SC6: Student Administration Policy & Procedures

Contents

Purpose

The purpose of this policy and procedure is to outline RTO Melbourne'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

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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**

   - RTO Melbourne:

     - 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 6 months past the date of completion or withdrawal.

     - Records all student information on its AVETMISS-compliant student management system, VETtrak. 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 RTO Melbourne 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 RTO Melbourne 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 RTO Melbourne. Where students do not abide by the conduct, disciplinary action may be taken in line with RTO Melbourne'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

- RTO Melbourne 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.

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.

- 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.

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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 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.
 	
   – Suitability of delivery model for the applicant. Eg. If class-based, are classes in a suitable location for them to travel to etc.
 	
• Once an *Enrolment Form* is received, enter basic student details in VETtrak:
 	
   – Student name, address and contact details
 	
   – Forms received
 	
   – Any other information that is available at this point.
	Administration Officer

C. Application screening • Contact the student and complete the *Application Screening Checklist* with them to determine student suitability. This can be done over the phone or face to face. If the student is to complete a workplace based course, speak to the workplace supervisor or a representative from the workplace as part of this process to confirm their involvement in the program. • If the student is not suitable for the course, discuss alternative courses with the student. • If the student is ready to proceed, arrange attendance at information session. • Record the details of the application screening process on VETtrak. • Create student file in line with Part 4 of this procedure.	Administration Officer

Procedure	Responsibility

D. USIs
 	
• Ensure student has provided or been issued with a verified USI or given permission for RTO Melbourne 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/ or through the student management system
 	
  − 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.
	Administration Officer

E. Enrolment session for fee-for-service students
 	
• Contact the student and arrange a time to complete the Enrolment Session. This may be conducted as part of a group session or may be completed at the first class.
 	
• **Enrolment Session Checklist:** Conduct the enrolment session by following the items on the checklist. Check of each item once it has been completed, taking notes about each step where applicable.
 	
• **LLN Assessment:** Ask the student to complete the LLN assessment.
 	
  − 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 and Procedure.*
 	
• Ensure the course is suitable for the student. This must include consideration of:
 	
  − 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.
 	
• If the course is suitable, continue to complete the rest of the documents to finalise the enrolment.
 	
• If Credits are applicable, conduct Credit assessment in accordance with the
	Trainer/Assessor

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Procedure	Responsibility
Credit Policy and Procedure. • **Student Agreement:** Fill in the Student Agreement which includes the Statement of Fees. Ensure it includes an accurate quote of applicable fees. Ask the student to sign in agreement and acceptance of the terms and conditions. • **Enrolment Form:** Ensure the Enrolment Form received previously is accurate, signed and completed in full including the section at the end on USI Authority. Parent/guardian signature must be obtained for students under 18 years of age. • Forward all paperwork to the office within 2 working days of completion.	

2. Processing enrolments

Refer
• SRTOs: Clauses 7.5, 8.1

Procedure	Responsibility

A. Processing enrolment paperwork
 	
• 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
 	
  – 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 VETtrak:
 	
  – Add personal details
 	
  – Add statistical data from enrolment form (if available)
 	
  – Enroll in relevant course
 	
  – Add commencement date
 	
  – Add to timetable (where applicable)
 	
• Ensure correct funding source identifier is selected:
 	
  – For fee-for-service students, select funding source identifier S
 	
• For all Credits issued record an AVETMISS outcome code of 60 against units achieved as Credit in VETtrak.
	Administration Officer

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Procedure	Responsibility
B. Raise invoice • Create invoice for deposit or tuition fees and any other applicable fees, in line with the Student Agreement and the *Fees & Refund Policy & Procedure.* • Provide to fee-payer to request payment. • Keep copies of all documents and file in student file	Administration Officer
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.	Administration 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 • Store all documents and copies of letters/ correspondence relevant to admission, enrolment session and enrolment in the file. • File in the filing cabinet in alphabetical order by surname.	Administration Officer

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 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 Officer
D. Changes to agreement • If there are any changes to agreement with student during their course, such	Administration Officer and

Procedure	Responsibility
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.	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 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 Officer

4. 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 VETtrak as relevant. • Accurately record all assessment outcomes in VETtrak within 5 working days of receipt. • Discuss with manager if data for course and unit commencement is incorrect in VETtrak. • Ensure following codes are used when recording results in VETtrak.	Administration Officer

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

Procedure		Responsibility
Commenced and due to finish in same calendar year 90		
• 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.		
B. Record attendance • For attendance rolls for classes, mark whether each student in the class was present or absent in VETtrak • 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.		Administration Officer
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 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 VETtrak has all completed units of competency recorded.
 	
• Withdraw the student from the course on VETTrak.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
	Administration Officer

Procedure	Responsibility
• 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. • 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. 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 VETtrak. • 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 VETtrak. This includes: − Changing enrolment status to Completed. − Adding an end date to the enrolment – this should be the date of the final assessment. − Awarding the qualification/ statement in line with the *AQF Certification Policy and Procedure.* • Ensure the student's 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 Officer

Document Control

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