SC6-I: Student Administration Policy & Procedure

Contents

Purpose

The purpose of this policy and procedure is to outline Education Access Australia'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, 3,1, 3.2, 3.3, 3.4, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5 of the Standards.

This also ensures compliance with the ESOS Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standards 2, 3, 8 and 9

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

PRISMS means Provider Registration and International Students Management System

SMS means an AVETMISS-compliant Student Management System

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

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

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

SC6-I: Student Administration Policy & Procedure

Policy

1. Education Access Australia:

   - Has sound administrative practices and processes to ensure the secure and effective management of student information and data.

   - Has set processes managing student administration requirements – this includes processes for managing course applications and enrolments, student files, entering results and attendance, course completions and withdrawals.

   - Maintains a file for each enrolled student and stores these in lockable filing cabinets/compactor/other at head office.   Each student file includes copies of all relevant documents relating to the student's enrolment. Student files are archived at the end of a student's course and kept for a minimum of 2 years past the date of completion or withdrawal.

   - Records all student information on its AVETMISS-compliant student management system, (Wise Net). Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results, correspondence, and issuance of qualifications, certificates and statements of attainment.

   - Stores records of qualification and statement of attainment issued for at least 30 years as required by ASQA in its student management system.

2. Education Access Australia complies with the requirements of the Student Identifier Scheme as required by Clause 3.6 of the standards.

3. A sample of student files will be internally audited regularly to ensure they are accurate and up to date. The outcomes of these audits will be used to identify any systemic areas that require improvement.

4. Students are able to access the records that Education Access Australia holds about them by putting a request in writing using the *Access to Records Request Form*.

5. Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our head office. This process is described in Education Access Australia Deferral, Suspension and Cancellation Policy and Procedure

6. Unique Student identifier

   The RTO will request the Student Identifier from an applicant during the orientation to sign up and get their Identifier. Where a student is unable to apply then exceptionally the College will apply on behalf of the student, but to do so they will have to complete a request form that contains the relevant privacy clauses available on the USI website.

   Students will NOT be allowed to attend the classes if they have not provided their identifier unless the exemptions applied under the student identifier Act 2014, so that at the end of the course, the student will be to receive a Certificate or Statement of Attainment as appropriate.

   If a student exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar.

   Any evidence of identity collected for this purpose will be destroyed once a USI has been obtained unless it is specifically required for another purpose. The personal information that the institute provides to the Registrar, including the student identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection use and disclosure of the USI is protected by the SI Act.

7. Notice of Changes

If there is any change to agreed services, including:

- any new third-party arrangements
- changes to any existing 3rd party arrangements or
- change in ownership
- if there is a need of transition the student to the most recent qualification (Due to transition)

then the college will notify the student in writing of any such change as soon as practicable but in any event within 10 working days in writing in the notice boards or via email or post to the student's last registered contact details.

Procedures

1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3, National Code 2018 Standard 2, 3

Procedure	Responsibility

A. Assessment of suitability
 	
• Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment.
 	
• For both domestic and international students this includes checking:
 	
  – All required information has been provided.
 	
  – Authenticity of any relevant academic documents by contacting the institution that issued the certification. Where the institution cannot be contacted because it no longer exists or because no response is received, Education Access Australia staff will conduct the following: interview he student regarding the authenticity, contact a referee, research the institution on-line and/or through social media. Where the authenticity of the academic document provided is found to be false or fraudulent the student's application will be immediately rejected.
 	
  – The applicant meets entry requirements and has required pre-requisites
 	
  – The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant?
 	
  – Suitability of delivery model for the applicant. E.g. If workplace based, do they have a suitable workplace? If class-based, are classes in a suitable location for them to travel to etc.
 	
  – For workplace based courses, is there approval from the workplace?
 	
• For international students only, this includes checking:
 	
  – Whether the student has stated that they are already enrolled with another provider and have not yet finished 6 months of their principal course of study. Refer to Course Transfer Policy and Procedure for
	Administration team / Admissions team

Procedure	Responsibility
actions. – The applicant has the required English language level as specified in the entry requirements. All IELTS results submitted are verified on the IELTS Test Report Form (TRF) Verification Service online and the verification is noted on the students' file. Where the applicant has provided other English Language tests other than IELTS, these are also verified through the relevant process. – Where there is a doubt about the applicant's English language levels, the applicant will be required to complete an Education Access Australia direct entry test. The direct entry test is a further test to check English language levels, you can refer to it by any other title. Applicants may also be issued with a conditional letter of offer subject to meeting the required English language levels and providing evidence of such. • As per the *Training and Assessment Procedure* (TA7) for Student Support, check if the student has identified that they have any additional support needs on the form. If some have been identified discuss with Training Manager about ability to provide this additional support. • If suitability has not been confirmed through documentation, follow up with applicant to provide further information or provide reasons for the course being unsuitable. Follow up in writing. • Once it has been confirmed from documentation that applicant may be suitable, conduct verbal interview with applicant. This could be face to face or over the phone or via a Skype call. Document discussion. Ensure the applicant receives information about the course and its suitability to their needs during the interview. • Ensure applicant has received the Student Handbook, Course Outline and Student Agreement. • Where an applicant is deemed not suitable for the course, send a rejection letter stating that the applicant has not been successful, including the reasons for this.	
B. Add to student management system • If suitability has been determined after interview, process enrolment by adding student to student management system. – Add personal details – Add statistical data from enrolment form (if available) – Add to relevant course – Add to timetable (if applicable) – Give student access to online portal (if applicable) – Provide student with access to online learning (if applicable)	Administration team / Admissions team
C. Student identifier • Ensure student has provided a verified USI. This may be provided by the student providing their number on the form or by the student giving	Administration team/ Admissions team

Procedure	Responsibility
permission for Education Access Australia to create a USI on their behalf. Where no information on the USI has been provided by the student, the student should be notified that their enrolment is on hold until this has been provided. • 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.	
D. Credit application • If Credits are applicable, conduct Credit assessment in accordance with the *Credit Policy and Procedure* and/or RPL procedure in *Training and Assessment Policy and Procedure*. • On receipt of signed acceptance of credit, place this on the student's file.	Administration team / Admissions team

E. COE Letter, Student Agreement and Invoice
 	
• For domestic students:
    o Create Confirmation of Enrolment Letter and Student Agreement.
    o Create deposit invoice.
    o Post to student
 	
• For international students:
    o Create Letter of Offer and Student Agreement to meet requirements of National Code 2017 Standard 3
    o Create invoice
    o Where credit awarded, notify student of reduced course duration.
    o Once signed written agreement received, create Confirmation of Enrolment.
    o Provide Confirmation of Enrolment to student
    o Enter student details into PRISMS
 	
• Keep copies of all documents and file in student file – refer next section.
	Administration team / Admissions team

2. Student files

Procedure	Responsibility
A. Create student files • As a new student enrolls in a course, create a new file for them. Files should be labeled with: • SURNAME, First name • Store all documents and copies of letters etc. relevant to admission and enrolment in the file. • File in the filing cabinet/ compactor/other in alphabetical order by surname.	Administration team / Admissions team
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 might	Administration team / Admissions team

Procedure	Responsibility
include results, assessment evidence, letters to the student, contact records etc. • Where an international students' course duration is reduced after their visa is granted, vary course duration on PRISMS/ • Contact all international students every 6 months to confirm contact details. This will be done will be done through providing the student a form via a trainer and or email request. • Update contact details as required.	
C. Archive student files • Once a student has completed or withdrawn from their course, the file can be archived. • Files must be kept in archives for at least 2 years before being destroyed.	Administration team / Admissions team

3. Results, attendance and other progress

Refer National Code 2018 Standard 8

Procedure	Responsibility
A. Record results • As training and assessment activities are completed, trainers will send in completed documents such as outcome records, task cover sheets, visit reports, training plans, contact records, attendance rolls and other documents. These must be reflected in the student management system (SMS) as relevant. • Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student's enrolment in the SMS. • Training events may also need to be stored in the SMS in another section. Record as relevant (e.g. Workplace Visit and its date etc. recorded as an Event) • For international students, monitor course progress as per Course Progress and Attendance Monitoring Policy and Procedure. • Keep a copy of the documents in the student's file.	Administration team
B. Record attendance • For attendance rolls for classes, mark whether each student in the class was present or absent. • For international students, monitor course progress as per Course Progress Policy and Procedure.	Administration team
C. Record other progress as relevant • Other records of progress, events or activities may be provided that require an update in the student management system – e.g. record contacts as an event, checklist etc. • Keep records in the student file of all documents.	Administration team

4.   Correspondence and fees

Procedure	Responsibility
A. Keep copies of correspondence and fees • Keep copies of any correspondence sent to a student in the students file. This may also be stored electronically against the student's record in the SMS. 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.	Administration team
B. Changes to agreement • 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. • Provide the student with a new Student Agreement as required.	Administration team

5.   Withdrawals

Refer National Code 2018 Standard 9

Procedure	Responsibility

A.   Process withdrawals
 	
• To withdraw from a course, a student must fill in and return a *Withdrawal Form.*
 	
• Upon receipt, withdraw the student from the course on the SMS. This includes:
 	
  – Changing enrolment status to Withdrawn/Cancelled.
 	
  – Adding an end date to the enrolment.
 	
  – Changing any commenced units to a withdrawn outcome code and changing unit end date to date of withdrawal.
 	
  – Removing the student from any classes they were booked into.
 	
  – Removing the student from portal or online learning access (if applicable).
 	
  – Advising trainer/assessor
 	
  – For international students, notify DET via PRISMS – see Deferral, Suspension and Cancellation Policy and Procedure.
 	
• 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.*
 	
• Identify eligibility for a Statement of Attainment. Issue in accordance with *AQF Certification P&*P if eligible.
 	
• Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been
	Administration team

Procedure	Responsibility
identified. • Archive student file as per section above.	

6. Completions

Refer Standard 3 - Clause 3,1, 3.2, 3.3, 3.4 and 3.6, ESOS Act Section 21

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 the SMS.
 • Check whether all fees have been paid by the student to give an indication of timeframes required. Follow up outstanding fees if applicable.
 • Check that the records held in the SMS match the records in the student file.
 • 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 the SMS. 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).
 • Ensure the student's USI is recorded.
 • 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.
	Administration team

7. Student Identifer Verification

Procedure	Responsibility
Process completions Where a student has provided a Student Identifier, the College (via its SMS) will verify the Identifier is correct. If so it will be flagged as Verified. On completion or withdrawal, a student will (assuming all other criteria are met) be eligible to receive a Certificate or Statement of Attainment. If the verification fails, then the College will investigate (with the assistance of the student) to discover why. Once issues is identified and corrected	Administration team

Procedure	Responsibility
verification is repeated. The most common cause is that the spellings of names do not match those on the student identification material used at initial registration. In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), Yale College will securely destroy personal information which is collected from the student for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless the institute is required under any other purposes.	

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