

Student Administration Policy

Purpose

The purpose of this policy and procedure is to outline EIC'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 2019 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 mean 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

- EIC:
 - 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 cabinets at head office. 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 2 years past the date of completion or withdrawal. (The Applicant must retain and continue to retain all training and assessment records for all students.)
 - Records all student information on its AVETMISS-compliant student management system, WEWORKBOOK. 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:
 - For international students: Evidence of the following is kept for a minimum of 2 years past the date of course completion or withdrawal:
 - **Outcome of assessment for each unit (including RPL or course credit decisions)**
 - **Student contact details**
 - **Student Agreements**
 - **Records of student transfer requests and request assessments and decisions**
 - **Critical incidents involving the student and remedial action taken**
 - **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 can access the records that EIC 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.

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3. Course enrolments, entry and admission

- Individuals wishing to apply to enrol in a course with EIC can do so by following the *International Student Recruitment and Enrolment Policy and Procedure*.
- Students will be provided with a Letter of Offer along with their Student Agreement.
- 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 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.

4. Student code of conduct

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

5. Unique Student Identifiers and Victorian Student Numbers

- EIC 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.
- In addition to USI, all students up to the age of 24 will be required to provide their Victorian Student Number (VSN) upon enrolment or if they do not have one, a new VSN will be issued to them. All VSNs are verified prior to the issuance of any certification documents. This is only required for RTOs delivering in Victoria.

6. 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.

7. Withdrawals

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

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- 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
- National Code: Standards 2 and 3

Procedure	Responsibility
Student enquires about a course <ul style="list-style-type: none"> • When a student enquires about a course, provide them with full details of the course they are considering enrolling in as per the <i>International Student Recruitment and Enrolment Policy and Procedure</i> 	Administration team

2. Processing COEs

Refer

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

Procedure	Responsibility
A. Processing enrolment paperwork <ul style="list-style-type: none"> • The following documents must be held on student file: <ul style="list-style-type: none"> – Signed and dated <i>Enrolment Form</i> – Completed <i>LLN Assessment as Applicable</i> – Completed and signed <i>Student Agreement</i> • 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: <ul style="list-style-type: none"> – 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 	Administration team
B. USIs <ul style="list-style-type: none"> • Ensure the <i>Enrolment Form</i> 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 EIC 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: <ul style="list-style-type: none"> – 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, organize to either return via registered mail or in person 	Administration team
C. Send Confirmation of Enrolment from PRISMS	CEO

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3. Student files

Refer

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

Procedure	Responsibility
A. Create student files <ul style="list-style-type: none"> • As a new student enrolls in a course, create a new file for them. Files should be labelled with: <ul style="list-style-type: none"> – Student ID • Store all documents and copies of letters/ correspondence relevant to admission and enrolment in the file. • File in the filing cabinet by Student ID. 	Administration team
B. Manage/ update student files <ul style="list-style-type: none"> • Throughout the student's course, file all documents relating to the student in the student file once they have been processed accordingly. This includes: <ul style="list-style-type: none"> – Assessment evidence and records of assessment outcomes – All student correspondence – 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 	Administration team
C. Keep copies of correspondence and fees <ul style="list-style-type: none"> • 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
D. Changes to agreement <ul style="list-style-type: none"> • 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. 	Administration team
<ul style="list-style-type: none"> – 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: – <u>For international students:</u> Evidence of the following is kept for a minimum of 2 years past the date of course completion or withdrawal <ul style="list-style-type: none"> ○ Outcome of assessment for each unit (including RPL or course credit decisions) ○ Student contact details ○ Student Agreements ○ Records of student transfer requests and request assessments and decisions ○ Critical incidents involving the student and remedial action taken – 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. 	Administration team
E. Disposal of student files <ul style="list-style-type: none"> • 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 team

4. Results, attendance and other progress

Refer

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

Procedure	Responsibility
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Procedure	Responsibility																
<p>A. Record results</p> <ul style="list-style-type: none"> 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 WEWORKBOOK as relevant. Accurately record all assessment outcomes in WEWORKBOOK within 5 working days of receipt. Discuss with manager if data for course and unit commencement is incorrect in WEWORKBOOK. Ensure following codes are used when recording results in WEWORKBOOK. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Outcome</th> <th style="text-align: left;">Code</th> </tr> </thead> <tbody> <tr> <td>Competent</td> <td>C</td> </tr> <tr> <td>Not yet competent</td> <td>NYC</td> </tr> <tr> <td>Withdrawn</td> <td>Withdrawn</td> </tr> <tr> <td>RPL started but result not yet available</td> <td>result not yet available</td> </tr> <tr> <td>RPL granted</td> <td>RPL</td> </tr> <tr> <td>RPL not granted</td> <td>NYC</td> </tr> <tr> <td>Credit transfer</td> <td>CT</td> </tr> </tbody> </table>	Outcome	Code	Competent	C	Not yet competent	NYC	Withdrawn	Withdrawn	RPL started but result not yet available	result not yet available	RPL granted	RPL	RPL not granted	NYC	Credit transfer	CT	Trainers
Outcome	Code																
Competent	C																
Not yet competent	NYC																
Withdrawn	Withdrawn																
RPL started but result not yet available	result not yet available																
RPL granted	RPL																
RPL not granted	NYC																
Credit transfer	CT																
<p>B. Record attendance</p> <ul style="list-style-type: none"> For attendance rolls for classes, mark whether each student in the class was present or absent in WEWORKBOOK. In some cases, an attendance roll may trigger an update to the outcome code for a 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 <i>Class Attendance Roll</i> folder. 	Trainers																
<p>C. Record other progress as relevant</p> <ul style="list-style-type: none"> 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. 	Trainers																

5. Withdrawals

Refer

- SRTOs: Clauses 7.5, 8.1
- National Code: Standard 9

Procedure	Responsibility
<p>A. Process withdrawals</p> <ul style="list-style-type: none"> To withdraw from a course, a student must fill in and return a <i>Withdrawal Form</i>. 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 <i>Student File Audit Checklist</i> and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. Ensure WEWORKBOOK has all completed units of competency recorded. Withdraw the student from the course on WEWORKBOOK. This includes: <ul style="list-style-type: none"> 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). Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with <i>Fees & Refund P&P</i>. Identify eligibility for a Statement of Attainment. Issue in accordance with <i>AQF Certification Policy and Procedures</i> if eligible. Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. 	Administration team

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Procedure	Responsibility
<ul style="list-style-type: none"> Archive student file as per section above. 	

6. Completions

Refer

- SRTOs: Clauses 3.3, 3.4, 7.5

Procedure	Responsibility
<p>A. Process completions</p> <ul style="list-style-type: none"> 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 WEWORKBOOK. 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 WEWORKBOOK 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 WEWORKBOOK. This includes: <ul style="list-style-type: none"> 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. Awarding the qualification/ statement in line with the <i>AQF Certification Policy and Procedure</i>. Ensure the students has 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 <i>AQF Certification P&P</i> (if all fees have been paid). Archive student file as per section above. 	Administration team