

Responding to an access request

Step 1	Identify what information is being requested. If the request is vague or too broad, contact the requester to clarify what personal information they are requesting.
Step 2	Work out whether you hold the personal information requested.
Step 3	If you don't hold the personal information, decide whether the request should be transferred to another agency. If you decide that an access request should be transferred to another agency, you must transfer the request to the agency and tell the requester within 10 working days of receiving the request.
Step 4	Decide whether you will provide the information or refuse the request (in part or in full).
Step 5	Tell the learner (or their representative) of your decision no later than 20 working days after you received the request.
Step 6	Make the information available to the learner (or their representative) if you have decided to give them access.
Step 7	Record the details (e.g. date received, requester details) and outcome of the request (e.g. decision and date of decision, information provided to requester).

