SC6: Student Administration Policy & Procedures

Contents

Purpose 1
Definitions 1
Policy 2

1. Systems and processes 2
2. Record keeping 2
3. Course enrolments, entry and admission 2
4. Student code of conduct 3
5. Unique Student Identifiers and Victorian Student Numbers 3
6. Extensions 3
7. Completions 3
8. Withdrawals 3

Procedures 5

1. Enquiry, application and interview 5
2. Processing enrolments 7
3. Student files 8
4. Results, attendance and other progress 10
5. Withdrawals 11
6. Extensions 12
7. Completions 13

Document Control 13

Purpose

The purpose of this policy and procedure is to outline Wise Workplace Training'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.

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

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

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

Policy

1. Systems and processes

- Wise Workplace Training:
  - 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/compactor/other at head office where records are in hard copy, or on the student management system digitally as required. Each student's 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 6 months past the date of completion or withdrawal.
  - Records all student information on its AVETMISS-compliant student management system. 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.
  - Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.
  - 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 fee-for-service students** are kept for a minimum of 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 the student management system as required by the Standards.
- Students are able to access the records that Wise Workplace Training holds about them by putting a request in writing using the *Access to Records Request Form* as per our *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 Wise Workplace Training 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.
- Students will be provided with a *Confirmation of Enrolment Letter* with details of the course they have been enrolled in, start and expected completion dates, trainer details, funding type (if applicable), all applicable fees including a statement of fees (if applicable) and study mode once the enrolment has been processed.

4. Student code of conduct

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

5. Unique Student Identifiers and Victorian Student Numbers

- Wise Workplace Training 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. Extensions

- Students who exceed the maximum two year period for extensions must pay an additional $250 for each unit that is extended six months. Additional extension periods will accrue additional fees, and the grant of extensions is at Wise Workplace Training's discretion.
- At times, Wise Workplace Training may at its sole discretion offer free extensions to students in groups based on their course intake or course progress. This may occur in case of national emergency and other events causing significant widespread impact.

7. Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *AQF Certification Policy and Procedure*. 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.

8. Withdrawals

- Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our head 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 where applicable.

Procedures

1. Enquiry, application and interview

Refer

- SRTOs: Clauses 1.7, 3.6, 5.1, 5.2 and 5.3

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.*	Administration Support Officer
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 students are applying for a course that has entry requirements or pre-requisites they must provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, transcripts, CV or other as specified. • Once an *Enrolment Form* is received, enter basic student details in the student management system: – Student name, address and contact details – Forms received	Administration Support Officer
C. Application screening • Contact the student and complete the *Application Screening Checklist* 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 the student management system. • Create student file in line with procedure 3.	Administration Support Officer
D. Entry Interview	Administration Support Officer

Procedure	Responsibility
• Contact the student and arrange a time to complete the Entry Interview. This may be conducted as part of a group enrolment session or 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. • **LLN Assessment:** Ask the student to complete the LLN assessment at the Entry interview. – Mark the LLN assessment and determine appropriate LLN levels based on the marking guide. Determine whether the student has suitable skills to enrol 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 office 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) – Employer Agreement where an employer is payment for the training this is required. – 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).	Administration Support Officer
F. Raise invoice	Administration

Procedure	Responsibility
• Create invoice for deposit or tuition/concession fees and any other applicable fees, in line with the Stude*nt 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	Support Officer / Corporate Services

2. Processing enrolments

Refer

- SRTOs: Clauses 7.5, 8.1

1. Procedure	Responsibility
A. Processing enrolment paperwork • Once the Enrolment Fee has been paid, complete the *Enrolment Processing Checklist* to ensure all paperwork required has been received. The following documents must be held on student file: – Signed and dated *Enrolment Form* – Completed *LLN Assessment as required* – 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 • Ensure correct funding source identifier is selected: – For fee-for-service students, select funding source identifier • 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.	Administration Support Officer

1. Procedure	Responsibility
G. 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 Wise Workplace Training to create a USI on their behalf, as well as provide a valid form of identity (as listed on the Enrolment Form). • Where the student has not done one of these options correctly, advise the student that their enrolment is on hold until this has been provided (either the USI or the USI Authority & valid identity 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 – 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 the student management system. • Once validated, destroy the evidence provided for this purpose by shredding/blacking out all identifying details in the copy provided. Do not destroy original documents, these should not have been provided but if provided by accident, organise to either return via registered mail or in person	Administration Support Officer
A. Send Confirmation of Enrolment letter • Customised 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.	Administration Support Officer

3. Student files

Refer

- SRTOs: Clauses 3, 5.4 and 7.5, 8.1

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: – SURNAME, First name	Administration Support Officer

Procedure	Responsibility
• Store all documents and copies of letters/ correspondence relevant to admission, enrolment session and enrolment in the file. • File in the filing cabinet/ compactor/ sharepoint in alphabetical order by surname.	
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: – Assessment evidence and records of assessment outcomes – All student correspondence – Contact records	Administration Support Officer
C. 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 Support Officer
D. 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. • Any changes to the agreement must be mutually agreed to by all the parties. Any changes to the Training Plan must be signed by the student and the trainer and workplace if student is an apprentice/trainee.	Administration Support Officer Trainer/Assessor
E. Archive student files • Once a student has completed or withdrawn from their course, the file can be archived. • Files must be retained in archives as outlined below: – **Evidence of assessment decisions** are kept for a minimum of 6 months past the date of course completion or withdrawal, unless the student is a government-funded student.	Administration Support Officer
F. Disposal of student files • Dispose of student files 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.	Administration Support Officer & Corporate Services

Procedure	Responsibility
• Disposal must be in accordance with record retention policies and obligations.	

4. Results, attendance and other progress

Refer

- SRTOs: Clause 7.5, 8.1

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>
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 as relevant.
• Accurately record all assessment in the student management system within 10 working days of receipt.
• Discuss with manager if data for course and unit commencement is incorrect in the student management system.
• Ensure following codes are used when recording results in the student management system
<table>
<tr><th>Outcome</th><th>Code</th></tr>
<tr><td>Competency achieved/pass</td><td>20</td></tr>
<tr><td>Competency not achieved/fail</td><td>30</td></tr>
<tr><td>Withdrawn/discontinued</td><td>40</td></tr>
<tr><td>Incomplete due to RTO closure</td><td>41</td></tr>
<tr><td>RPL granted</td><td>51</td></tr>
<tr><td>RPL not granted</td><td>52</td></tr>
<tr><td>Credit transfer/national recognition</td><td>60</td></tr>
<tr><td>Commenced and due to finish next calendar year</td><td>70</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Non-assessable activity – satisfactorily completed</td><td>81</td></tr>
<tr><td>Non-assessable activity — withdrawn or not satisfactorily completed</td><td>82</td></tr>
<tr><td>Not yet started</td><td>85</td></tr>
</table>
• 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, Checklist etc)
• Keep a copy of the documents in the student's file.
</td><td>Administration Support Officer</td></tr>
<tr><td>
B. Record attendance
• For attendance rolls for classes, mark whether each student in the class was present or absent in the student management system.
</td><td>Administration Support Officer</td></tr>
</table>

Procedure	Responsibility
• In some cases, an attendance roll may trigger an update to the outcome code for a particular unit for students who attended. In this case, update unit outcome codes as relevant for units covered during the class. • File attendance rolls in the *Class Attendance Roll* folder.	
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 Support Officer

5. Withdrawals

Refer

- SRTOs: Clauses 7.5, 8.1

Procedure	Responsibility
A. Process withdrawals • To withdraw from a course, a student must fill in and return a *Withdrawal Form.* • 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 the student management system has all completed units of competency recorded. • Withdraw the student from the course on the student management system.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. – Removing the student from portal or online learning access (if applicable). – 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	Administration Support Officer

Procedure	Responsibility
Fees & Refund P&P. • 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.	

6. Extensions

Procedure	Responsibility
A. Process extensions • To seek an extension for a course or specific units, a student must make a request in writing explaining the reason for the request. • Upon receipt of the request, WWT will determine whether it should be granted. WWT will take into consider the reason for the request, the student's progress to date, any widespread or public-impact obstacles to progress, and any previous extensions or communication from the student. • If the student's course is paid for by an employer, the request must be approved by the employer. • WWT at its sole discretion may offer the extension on the following terms: – First six months: at no cost – Second six months: at no cost with recommends for additional training and supports – Third six months: at an additional cost of $250 per unit to be extended – Fourth six months: at an additional cost of $250 per unit to be extended. • Beyond this period, no further extensions are available. • If the student /their employer accepts the extension terms, their records and completion deadline will be updated to reflect same. Any invoices will be issued and required to be paid in accordance with the Fees and Refunds Policy. • Note: extensions are never considered in assessment or when issuing Statements of Attainment or Qualifications. While unit enrolment and completion dates are included on certificates, the details of an extension and any reason why will not be included.	Administration Support Officer

7. Completions

Refer

- SRTOs: Clauses 3.3, 3.4, 7.5

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 student management system • 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 student management system. 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 the student has a verified USI on file. The qualification cannot be issued if there is no verified USI. • Ensure the student's VSN is recorded, if applicable. • 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 Support Officer

Document Control

Document No. & Name:	SC6 - Student Administration P&P V2.2 (ID 39)
Quality Area:	SC Students & Clients

SC6: Student Administration Policy & Procedures

Author:	RTO Advice Group Pty Ltd
Status:	Final
Approved By:	Chief Executive Officer
Approval Date:	16/12/2021
Review Date:	16/12/2022
Standards (SRTOs):	Clauses 1.7, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5.