Northeastern Catholic District School Board

ONTARIO STUDENT RECORD (OSR)

Administrative Procedure Number: APE008

POLICY STATEMENT

The Northeastern Catholic District School Board (NCDSB) is committed to providing an inclusive and equitable Catholic learning environment for its students. The NCDSB acknowledges the need to establish and maintain accurate records conducive to the improvement of instruction for the individual students in its care. In keeping with ministry requirements and the *Municipal Freedom of Information and Protection of Privacy Act,* the NCDSB is committed to the creation, maintenance, retention, and use of Ontario Student Records to accurately document a student's educational history and progress through school in order to improve learning, instruction, faith development, safety, and overall educational experiences.

REFERENCES

Education Act
Municipal Freedom of Information and Protection of Privacy Act
Ontario Student Record (OSR): Guideline, 2000 (Revised 2020)
Ontario Student Transcript Manual, 2014
NCDSB Records Retention Schedule
NCDSB Policy
- E-2 Prevalent Medical Conditions
- E-4 Admission of Students
- E-24 Personal Information Management

NCDSB Administrative Procedure
- APE004 Admission of Students
- APE002 Prevalent Medical Conditions
- APE024-1 Personal Information Management
- APE024-2 Breach of Personal Information

DEFINITIONS

Office Index Card
A separate card from the OSR folder that provides the school with immediate access to information about a student. The Office Index Card must be maintained at the school during the period in which the student is enrolled at the school and must be retained for fifty-five years after a student retires from a school.

Ontario Student Record

An ongoing, confidential record of a student's educational progress through elementary and secondary school system in Ontario.

PROCEDURES

1.0 ESTABLISHMENT OF THE ONTARIO STUDENT RECORD

1.1 It is the duty of the Principal to ensure that the materials in the Ontario Student Record comply with this procedure and the *Ontario Student Record Guideline, 2000* or any revised version released by the Ministry of Education.

2.0 RESPONSIBILITY FOR THE ONTARIO STUDENT RECORD

2.1 The Principal will designate responsibilities for particular tasks as they relate to the Ontario Student Record. The Principal shall ensure that all persons delegated to perform functions of the OSR are fully aware of the confidentiality provisions of the *Education Act* and the *Municipal Freedom of Information and Protection of Privacy Act*.

2.2 The assignment of the Ministry of Education Ontario Education Number (OEN) for each student must be completed for every student upon enrolment. The OEN will be affixed to the hard copy of the OSR and entered into the Student Information System immediately. The Secretary is responsible for these tasks via the Ministry portal.

2.3 Principals shall ensure that each student, and the parents/guardians of a student who is under the age of eighteen (18) are made aware of the purpose and content of the Ontario Student Record at the time of enrolment. The form entitled *Acknowledgement Ontario Student Record* must be completed and permanently filed in the OSR folder.

2.4 The Ontario Student Record shall remain and be stored at the school for any student who withdraws from an Ontario school to home schooling.

3.0 COMPONENTS OF THE OSR

An OSR will consist of the following components:

3.1 An OSR folder in Form 1A

Principals must establish an OSR folder, Form 1A for students enrolling in school for the first time. The folder will contain the parts set out below:

3.1.1 Biographical data: Part A

The following information will be recorded:

i) The student's full name and date of birth (the principal will indicate the method of verification on the folder, and initial accordingly);
ii) A student number assigned by the school or board, if applicable;
iii) An Ontario Education Number (OEN) assigned by the ministry.

3.1.2 Schools attended: Part B

The following information will be recorded:

i) the name of each school that the student has attended;

ii) the name of the board, the name of the education authority, or the name of the person who operated the private or federal school;
iii) the date of entry and the date of the last day of attendance in each grade;
iv) the name of a teacher contact.

NOTE: Where a 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

The following information will be recorded:

i) the date of retirement;
ii) the student's address at retirement;
iii) 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 recorded:

i) 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;
ii) 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

Only information disclosed by the parent(s) as it relates to a student's special health conditions including but not limited to heart, hearing, sight, and speech. Acknowledgement of a Prevalent Medical Condition and Plan of Care shall be noted here as well.

3.1.6 Student Photographs:

Adhere in order, as best as possible.

3.1.7 Additional Information: Part H

The following information will be provided, if applicable:

i) the date on which the student enters a Supervised Alternative Learning (SAL) program (Regulation 308), as well as the SAL committee report, which is to be inserted in the OSR document file.

3.2 Provincial Report Cards

3.2.1 Elementary

i) A completed Provincial Report Card, Grades 1-8 and the Kindergarten Communication of Learning Report or an exact copy of it, will be filed in the OSR folder, at the end of each of the three reporting periods.

3.2.2 Secondary

i) A completed Provincial Report Card or an exact copy of it will be filed in the OSR two times in each semester for a semester school, the first to occur during the fall.

3.2.3 General Provisions

i) The paper used to produce the report card must be suitable for long-term storage.

ii) A Provincial Report Card must be completed for every student who is registered in the school for a minimum of six weeks into the respective reporting period. In cases where a student transfers to a new school and has not been enrolled for the six-week minimum, the former school is responsible to complete the report card and forward a copy to the new school for distribution and filing in the OSR.

3.3 The Ontario Student Transcript

i) 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).

ii) An official print copy of the Ontario Student Transcript (OST) will be filed in the OSR upon transfer, retirement and/or graduation. At all other times, it is sufficient for the OST to be maintained as an electronic file in the Student Information System.

iii) It shall be the practice of the NCDSB for the OST to be filed at the onset of a student's OSR, on top of the current Provincial Report Card.

3.4 The Documentation File

3.4.1 A documentation file will be kept in the OSR folder.

3.4.2 A documentation file will be established and the contents will include, but are not limited to:

i) Verification of a custody order
ii) Verification of a change of surname
iii) A written request to be named by repute
iv) The statement of decision of an Identification, Placement, and Review Committee (IPRC); the recommendation of an appeal board and the decision of the school board regarding identification and/or placement, where applicable; and a tribunal's decision regarding identification and/or placement, where applicable;
v) An Individual Education Plan (IEP) for a student receiving special education programs and services
vi) Educational, psychological, and health assessments
vii) Behaviour Support and/or Safety Plans and Progress Reports
viii) Case Conference Notes
ix) Agency reports, filed together with the most recent on top
x) The report of a Supervised Alternative Learning (SAL) committee
xi) Specialist High Skills Major (SHSM) records

xii) Attendance counselling reports
xiii) Community involvement hours completion
xiv) Concussion forms
xv) Educational Quality Accountability Office (EQAO) results and literacy test/course outcome
xvi) Plan of Care forms for prevalent medical conditions
xvii) Special Education Amount (SEA) equipment documentation
xviii) Suspension/expulsion letters
xix) Violent Incident Form
xx) Letter of request for a correction, or a deletion from, the record where the request has not been granted
xxi) Confirmation of Pupil Eligibility for English as a Second Language
xxii) Consent forms for the release of information from the OSR.
xxiii) Other reports and/or information identified in accordance with the policies established by the school board.

3.4.3 The information within the documentation file should be dated and arranged chronologically with the most recent at the front of the file. A custody order must always be the first document in the documentation file.

3.4.4 Documented matters of student progressive discipline will be maintained in the documentation file, in accordance with ministry expectations and procedures.

3.4.5 Where the Principal has identified an incident as violent and the incident involves an aggressor who is a student of the school, the reporting form must be retained in the aggressor's OSR as follows:
i) For one year from the date of the incident if the student's suspension was withdrawn and the record of suspension expunged. Documentation of any other action take (other than suspension or expulsion) must also be retained for this period.
ii) For three years from the date of the incident if the student was suspended for the violent incident.
iii) For five years from the date of the incident where a student has been expelled for a violent incident.

3.4.6 Immediately following the documentation file, the following documents shall be retained in this order, as applicable:
i) Second Language Learning Accumulation Records
ii) Record of Sacraments
iii) A copy of the form entitled *Student Information Attestation Form*
iv) A copy of the form entitled *Acknowledgement Ontario Student Record*

3.5 The Office Index Card

3.5.1 The Office Index Card is a component of the OSR, but it is not filed in the OSR folder and is not transferred with the OSR when the student exits the school.

3.5.2 The Office Index Card is stored separately, and serves as an official record of all students who attended the school.

3.5.3 The Office Index Card may be maintained in electronic format in the student management system while the student is active, however, once the student retires/leaves the school, the Office Index Card must be printed and held for long-term retention for 55 years, post retirement.

3.5.4 The Office Index Cards for closed or consolidated schools, will be retained at the consolidated school or a board designated location.

3.5.5 The Office Index Card will record the following information:

i) The full name of the student, as recorded on the OSR folder;
ii) Ontario Education Number (OEN) as assigned by the Ministry of Education;
iii) The gender of the student;
iv) The student's date of birth;
v) The name(s) of the student's parent(s);
vi) If applicable, the name(s) of the individual(s) who has/have custody of the student;
vii) The student's current address and contact phone number, as well as an emergency number;
viii) The dates on which the student enrolled in the school, transfers from the school and/or retires from the school;
ix) The name and address of the school to which the student transfers and the date on which the OSR is transferred;
x) The name and address or other identifiable information of the school from which the student is transferring or retiring.

3.5.6 The Office Index Record will be securely stored at the school for 55 years.

3.6 Student Record of Accumulated Instruction in French as a Second Language and/or Native as a Second Language

3.6.1 An individual student record of accumulated instruction in French as a Second Language and/or Native as a Second Language will be established and maintained for each student enrolled in an English-language elementary school.

3.6.2 The second language record entry will be made on the record:

i) At the end of a school year, semester, or summer course;
ii) When a student transfers to another school, including a private, federal, or First Nation school; and
iii) When a student retires from school.

3.6.3 If a student has had previous instruction in French at another school board, the student record of accumulated instruction shall be retained in the OSR, along with the NCDSB record.

3.6.4 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 English-language school. This information must be entered in the student information system.

3.6.5 If the number of accumulated hours must be estimated, an annotation must indicate that the figure is approximate. This information must be entered in the student information system.

3.7 Prior Learning Assessment and Recognition (PLAR) Challenge for Credit
If a secondary 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 for 55 years.

4.0 ACCESS TO THE OSR

4.1 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.

4.2 The Principal is responsible to control access to the OSR for every student.

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

4.4 The custodial parent/guardian of a student has the right to access the student's OSR, until the student becomes an adult (age eighteen).

4.5 Educational personnel including Supervisory Officers, the Principal of the student, the Teacher and designated Early Childhood Educator of the student (if applicable) have access to the OSR for the purpose of improving the instruction of the student and the safety of the student and the school community.

4.6 Additional access may be permitted at the discretion of the Principal in accordance with municipal and provincial freedom of information legislation, under specified and limited circumstances.

4.7 Requests to view an OSR by an external party must be made in writing and an appointment pre-arranged with the principal.

4.8 A principal or vice-principal should be present during the examination of an OSR by an external party, to ensure that records are not removed from the OSR and to provide assistance or explanation to the reviewer, if necessary.

4.9 All signed consent forms for access should be kept within the documentation folder of the OSR.

4.10 Courts and Law Enforcement Agencies

i) Subsection 266 (2) of the *Education Act* states that the OSR will not be produced in the course of any legal proceedings.

ii) The OSR is a privileged record according to *Subsection 266 (2) of the Education Act.* The OSR is generally not admissible in evidence "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.

iii) 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.

iv) A principal may be serviced 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 obtain legal advice from the board's legal counsel about the aforementioned issues.

v) An OSR must be released for immediate viewing within the school building when a court order or search warrant is presented. In these cases, principals must contact the appropriate supervisory officer 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.

vi) All of these issues are relevant in both civil and criminal cases.

4.11 Provisions under the *Child, Youth and Family Services Act*

i) Under the "Court ordered access to records" section c. C.11 of the *Child, Youth and Family Services Act*, 1990, it is possible for a court to order a principal of a school to produce a student's OSR for inspection and copying.

ii) 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.

iii) If a principal receives a court order under the *Child and Family Services Act*, they should seek advice from their supervisory officer about how to comply.

iv) The guardian for students in foster care is Family and Children's Services/Children's Aid Society.

4.12 In all instances where information is shared from the OSR under these procedures, the Principal must file a notation in the OSR of the records provided, the date they were provided, and to whom they were provided.

5.0 USE AND MAINTENANCE OF THE OSR

5.1 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 the Act.

5.2 The purpose for which personal information in a student's OSR is being used must be consistent with freedom of information and protection of privacy legislation and with school board policies and procedures.

5.3 The use of the OSR must be made known to parent(s)/guardian(s) and/or students who are eighteen years or older at the time of enrolment. The form entitled *Acknowledgement Ontario Student Record* shall be used for these purposes.

5.4 Principals must ensure the information required in all components of the OSR are updated as required. This includes the electronic student record, if applicable. The minimum requirements include:

i) Before transferring or retiring an OSR

ii) A minimum of at least once a school year

5.5 Teachers should review the contents of the OSR at the beginning of every school year or start of semester at the secondary level to review materials that will impact the learning of the student and the design of instruction.

5.6 Teachers should review the content of the OSR at the end of every school year and/or semester to ensure current information is filed as it relates to their professional responsibilities and reporting to parents.

6.0 TRANSFER OF THE OSR

6.1 When a student transfers from another school in Ontario, the receiving school must immediately request the OSR in writing and/or electronic form using the official written request (see TEMPLATE: Request for an Ontario Student Record).

6.2 The transfer of all OSRs, including those transferred between NCDSB schools, shall be done through the board's third party service provider and not through internal mail.

6.3 A Principal shall only transfer an original OSR to another publicly funded school in Ontario, a Care, Treatment, Custody and Correctional facility, hospital facility, Provincial School, a private

school, or a federal or First Nations school in Ontario upon receipt of a written or electronic request for the OSR. The receiving school will agree to accept responsibility for the OSR and to maintain, retain, transfer, and dispose of the OSR in accordance with the current OSR guidelines. A confirmation of transfer must be completed and retained using the template document entitled *Confirmation of Transfer of an Ontario Student Record*. The information must be entered in the student information system accordingly, including, but not limited to:

i) all transfer information including last day attended, exit code and destination
ii) completion of the second language card; where applicable
iii) completion of the Office Index Card including OSR Date of Request and Date Sent
iv) reviewing, printing and storing of the Office Index Card

6.4 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 or electronic request from the receiving educational institute or from the parent(s) of the student if they are not an adult, or by the student if they are an adult.

6.5 To request an OSR for a student who last attended a private school that has closed, the Principal or designate will prepare and send a letter on school letterhead to the Coordinator of Private Schools and Attendance at the Field Service Branch of the Ministry of Education.

6.6 Should a school close permanently, the OSRs for actively enrolled students will be transferred to the receiving schools accordingly.

7.0 RETIREMENT OF A STUDENT

7.1 A student retires from school when they cease to be enrolled in school in Ontario. A student is not considered to have retired if they (a) withdraw for a temporary period with the written consent of the principal, or (b) transfer to another school in Ontario.

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

i) a current copy of the student's OST, if applicable;
ii) the information and materials stored in the OSR folder that are not required to be retained under the retention schedule within this, or other related procedures.

8.0 RETENTION, STORAGE, AND DESTRUCTION OF INFORMATION IN THE OSR

8.1 The following components of the OSR will be retained for five (5) years after a student retires from school:

i) Provincial Report Cards (NOTE: report cards must be kept for 55 years if no Ontario Student Transcript exists).
ii) The documentation file (and all contents within).
iii) Additional information that is identified by the school board as appropriate, including second language hour accumulation reports, PLAR challenge for credit, requests to correct or delete OSR record.

8.2 The following components of the OSR will be retained for fifty-five years (55) years after a student retires from school:

i) The OSR folder.
ii) The Ontario Student Transcript (OST) or provincial report cards if no OST exists.
iii) The Office Index Card
iv) Additional information that is identified by the school board as appropriate for retention.

8.3 Proper records management practices must be followed when managing the OSR, both active and inactive.

8.4 The storage of the OSR and Office Index Cards must be securely maintained in the main office of the school.

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

8.6 The Principal shall implement appropriate procedures to ensure the privacy of the OSR. This includes but is not limited to secured filing cabinets in the main office, a sign out system for the removal of the OSR, and procedures to limit access to the OSR.

8.7 Inactive OSRs shall be stored securely at the school in accordance with the retention guidelines of this procedure.

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

8.9 A tracking mechanism (the retention of authorizing signatures and certificates of destruction) is advisable as legal proof of destruction.

9.0 CORRECTION OR REMOVAL OF INFORMATION IN THE OSR

9.1 The Principal has discretion to remove materials from a student's OSR that are deemed 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.

9.2 The parent/guardian may request that the Principal remove information from the OSR which is inaccurately recorded or that it is not conducive to the improvement of instruction of the student and the safety of the student and the school community.

9.3 If the Principal complies with a written request from the parent/guardian, the material will be corrected or will be removed from the file and destroyed or returned to the parent/guardian or the adult student, and no record of the request will be retained in the OSR.

9.4 If the Principal refuses to comply with the request identified in 9.2 of this procedure, the parent/guardian may request in writing that the Principal refer the request to the appropriate Supervisory Officer. The Supervisory Officer will then proceed with the standard of responsibility as described in the *OSR Guidelines*, 2000 or any updated version released by the Ministry of Education.

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/guardian for the student under the age of 18, to be identified by a surname other than the legal surname of the student. Three conditions must be met:

i) the student is known by a surname other than their legal surname;
ii) the surname is a name obtained by repute or common use; and
iii) the use of the surname is in the student's best interests.

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

i) record the requested surname in the preferred name field of the student information system;
ii) 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
iii) file the written request in the documentation file.

10.3 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.

10.4 Change by Marriage

When a Principal receives a document that establishes that a student has had their surname changed by marriage, the Principal will file the document, in the documentation file, and will change the surname of the student on all current and future components of the OSR.

10.5 Change by Law

10.5.1 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 change in accordance with the law of the province, state, or country in which the document was made.

10.5.2 The Principal will file the document, a copy of the document, or a verification of their knowledge of the document in the documentation file (according to the Ministry OSR Guideline, 2000) and will ensure that the surname is changed in the student information system, on the OEN website, and in Part A of the OSR folder.

10.5.3 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.

10.5.4 In accordance with the instructions in the Enrolment Register guidelines and to ensure that there is no written documentation filed, the Principal is to verify the documentation without keeping any copy.

11.0 CONTINUING EDUCATION RECORDS

11.1 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:

i) The full name of the student;
ii) A Ministry Identification Number (MIN) or Ontario Education Number (OEN) assigned by the Ministry;
iii) The gender of the student;
iv) The student's date of birth and the source used to verify the date;
v) 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;
vi) The student's current address and contact phone number, as well as an emergency number if one has been provided;
vii) The dates on which the student enrolls in the program, transfers from the program, and/or retires from the program;
viii) The name and address of the school to which the student transfers and the date;
ix) The student's address on the date of transfer or retirement;
x) The name and address or some other means of identification of the continuing education program from which the student is transferring or retiring;
xi) Other information that is identified in accordance with the policies established by the school board.

11.2 The 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 Ontario Student Transcript (OST).

12.0 ORDERING OF OSR MATERIALS

All Ontario School Record materials required can be ordered online through the Ministry of Education from the Lowe Martin Group. A user-friendly online user guide is attached to this procedure, and provides instructions.

13.0 RELATED FORMS AND DOCUMENTS

FORM: Acknowledgement Ontario Student Record
TEMPLATE: Request for an OSR
TEMPLATE: Confirmation of Transfer of an Ontario Student Record
DOCUMENT: OSR Filing Order
DOCUMENT: Ministry of Education Resources Storefront – User Guide

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Date: January 2025

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