student Handbook;
- Student contracts and enrollment materials;
- ICEAP Administrative Office.

Students receive access to this policy prior to enrollment and contract signing.

12. Supporting Documentation for Compliance Review

ICEAP maintains and may provide supporting documentation for compliance review purposes, including:

- Student registration forms;
- Enrollment contracts;
- Attendance records;
- Academic evaluations;
- Study permit documentation;
- Health insurance evidence;
- Refund and payment records;
- Complaint and withdrawal documentation;
- Transcript retention procedures;
- Internal file retention procedures.