



Procedure: Release of Learner Information

Effective Date: November 1, 2019

Procedure:

Requests for Learner Information may come to the NAFC several ways including via email, mail, phone, or in a customer service online request. All these requests are funneled through the Customer Service Representative (CSR).

Learner Initiated Request for Information

All learner information is stored in the student's online account on nafctrainer.com. If a learner requests information, they are referred to log in to their password protected online account on nafctrainer.com. They go to YOUR NAFC Page or YOUR PROFILE to access their learner information. A CSR will help them negotiate this process if they need help.

3rd Party Initiated Request for Learner Information

If a 3rd party requests learner information, the following steps are taken.

1. The request comes to the CSR via the paths listed above.
2. The CSR gets the Requester's information and completes the Requester information on the PERMISSION TO RELEASE EDUCATION RECORDS form.
3. The CSR then sends the form to the learner to complete the form by denying or granting permission for the records to be released.
4. When the form is returned to the CSR, the CSR fills in the date correspondence was sent/not sent to the 3rd party requester and then uploads the form to the Student's profile for a permanent record.
 - a. If permission is granted, the CSR sends the information requested to the 3rd party requester.
 - b. If permission is denied, the CSR notifies the 3rd party requester that permission was denied and the information is not sent.