

SC6: Student Administration Policy & Procedures

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Purpose

The purpose of this policy and procedure is to outline Venture Education’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’

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Policy & Procedures

1. Systems and processes

- Venture Education:
 - 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 a secure online location. 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 for fee-for-service students and 6 years for government funded courses.
 - 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.
 - **Evidence of assessment decisions for government funded students** are kept for a minimum of 6 years 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 Venture Education 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 Venture Education can do so by following the procedures outlined on the relevant enrolment email, 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.

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- All students will be required to complete and sign an online enrolment form upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Students will be provided with a Welcome Email and Confirmation of Enrolment Letter with details of the course they have been enrolled in, start and expected completion dates, training plan, factsheets about accessing course materials on LMS and first cluster of course materials.

4. Student code of conduct

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

5. Unique Student Identifiers

- Venture Education 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 and VETtrak (Student Management System).

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.
- Students enrolled under User Choice will be required to complete a training contract cancellation form and return it to 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.

8. Extensions (FFS/Funded)

- Students who require a course extension are required to discuss their enrolment with their trainer and assessor to determine the appropriate amount of time needed to extend and complete the remaining course requirements. Students will be informed of the maximum extension duration (12 months) listed on the extension request form.
- Student will need to be given the *Fee Schedule* which shows the cost involved in course extensions.
- Once a date has been agreed between the student and trainer and assessor, the student is required to complete an *Extension Request Form*. The completed form will need to be returned to head office.
- The *Extension Request Form* will be reviewed and approved/denied by the training co-ordinator.
- The student will be contacted to process the course extension fees.

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- The students enrolment will be updated in VetTrak to reflect the new course end date.
- The students training plan will be updated to reflect the new course end date.
- The student will be emailed a confirmation and their updated training plan confirming their course extension has been approved. The trainer and assessor will be cc'd in the email.

9. Extensions (User Choice)

- Students who require a course extension are required to discuss their enrolment with their trainer and assessor and employer to determine the appropriate amount of time needed to extend and complete the remaining course requirements.
- Once a date has been agreed between the student, trainer and assessor and employer, the student and employer are required to complete a *Training Contract Extension Form*. The completed form will need to be returned to head office.
- The *Training Contract Extension Form* will be reviewed and submitted to apprenticeshipsinfo@desbt.qld.gov.au by the training co-ordinator.
- The completed form will be saved in the students enrolment folder.
- Once approved by DESBT the new training contract end date will be updated in VetTrak.
- The students training plan will be updated to reflect the new training contract end date.
- The student will be emailed a confirmation and their updated training plan confirming their course extension has been approved. The trainer and assessor will be cc'd in the email.

10. Suspension (FFS/Funded)

- Students who require a course suspension are required to discuss their enrolment with their trainer and assessor and complete a *Suspension Request Form*. The completed form will need to be returned to head office. Students will be informed of the maximum suspension duration (6 months) listed on the suspension request form.
- The *Suspension Request Form* will be reviewed and approved/denied by the training co-ordinator.
- The students enrolment will be updated in VetTrak, The students enrolment will be put on suspension as per the specified suspension dates on the *Suspension Request Form*.
- The student will be emailed a confirmation that their enrolment has been suspended. The trainer and assessor will be cc'd in the email.
- Once the suspension has come to an end, the students enrolment will be changed to active in VetTrak.
- The student will be sent an email informing them that their course suspension has ended and that their trainer and assessor will be in contact with them to re-engage them in their studies. The trainer and assessor will be cc'd in the email.
- Review Ezidebit and place payments on hold.

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11. Suspension (User Choice)

- Students who require a course suspension are required to discuss their enrolment with their trainer and assessor and complete a *Training Contract Suspension Form*. The completed form will need to be returned to head office.
- The *Training Contract Suspension Form* will be reviewed and submitted to apprenticeshipsinfo@desbt.qld.gov.au by the training co-ordinator.
- The students training contract/enrolment will be updated in VetTrak, The students enrolment will be put on suspension as per the specified suspension dates on the *Training Contract Suspension Form*.
- The student will be emailed a confirmation that their training contract/enrolment has been suspended. The trainer and assessor will be cc'd in the email.
- Once the suspension has come to an end, the students training contract/enrolment will be changed to active in VetTrak.
- The student will be sent an email informing them that their course suspension has ended and that their trainer and assessor will be in contact with them to re-engage them in their studies. The trainer and assessor will be cc'd in the email.

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