SC6 Student Administration Policy & Procedures

Contents

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. 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 which is stored on the RTO's secure server. Each student's file includes copies of all relevant documents relating to the student's enrolment, delivery and certification. Assessment items may be deleted from six months after a student is course complete, but other documents are retained on file.
- 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. Assessment items may be deleted from six months after a student is course complete, but other documents are retained on file.
- 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* (or any other form of request with sufficient validation of their identity) 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* (included in the student handbook) upon enrolment, or otherwise provide acknowledgement in writing, to show acceptance of the Enrolment Terms and Conditions.

Students may be provided with a *Confirmation of Enrolment Letter* or commencement email 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. Alternatively, they may receive commencement advice via email.

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 and Deferrals

Students who wish to withdraw from or defer their course are required to fill in a *Withdrawal Form*, or otherwise advise us, and return it to our head office. Where applicable, students may receive a Statement of Attainment, or we may agree a recommencement date or a regular schedule of contact to decide recommencement.

Where fees have been paid, a student may wish to apply for a refund by following our *Fees and Refunds Policy & Procedures*.

Procedures

1. Pre-enrolment and enrolment

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.*	Training Coordinator
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 Add the learner to the RTO WIP and highlight that they are due for a screening call.	Training Coordinator
C. Application screening Contact the student (by whatever means) and discuss the *pre-enrolment interview questions* with them to determine their initial suitability. If the student is not suitable for the course, discuss alternative courses with the student. If the student is ready to proceed, arrange next steps. **LLN Assessment:** Invite the student to complete LLN assessment, if they have self-nominated or are identified as a student who may benefit from LLN support. If the assessment is completed: – 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	Training Coordinator / Training Manager

Procedure	Responsibility
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 student's file and save all paperwork. Summarise any decisions in writing to the student. Record the details of the application screening process on the student management system. Create student file in line with procedure 3. The student must have returned their signed Student Agreement and received their invoice (step D) to proceed to step E.	
D. Raise invoice Create 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.	Training Coordinator
E. Course commencement Once the learner has returned their student agreement and received their course fee, they may be enrolled in the right course and electives on aXcelerate. They should be sent a log in email, the trainer / assessor's details, class schedule, assessment guidance and any other information agreed with the learner. Any RPL or CT outcomes already achieved should be entered at this time. The USI should be entered and validated, or followed up with the student. If the student arranges for WWT to create or validate the USI, then any evidence used must be destroyed afterwards. The learner file should at this stage contain: – Signed and dated *Enrolment Form* – Completed *LLN Assessment* (if used) – Completed and signed *Student Agreement* (or other form of written agreement)	Training Coordinator / Training Manager

Procedure	Responsibility
The SMS may contain notes of discussions with students, elective selection, RPL processes and any other correspondence. Within the first month of study, the learner should receive a follow up contact to confirm that they can access the system, have chosen electives, understand how to approach their study, and have all other needs met so they can get started. The student file should contain notes of any decisions or special factors for the student.	

2. 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 *Firstname Surname*, and stored with other active enrolments. Store all documents and copies of letters/ correspondence relevant to admission, enrolment session and enrolment in the file.	Training Coordinator
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 As students progress or end study, move their files to the appropriate storage.	Training Coordinator
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.	Training Coordinator
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.	Training Coordinator Trainer/ Assessor

Procedure	Responsibility
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.	
E. Archive student files Once a student has completed or withdrawn from their course, the file can be archived (filed with other students from the year of completion). **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.	Training Coordinator
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. Disposal must be in accordance with record retention policies and obligations.	Corporate Services

3. Results, attendance and other progress

Refer SRTOs clause 7.5, 8.1

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 as relevant, or, may be created and stored within the system. 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	Training Coordinator

Outcome	Code
Competency achieved/pass	20
Competency not achieved/fail	30
Withdrawn/discontinued	40
Incomplete due to RTO closure	41
RPL granted	51
RPL not granted	52
Credit transfer/national recognition	60
Commenced and due to finish next calendar year	70

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>
<table>
<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></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. 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 relevant folder for the cohort.
</td><td>Training Coordinator</td></tr>
<tr><td>
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.
</td><td>Training Coordinator</td></tr>
</table>

4. Withdrawals

Refer SRTOs clauses 7.5, 8.1

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>
A. Process withdrawals
To withdraw from a course, a student must advise of their choice in writing, and discuss verbally with the Training Manager.
Upon receipt of the withdrawal request, apply the End of Study Checklist and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. A completed Checklist must be stored with the student's file.
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.

</td><td>Training Coordinator</td></tr>
</table>

Procedure	Responsibility
– 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 *Fees & Refund P&P.* Identify eligibility for a Statement of Attainment. Issue in accordance with *AQF Certification Policy and Procedures* if eligible. Follow up any issues identified or make recommendations for improvement if systemic issues have been identified by the file audit. Archive student file as per section above.	

5. 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, the relevance of their reason for request, the feasibility of further progress, any widespread or community 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	Training Coordinator

Procedure	Responsibility
be issued and required to be paid in accordance with the *Fees and Refunds Policy and Procedure.* 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.	

6. 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. Apply the End of Study checklist to the student's file. If all is in order, proceed with the completion. 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 of the final unit. – Removing the student's access to SMS (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. Also 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. Remove from the student WIP.	Training Coordinator

Document Control

Document No. & Name:	SC6 Student Administration P&P V4.1 (ID 39)
Quality Area:	SC Students & Clients
Author:	RTO Advice Group Pty Ltd
Status:	Final
Approved By:	Chief Executive Officer

Approval Date:	16/12/2021
Last Review Date:	20/12/2024
Standards (SRTOs):	Clauses 1.7, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5.