

SC6-I: Student Administration Policy & Procedures

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SC6-I: Student Administration Policy & Procedures

Purpose

The purpose of this policy and procedure is to outline Brighton College'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 2000 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 means 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'.

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Policy

1. Systems and processes

- Brighton College:
 - 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 digital and paper base file for each enrolled student and stores these in lockable filing 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.
 - Records all student information on its AVETMISS-compliant student management system, aXcelerate. Information stored in this system includes mandatory statistical enrolment questions, 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.
 - **For international students:** The following records are kept for a minimum of 2 years past the date the student ceases to be enrolled with Brighton College:
 - Outcome of assessment for each unit (including Recognition of Prior Learning (RPL) or course credit decisions);
 - Student contact details;
 - Student Agreements and receipts for all payments received from a student on an agreement;
 - Records of student transfer requests and request assessments and decisions;
 - Critical incidents involving the student and remedial action taken;
- Students are able to access the records that Brighton College holds about them by putting a request in writing using the *Access to Records Request Form* as per the *Privacy Policy*.

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- 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 Brighton College 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 Letter of Offer and Student Agreement upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Fees will only be accepted following acceptance of the Letter of Offer and Student Agreement by the student.
- The Letter of Offer and Student Agreement 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 Tuition Protection Service (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*.

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- 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.
- Students will be provided with a Letter of Offer and Student Agreement.

4. Student code of conduct

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

5. Unique Student Identifiers

- Brighton College 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. 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
- National Code: Standards 2 and 3

Procedure	Responsibility
<p>A. Student enquires about a course</p> <ul style="list-style-type: none"> • When a student enquires about a course, provide them with full details of the course/s they are considering enrolling in. This must include the <i>Course Outline</i>, applicable fees, <i>Student Handbook</i> and the <i>Enrolment Form</i>. 	Administration team Marketing Officer/Manager Enrolment officer
<p>B. Student applies to enrol</p> <ul style="list-style-type: none"> • Upon receipt of a completed <i>Enrolment Form</i>, review the documentation for completeness. This includes checking: <ul style="list-style-type: none"> – Enrolment Form information is complete. – All required information has been provided. – If applying for a course that has entry requirements or pre-requisites, required evidence has been provided (as indicated on the Course Outline) such as verified copies of qualifications, transcripts, CV, English Language documentation (if required for international students) or other as specified. • Once an <i>Enrolment Form</i> is received, enter limited student details in the student management system: <ul style="list-style-type: none"> – Student name, address, USI, ID number and contact details. 	Enrolment officer Administration team
<p>C. Application screening</p> <ul style="list-style-type: none"> • Complete the <i>Student Enrolment Checklist</i> to determine if the student has submitted the required information and documentation to enroll in the course/s of choice. • Record the details of the application screening process in the student management system. • Create student file in line with procedure 3. • After assessing the student application against the requirements of the chosen course/s Brighton College will issue: <ul style="list-style-type: none"> - A Conditional Letter of Offer and Student Agreement if all the required documentation/information is not complete, e.g. An interview with the candidate is pending or/and financial documents verification, SOP are still pending. • If the student documentation is not completed and/or does not meet the entry 	Enrolment officer Administration team

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Procedure	Responsibility
requirement for the chosen course/s, Brighton college will discuss the alternative course of action with the agent and/or student.	
D. Entry Interview <ul style="list-style-type: none"> Contact the student and arrange a time to complete the entry interview. This may be conducted face to face or via phone/skype if preferred. Course Entry Interview Form: Conduct the entry interview by following the <i>Course Entry Interview Form</i>, to assess student suitability for the chosen course/s. If the student is suitable then issue an unconditional Letter of Offer and Student Agreement. If the student is not suitable the admissions team will notify via email the agent and/or student of the outcome. 	Enrolment officer Administration team
E. Finalise Agreements (prior to training commencement) <ul style="list-style-type: none"> Sent full Letter of Offer letter and Student Agreement. Ask student to review and accept the documents. Receive and record the evidence of payments according to the Letter of Offer and Student Agreement. 	Enrolment officer Administration team
F. Issue confirmation of enrolment <p>Upon receiving the payment and signed Letter of offer and Student Agreement, Brighton College will issue an electronic confirmation of enrolment (eCOE)/s and will send it to the agent and/or student.</p>	Enrolment officer Administration team

2. Processing enrolments

Refer

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

Procedure	Responsibility
A. Processing enrolment paperwork <ul style="list-style-type: none"> Keep copies of all documents and file in student digital 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 the 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. 	Enrolment officer Administration team

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Procedure	Responsibility
<ul style="list-style-type: none"> Ensure correct funding source identifier is selected. 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 the student management system 	
<p>B. USIs</p> <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 the student has provided or been issued with a verified USI or given permission for Brighton College 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. 	<p>Enrolment officer Administration team</p>

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
<p>A. Create student files</p> <ul style="list-style-type: none"> As a new student enrolls in a course, create a new digital file for them. Files should be labelled with: <ul style="list-style-type: none"> Full name and student number. Store all documents and copies of letters/correspondence relevant to admission, enrolment session and enrolment in the files. File in alphabetical order by Full name. 	<p>Enrolment officer Administration team</p>
<p>B. Manage/ update student files</p>	<p>Administration team</p>

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Procedure	Responsibility
<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 (paper-based file into the secure filing cabinets and digital learning management system). – Records of assessment outcomes stored in aXcelerate. – Receipts for tuition and non-tuition fees stored in aXcelerate. – All student correspondence stored in aXcelerate. – Warning letters stored in aXcelerate. – Intervention plans stored in student digital file and student management system (aXcelerate) file. – Requests e.g., for course transfer or deferral or suspension (also see Course Transfer P&P and Deferral, Suspension and Cancellation P&P. Stored it in the student file. – Contact records on aXcelerate. – Critical incident reports and remedial action taken involving the student stored in aXcelerate. 	
<p>C. Keep copies of correspondence and fees</p> <ul style="list-style-type: none"> • Keep copies of any correspondence sent to a student in the student's 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 electronic file in the student management system (aXcelerate). 	Administration team Student Support Officers / Enrolment officer
<p>D. Changes to agreement</p> <ul style="list-style-type: none"> • If there are any changes to agreement with the 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 Trainer/Assessor
<p>E. Archive student files</p> <ul style="list-style-type: none"> • Once a student has completed/withdrawn or transfer from their course, the file can be archived, however must be kept for a minimum of 2 years past the date they ceased to be enrolled. See clause 2 of this policy in relation to minimum retention periods for different types of records. 	Administration team
<p>F. Disposal of student files</p> <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

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4. Results, attendance and other progress

Refer

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

Procedure	Responsibility																		
<p>A. Record results</p> <ul style="list-style-type: none"> • As training and assessment activities are completed, trainers will provide 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 aXcelerate as relevant. • Accurately record all assessment outcomes in aXcelerate within 5 working days of receipt from Assessors. • Discuss with the Manager if data for course and unit commencement is incorrect in aXcelerate. • Ensure following codes are used when recording results in aXcelerate. <table border="1"> <thead> <tr> <th>Outcome</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td>Competent/Competency Achieved/Pass (C)</td> <td>20</td> </tr> <tr> <td>Competency Not Achieved/Fail (CAN)</td> <td>30</td> </tr> <tr> <td>Withdrawn/discontinued (W)</td> <td>40</td> </tr> <tr> <td>RPL granted (RPL-G)</td> <td>51</td> </tr> <tr> <td>RPL not granted (RPL-NG)</td> <td>52</td> </tr> <tr> <td>Credit transfer (CT)</td> <td>60</td> </tr> <tr> <td>Commenced and due to finish next calendar year/Continuing Activity (CA)</td> <td>70</td> </tr> <tr> <td>Not Yet Started (NYS)</td> <td>85</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Training events may also need to be stored in the SMS in another section. • Keep a copy of the documents in the student's file. 	Outcome	Code	Competent/Competency Achieved/Pass (C)	20	Competency Not Achieved/Fail (CAN)	30	Withdrawn/discontinued (W)	40	RPL granted (RPL-G)	51	RPL not granted (RPL-NG)	52	Credit transfer (CT)	60	Commenced and due to finish next calendar year/Continuing Activity (CA)	70	Not Yet Started (NYS)	85	<p>Student Support Officers Administration team</p>
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<p>B. Record attendance</p> <ul style="list-style-type: none"> • Mark whether each student in the class was present or absent in aXcelerate. • File attendance rolls in the <i>Class Attendance Roll</i> folder and/or TEAMS. 	Administration team																		
<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 of all documents in the student's file 	Administration team																		

5. Withdrawals

Refer

- SRTOs: Clauses 7.5, 8.1

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- 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 an audit of the student's file using the <i>Student File Audit Checklist</i> and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. Ensure all completed units of competency are recorded in aXcelerate. Withdraw the student from the course in aXcelerate. This includes: <ul style="list-style-type: none"> Changing the student's 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 the portal or online learning access (if applicable) Advising the student's trainers/assessors Ensure all fees have been charged. Notify the accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with the <i>Fees & Refund P&P</i>. Identify eligibility for a Statement of Attainment and 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. Archive the student file as per section above. 	<p>Student support officers Administration team</p>

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. 	<p>Student support officers Administration team</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> • First check that all required units for the qualification/course have been completed and recorded in aXcelerate. • 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's file. • Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. • Update aXcelerate. This includes: <ul style="list-style-type: none"> – Changing the student's 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 <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. • Ensure the student's VSN is recorded, if applicable. • Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&P</i> (as long as all fees have been paid). • Archive student file as per section above. 	

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Document Control

Document No. & Name:	SC6-I - Student Administration P&P V2.0
Quality Area:	SC Students & Clients
Status:	Approved
Approved By:	Suman Adhikari
Approval Date:	05 May 2021
Review Date:	05 May 2022
Standards (SRTOs):	Clauses 1.7, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5.
Standards (National Code):	Standards 2, 3, 7, 8, 9 and 10