SC6-IE: Student Administration Policy & Procedures

Contents

Purpose

The purpose of this policy and procedure is to outline ANIE's approach to ensuring it manages student records and administration effectively.

Along with other policies and procedures, this contributes to ensuring compliance with Clauses 1.7, 1.8, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5 of the Standards, as well as the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 2, 3, 7, 8, 9 and 10.

Definitions

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

ESOS Act means Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

PRISMS means Provider Registration and International Students Management System

SMS means an AVETMISS-compliant Student Management System

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Student Identifier means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

TPS means the Tuition Protection Service which is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

USI means Unique Student Identifier, and has the same meaning as 'Student Identifier'

Policy

1. Systems and processes

- ANIE:
  - Maintains sound administrative practices and processes to ensure secure and effective management of student records.
  - Has established processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
  - Maintains a file for each enrolled student and stores these in lockable filing cabinets. Each student file includes copies of all relevant documents relating to the student's enrolment, delivery and certification. Student files are archived at the end of a student's course and kept for a minimum of 7 years past the date of completion or withdrawal. Assessments will be kept for 6 months after the decision on that assessment is taken.
  - Records all student information on its AVETMISS-compliant student management system, RTOManager. Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results and unit attainment, correspondence and records of issuance of AQF certification. This system stores records of course, qualification and unit attainment and issuance for at least 30 years as required by ASQA.
  - Regularly conducts internal audits of student files to ensure the records are accurate and complete. Any issues identified during a student file audit will be rectified and root cause of the issue identified to avoid re-occurrence.

2. Record keeping

- Student records will be kept for the following minimum periods of time:
  - **Evidence of assessment decisions for VET students** are kept for 6 months past the date of course completion or withdrawal.
  - **Records of unit attainment and issuance of a qualification or statement** will be kept for a period of thirty (30) years on RTOManager as required by the Standards.
- Students are able to access the records that ANIE holds about them by putting a request in writing using the *Access to Records Request Form* as per the *Privacy Policy.*
- Records will be made available to ASQA and their auditors upon request.

3. Course enrolments, entry and admission

- Individuals wishing to apply to enrol in a course with ANIE can do so by following the procedures outlined on the relevant Course Outline and in our Student Handbook.

- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Outline.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All students will be required to sign a Student Agreement upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Fees will only be accepted following acceptance of the agreement by the student.
- The Student Agreements for International Students will only use links to provide information other than that listed below, and include the following details, written in plain English:
  - Course and enrolment details including:
    - Course or courses in which the student is to be enrolled including the expected course start date, the location at which the course will be delivered, and the mode/s of study for the course.
    - Any prerequisites necessary to enter the course or courses, including English language requirements.
    - Any conditions imposed on the student’s enrolment.
  - Fee information including:
    - All tuition fees and non-tuition payable by the student for the course, the periods to which those fees relate and payment options (including that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
    - Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
    - Processes for claiming a refund.
    - The specified person/s other than the student, who can receive a refund in respect of the overseas student identified in the written agreement.
    - A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
  - Terms and Conditions including:
    - The requirement to attend of 20 hours face-to-face scheduled course contact per week for the course.
    - The circumstances in which personal information about the student may be disclosed by the registered provider, the commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988.*
    - Internal and external complaints and appeals processes, in accordance with standard 10 (complaints and appeals).
    - State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.

- A statement that "this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian consumer law* if the *Australian consumer law* applies".
- A requirement that the student while in Australia and studying with that provider, must notify the registered provider of his or her contact details including the student's current residential address, mobile number (if any) and email address (if any), who to contact in emergency situations and any changes to those details, within 7 days of the change.

- Students will be provided with a Letter of Offer along with their Student Agreement.

4. Student code of conduct

- All students are expected to abide by the *Student Code of Conduct* during their course and involvement with ANIE. Where students do not abide by the conduct, disciplinary action may be taken in line with ANIE's *Training and Assessment Policy and Procedures or Teaching and Assessment Policy and Procedures*.
- The *Student Code of Conduct* is outlined in the *Student Handbook.*

5. Unique Student Identifiers– VET students

- ANIE complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents.

6. Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *AQF Certification Policy and Procedures* for students and as outlined in this Policy and Procedures. These will be issued within 30 days of completion, provided that all fees have been paid.
- Records of completion and issuance are stored on each student's file.

7. Withdrawals

- Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our office.
- Where fees have been paid, a student may wish to apply for a refund using the *Application for a Refund* following our *Fees and Refunds Policy & Procedures*.
- Withdrawals will prompt the issuance of a Statement of Attainment for students.

Procedures

1. Enquiry, application and interview

Refer

- SRTOs: Clauses 1.7, 3.6, 5.1, 5.2 and 5.3
- National Code: Standards 2 and 3

Procedure	Responsibility
A. Student enquires about a course • When a student enquires about a course, provide them with full details of the course they are considering enrolling in. This must include the *Course Outline*, applicable fees, *Student Handbook* and the *Enrolment Form.*	Student Support Manager
B. Student applies to enrol • Upon receipt of a completed Enrolment Form, review the documentation for completeness. This includes checking: – Enrolment Form information is complete. – All required information has been provided. – If applying for a course that has entry requirements or pre-requisites, required evidence has been provided (as indicated on the Course Outline) such as copies of qualifications, transcripts, CV, English Language documentation (if required for international students) or other as specified. • Once an *Enrolment Form* is received, enter basic student details in RTOManager: – Student name, address and contact details – Forms received	Student Support Manager
C. Application screening • Contact the student and complete the documentation with them to determine their initial suitability. • This can be done over the phone or face to face. • If the student is not suitable for the course, discuss alternative courses with the student. • If the student is ready to proceed, arrange entry interview. • Record the details of the application screening process on RTOManager. • Create student file in line with procedure 3.	Student Support Manager
D. Entry Interview • Contact the student and arrange a time to complete the Entry Interview. This may be conducted via phone/skype if preferred. • **Course Entry Interview Form:** Conduct the entry interview by following the items on the checklist. Check off each item once it has been completed, taking notes about each step where applicable. SSM may also guide the students to fill in the form and advice the overseas student to bring the original form, when he comes to Australia. • **LLN Assessment (if required):** Ask the student to complete the LLN assessment at the Entry interview.	Student Support Manager (SSM)/Director of Studies (DoS)

Procedure	Responsibility
– Mark the LLN assessment and determine appropriate LLN levels based on the marking guide. Determine whether the student has suitable skills to enroll in the course and whether or not additional support would be required. – If the student requires additional support, ensure this is documented on the LLN assessment. An Individual Support Plan should be developed in line with the *Training and Assessment Policy & Procedures.* • Make a decision about whether the student is suitable for the course, based on: – The skills and job outcomes the student wants to achieve by completing the course. – The LLN levels of the student and any individual support that might be required and whether this can be provided by the RTO. Complete an *Individual Support Plan* if required. • Document the decision on the Entry Interview Form and forward all paperwork to the DoS within 2 business days.	
E. Finalise Agreements (prior to training commencement) • Fill in the Student Agreement, which includes the Statement of Fees. Ensure it includes an accurate quote of applicable fees and detail any other paperwork required to process enrolment. • Send to the student along with the following as applicable (unless already received) – If the student is applying for RPL, forward the RPL application kit as per the process outlined in the Training & Assessment Strategy. – If the student is applying for Credit, include a Credit application form. – Deposit/Enrolment Fee invoice (once issued, if paying own fees).	Student Support Manager
F. Raise invoice • Once the signed Student Agreement has been received, create an invoice for deposit or tuition/concession fees and any other applicable fees, in line with the Stud*ent Agreement* and the *Fees & Refund Policy & Procedure.* • Provide to fee payer along with Student or Employer Agreement as applicable. • Keep copies of all documents and file in student file	Student Support Manager

2. Processing enrolments

Refer

- SRTOs: Clauses 7.5, 8.1
- National Code: Standard 3

Procedure	Responsibility
A. Processing enrolment paperwork	Student Support

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<tr><th>Procedure</th><th>Responsibility</th></tr>
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Once the Enrolment Fee has been paid, complete the Enrolment Checklist to ensure all paperwork required has been received. The following documents must be held on student file:

Signed and dated Enrolment Form
Completed and signed Student Agreement

Keep copies of all documents and file in student file – refer next section.
Where the student has provided approval (in the Enrolment Form) for the RTO to generate the USI, see below for steps.
Update student details in student management system:

Add personal details
Add statistical data from enrolment form (if available)
Enrol in relevant course
Add commencement date

If Credits are applicable, conduct Credit assessment in accordance with the Credit Policy and Procedure.
For all Credits issued record an AVETMISS outcome code of 60 against units achieved as Credit in student management system

</td><td>Manager</td></tr>
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B. USIs

Ensure the Enrolment Form received previously is accurate, signed and completed in full including the section at the end on USI Authority.
Ensure student has provided or been issued with a verified USI or given permission for ANIE to create a USI on their behalf, as well as provide a valid form of identity (as listed on the Enrolment Form).
Where the domestic student has not done one of these options correctly, advise the student that USI has to be provided (either the USI or the USI Authority & valid identity provided). Otherwise, they will face delay in getting results when they finish the course.
Where the student has provided approval for the RTO to generate the USI:

Follow the online process for generation of a USI for the student – by logging into the USI portal -https://portal.usi.gov.au/org/
Notify the student in writing of the USI that has been generated on their behalf.

Where the student has provided their USI, validate it using the USI portal or through RTOManager.
For overseas students, ANIE will guide them to generate USI during Orientation.

</td><td>Student Support Manager</td></tr>
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Procedure	Responsibility
C. Send Confirmation of Enrolment letter • Customise to suit the information the student needs prior to commencing training – e.g. timetable information, what to bring to first class along with all relevant enrolment information such as who is their trainer/assessor, how to contact them etc. If these are not sent at that time, provide these information during Orientation.	Student Support Manager

3. Student files

Refer

- SRTOs: Clauses 3, 5.4 and 7.5, 8.1
- National Code: Standard 3, 7, 8, 9, 10

Procedure	Responsibility
A. Create student files • As a new student enrolls in a course, create a new file for them. Files should be labelled with: – Name, Student ID, Course being Studied. • Store all documents and copies of letters/ correspondence relevant to admission, and enrolment in the file. • File in the filing cabinet.	Student Support Manager
B. Manage/ update student files • Throughout the student's course, file all documents relating to the student in the student file once they have been processed accordingly. This includes: – All student correspondence – Receipts of payments for tuition and non-tuition fees – Warning letters – Intervention Plans – Requests e.g. for course transfer or deferral or suspension (also see Course Transfer P&P and Deferral, Suspension and Cancellation P&P – Contact records – Critical incident reports and remedial action taken involving the student	Student Support Manager
C. Keep copies of correspondence and fees • Keep copies of any correspondence sent to a student in the students file. This might include letters about progress, attendance reminders, emails to the student etc. • Keep copies of invoices sent to the student in the student's file.	Student Support Manager
D. Changes to agreement	Student Support Manager

Procedure	Responsibility
• If there are any changes to agreement with student during their course, such as changes to training arrangements, assessment arrangements, changes to agreements with third parties, the student must be advised in writing in accordance with Clause 5.4 of the Standards. • Any changes to the agreement must be mutually agreed to by all the parties.	Trainer/Assessor
E. Archive student files • Once a student has completed/withdrawn or transfer from their course, the file can be archived, however must be kept for a minimum of 7 years past the date they ceased to be enrolled. See clause 2 of this policy in relation to minimum retention periods for different types of records.	Student Support Manager
F. Disposal of student files • Dispose of student files and assessments that have met the above requirements and are out of the timeframes required for retention by placing them in the secure paper disposal bin for collection.	Student Support Manager

4. Results, attendance and other progress

Refer

- SRTOs: Clause 7.5, 8.1
- National Code: Standard 6

Procedure	Responsibility
A. Record results • As training/teaching and assessment activities are completed, trainers will send in completed documents such as outcome records, task cover sheets, visit reports, training plans, attendance rolls and other documents. These must be reflected in RTOManager as relevant. • Accurately record all assessment outcomes RTOManager within 7 working days of receipt. • Ensure following codes are used for VET students when recording results in RTOManager. **Outcome** – **Code** Competent – 20 Not yet competent – 30 Withdrawn – 40 RPL started but result not yet available – 50 RPL granted – 51 RPL not granted – 52 Credit transfer – 60 Commenced and due to finish next calendar year – 70 • Keep a copy of the documents in the student's file.	Student Support Manager
B. Record attendance • For attendance rolls for classes, mark whether each student in the class was	Student Support Manager

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Procedure	Responsibility
present or absent in RTOManager.	
C. Record other progress as relevant • Other records of progress, events or activities may be provided that require an update in RTOManager – e.g. record contacts as an event, checklist etc. • Keep records in the student file of all documents.	Student Support Manager

5. Withdrawals

Refer

- SRTOs: Clauses 7.5, 8.1
- National Code: Standard 9
- ELICOS Standards: Standard P4

Procedure	Responsibility
A. Process withdrawals • To withdraw from a course, a student must fill in and return a *Withdrawal Form.* Student may be allowed to place withdrawal requires over phone on exceptional cases. • For international students, withdrawals must be processed as per the Deferral, Suspension and Cancellation P&P. • Upon receipt of the withdrawal form, conduct a Student File Audit using *Student File Audit Checklist* and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. • Ensure RTOManager has all completed units of competency recorded. • Withdraw the student from the course on RTOManager.This includes: – Changing enrolment status to Withdrawn/Cancelled. – Adding an end date to the enrolment. – Changing any commenced units to a withdrawn outcome code of 40 and changing unit end date to date of withdrawal. – Removing the student from any classes they were booked into. – Advising trainer/assessor • Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with *Fees & Refund P&P.* • For VET students, identify eligibility for a Statement of Attainment. Issue in accordance with *AQF Certification Policy and Procedures* if eligible. • Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. • Archive student file as per section above.	Student Support Manager

6. Completions

Refer

- SRTOs: Clauses 3.3, 3.4, 7.5
- ELICOS Standards: P4

Procedure	Responsibility
A. Process completions • Completions must be processed within 30 calendar days of the date of completion, or the date of all final fees being paid, whichever is latest. • First check that all required units for the qualification/course have been completed and recorded in RTOManager • Check whether all fees have been paid by the student to give an indication of timeframes required. Follow up outstanding fees if applicable. • Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. • Updates must be made in RTOManager. This includes: – Changing enrolment status to Completed. – Adding an end date to the enrolment – this should be the date of the final assessment. – Removing the student from portal or online learning access (if applicable). – Awarding the qualification/ statement in line with the *AQF Certification Policy and Procedure.* • Ensure VET students have a verified USI on file. The qualification cannot be issued if there is no verified USI. • Issue testamur, statement of attainment and/or record of results in accordance with *AQF Certification P&P* (as long as all fees have been paid). • Archive student file as per section above.	Student Support Manager

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