SC6: Student Administration Policy & Procedures

Contents

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'

Policy

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.
- 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.
- 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.

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.

Procedures

1. Enquiry 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 links to the *Enrolment Form* and *Online LLN.*	Administration

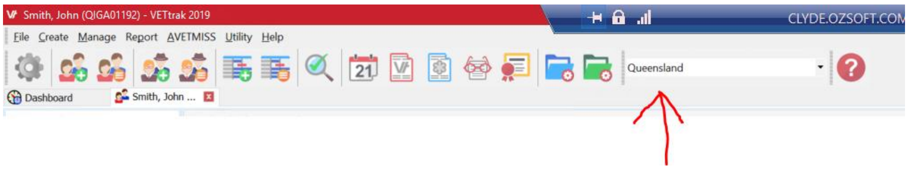
2. User Choice Enrolment

Procedure	Responsibility
Step 1: Employer and Student agree to commence a training contract for student to enrol in an early childhood, community services or business qualification as a trainee/apprentice.	Employer/Student
Step 2: Employer contact AASN to organise a meeting to establish the training contract for the student to commence their traineeship/apprenticeship: • MRAEL - Trish Baker 0408 796 044 • MEGT – 13 69 63 • Busy At Work – 13 28 79	Employer/ Student
Step 3: During meeting with AASN, Employer and Student select Venture Education as their chosen RTO to complete their early childhood qualification. RTO #32071	Employer/ Student
Step 4: Training contract signed by all three parties and an SRTO Notification sent to Venture Education to accept the student to complete an early childhood qualification with RTO.	AASN/ Employer/ Student
Step 5: The student's SRTO Notification received, reviewed and approved. The SRTO Notification saved in the students file in the enrolment folder and emailed to AASN. • MRAEL Email: ace.notifications@mrael.com.au • MEGT Email: MEGTQld.NOTS@megt.com.au • Bust At Work Email: busy@busyatwork.com.au	Training and Compliance Co-ordinator
Step 6: Students file created on Dropbox as below: • File name eg. SMITH, Jane Create two folders within the students file – Folder 1: Assessment Documentation – Folder 2: Enrolment.	Administration
Step 7: Student sent the enrolment email containing links to the online enrolment form, Online LLN, Student Handbook and Fee Schedule.	Administration
Step 8: Student completes the Online Venture Education enrolment form and Online LLN.	Student
Step 9: Log into JotForm and download the following documents to be saved in the student's enrolment folder:	Administration

Procedure	Responsibility
• Enrolment form • Copies of previously completed qualifications/courses (Certificate, Academic Transcript, Statement of Attainment) • Copies of students ID	
Step 10: Log into LLN robot and download the students LLN Report. Save the downloaded LLN Report in the student's enrolment folder.	Administration
Step 11: AISS Check (DET Connect): User Choice – An AISS check must be conducted to see if the student has completed any qualifications previously that may allow them to receive credit transfers and to ensure they have not exceeded the number of Traineeships/Apprenticeships per student (2).	Administration / Training and Compliance Co-ordinator
Step 12: USI Transcript is accessed and downloaded and saved in students file for any applicable credit transfers. **OR** Qualification/Academic Transcript/Statement of Attainment provided by the student are reviewed. An email sent to the issuing RTO with the Qualification/Academic Transcript/Statement of Attainment asking for verification of attached documents. The email with verification from the issuing RTO is saved in the students file in the enrolment folder.	Administration / Training and Compliance Co-ordinator
Step 13: Log into DET Connect and follow the steps below to download the Snapshot: 1. Log into DET Connect 2. Scroll down to the section titled 'Training Downloads' 3. Click 'Proceed into Training Downloads' 4. Click on the tab named 'Downloads' 5. Click on the Download Name 'Approved Training Contracts (Snapshot)' 6. Click 'Download File' 7. Open the downloaded file and save in the corresponding month with todays date here: C:\Users\toddj\Venture Education Dropbox\Venture Education\STUDENT TRACKERS\Snapshot\2021 Snapshot reviewed to locate the student's training contract number. Students enrolment form reviewed, and details entered in VetTrak. Student enrolled under a contract as per their training contract details listed on Snapshot.	Training and Compliance Co-ordinator

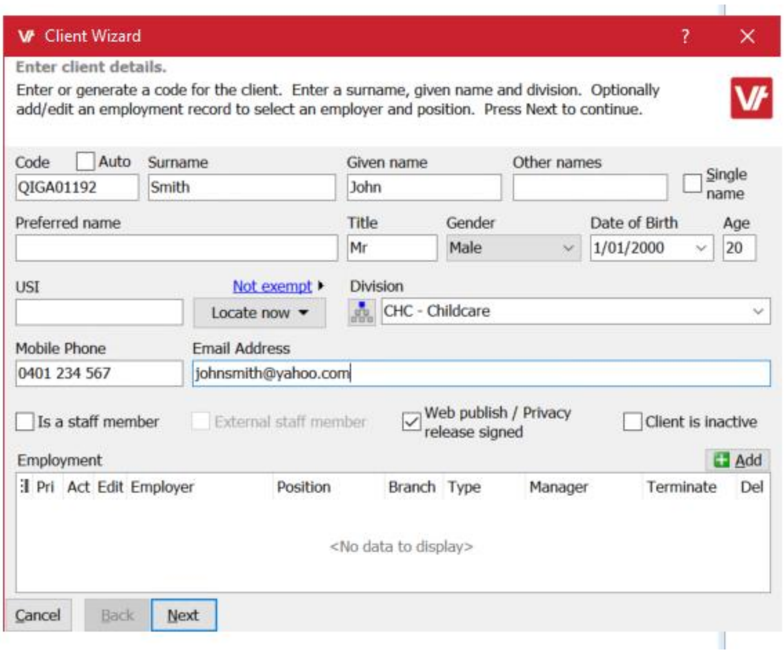
Procedure	Responsibility
Step 14: Enrol student in VetTrak:	Training and Compliance Co-ordinator

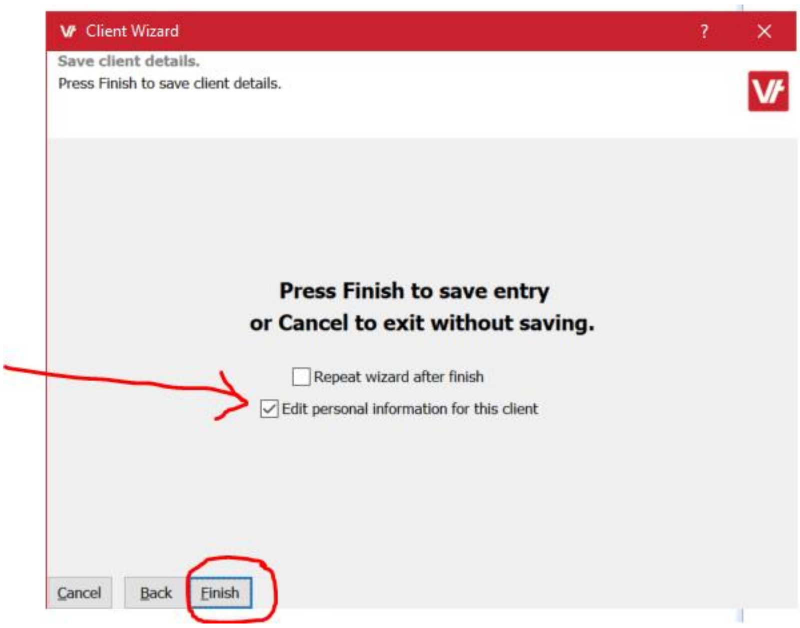
- Before commencing the enrolment of a new client, you must ensure the state selected is Queensland as shown below:

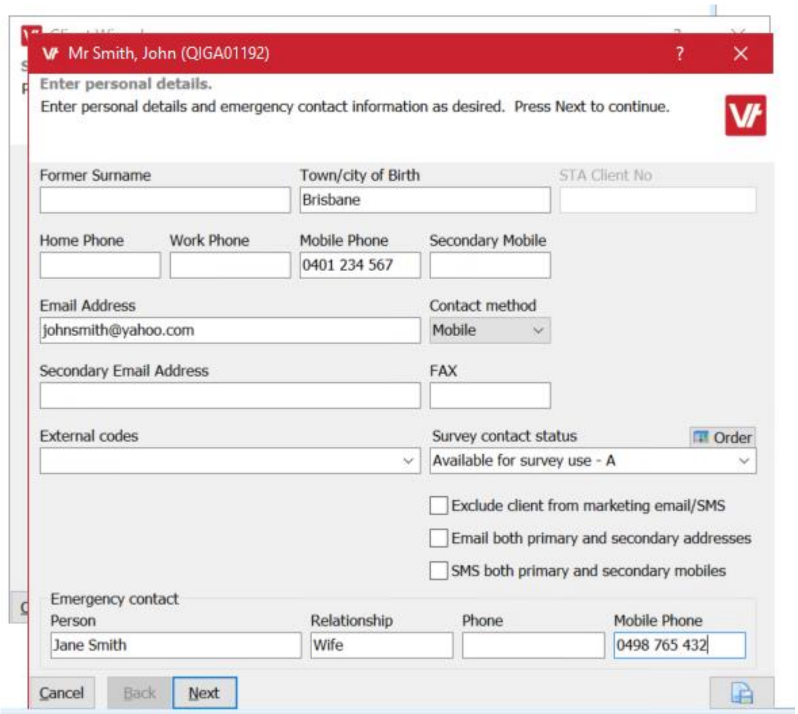
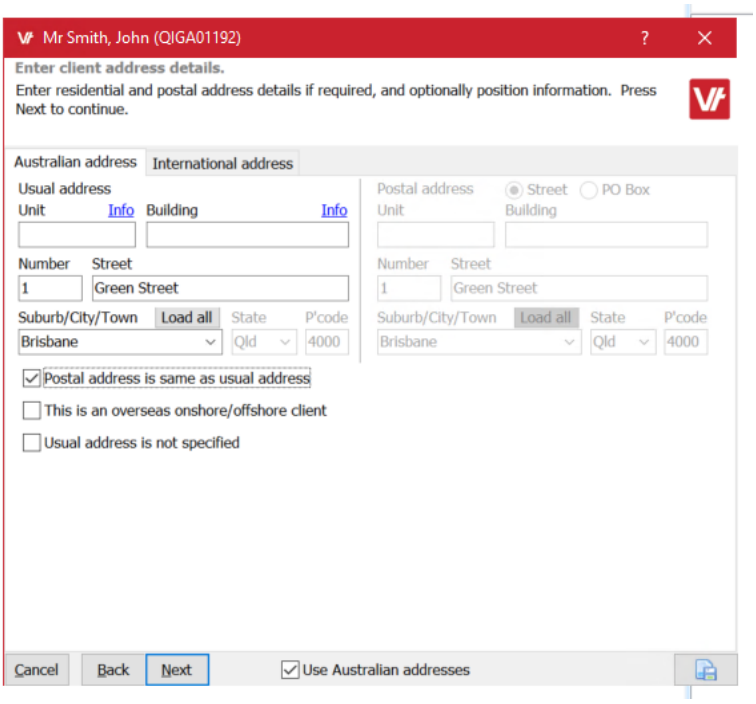


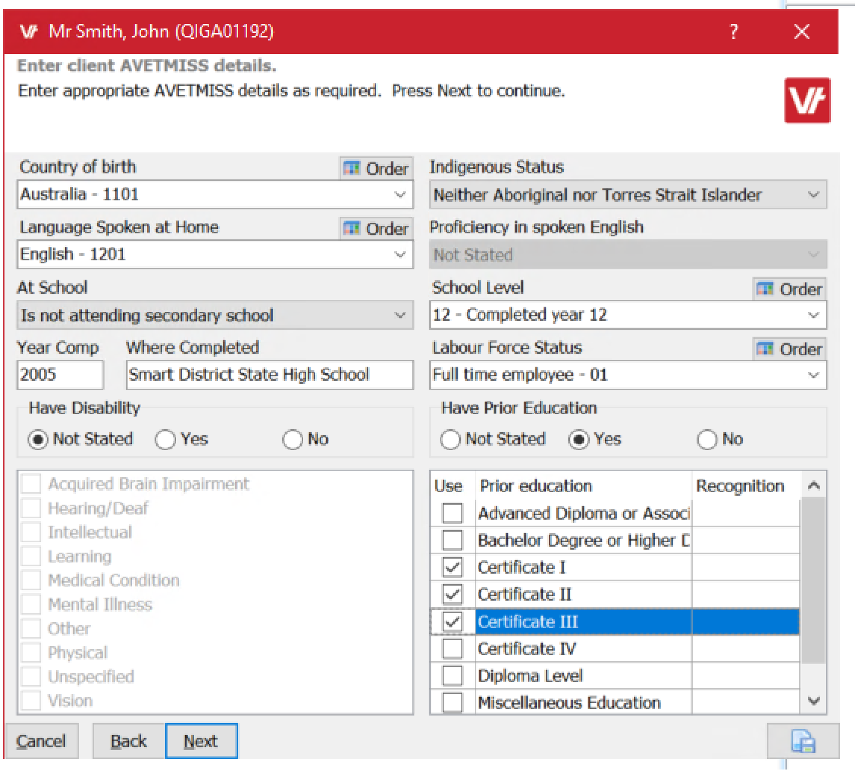
- To create a new client in VetTrak, click on the button shown below:

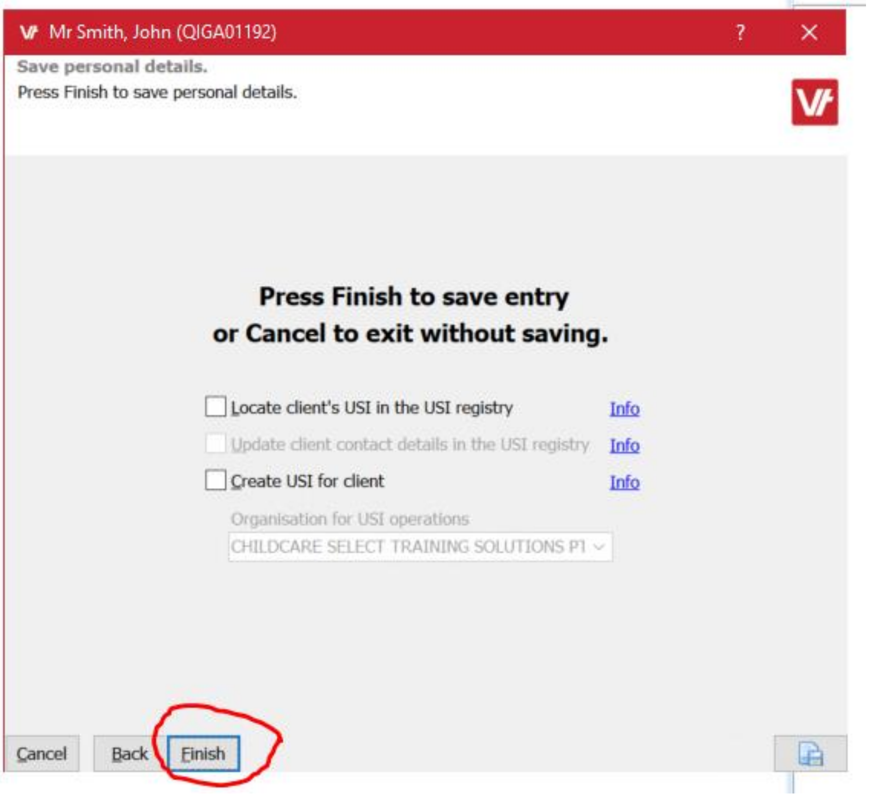
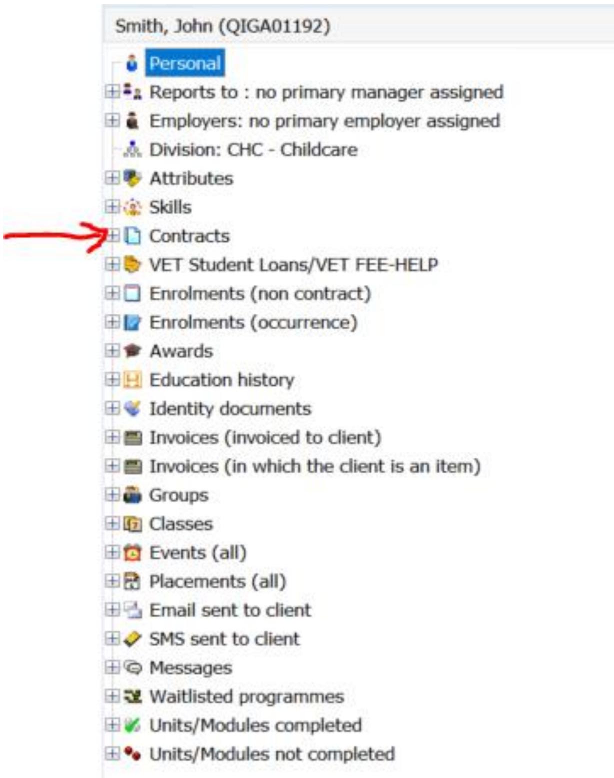
- Complete all fields as per the student's completed enrolment form in the window shown below (ensure USI is verified):



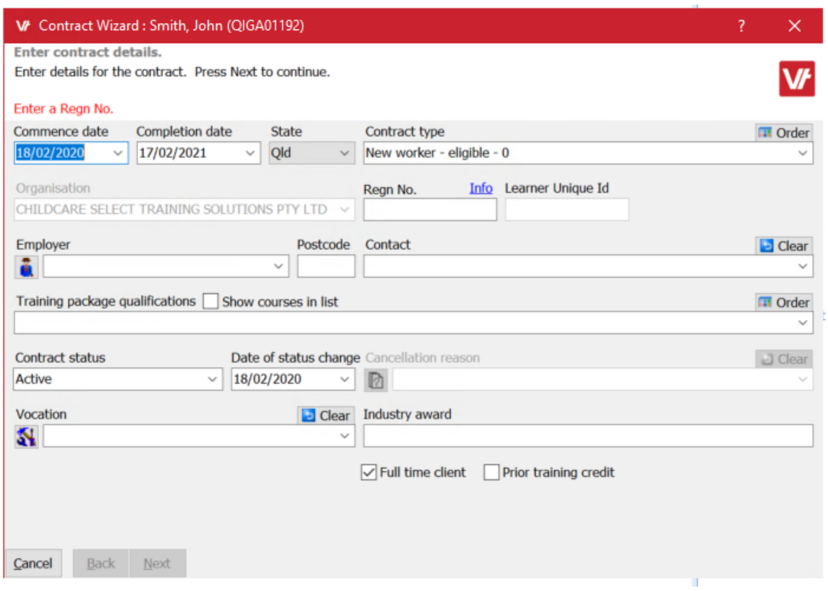
Procedure	Responsibility
• Click through to the final window shown below. Ensure the box is ticked 'Edit personal information for this client' and click on the button 'Finish': 	Training and Compliance Co-ordinator

Procedure	Responsibility
• Complete the personal details as per the information found on the student's enrolment form, ensure the town of birth is entered, the mobile phone, email and contact method (Mobile), emergency contact details is also required in this window as shown below:  • Enter in the home address details as per the student's enrolment form as shown below: 	Training and Compliance Co-ordinator

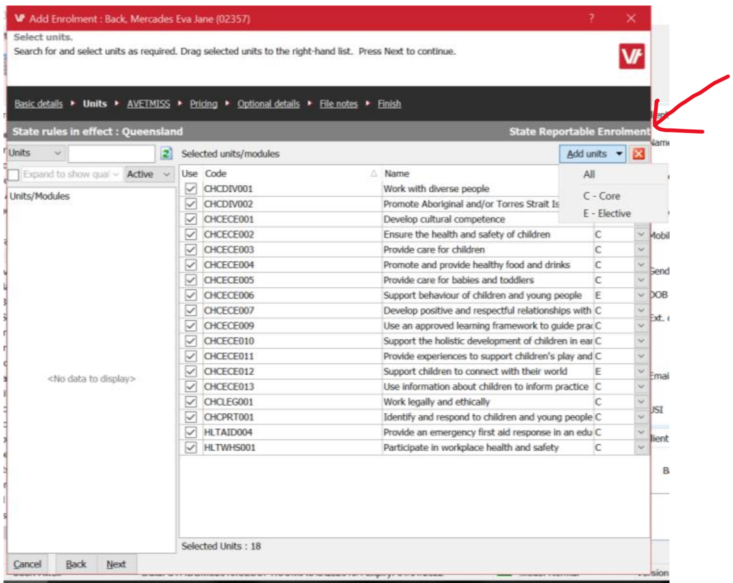
Procedure	Responsibility
• Enter all details based on what has been provided in the student's enrolment form for the following: • Country of birth • Indigenous Status • Language spoken at home • Whether the students is currently At School • The highest level of school completed • The year the highest level of school was completed • Where the student attended school • The applicable Labour force • Whether the student has provided details regarding a Disability or Medical Condition • Whether the student has prior education and what level the prior education was 	Training and Compliance Co-ordinator

Procedure	Responsibility
• Click through to the last window and click on the 'Finish' button.  **Enrol Student in Qualification:** **User Choice:** • Enrolments under User Choice are entered under a Contract;  •	Training and Compliance Co-ordinator

- Rights click on 'Contract' and click 'Add Contract'. Complete all details in each corresponding window as per the training contract information found on Snapshot (See Step 14):



- In the second window you will be required to add the units (Core and Electives). Click on the tab in the top righthand corner that is named 'Add unit'. Select 'All' in the dropdown. This will add all units that have been assigned to the selected qualification as shown below:

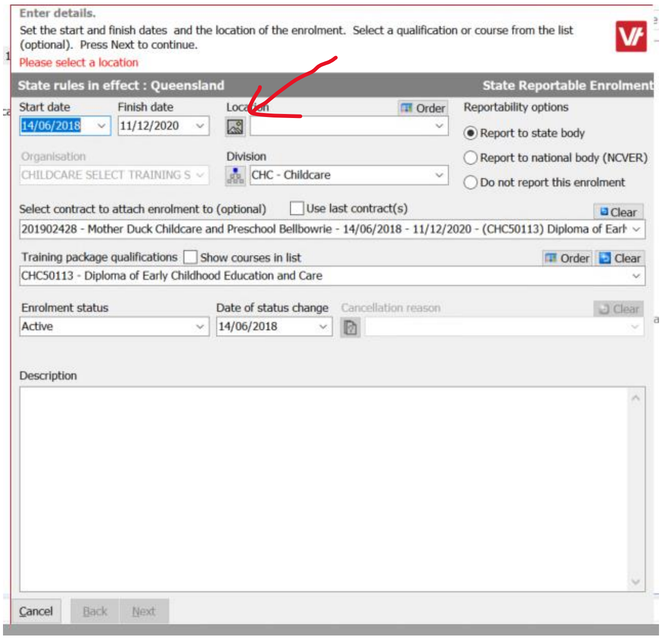


- After completing all of the windows required to enter the contract information found on snapshot, click finish. Right click on the contract and click 'Add Enrolment':

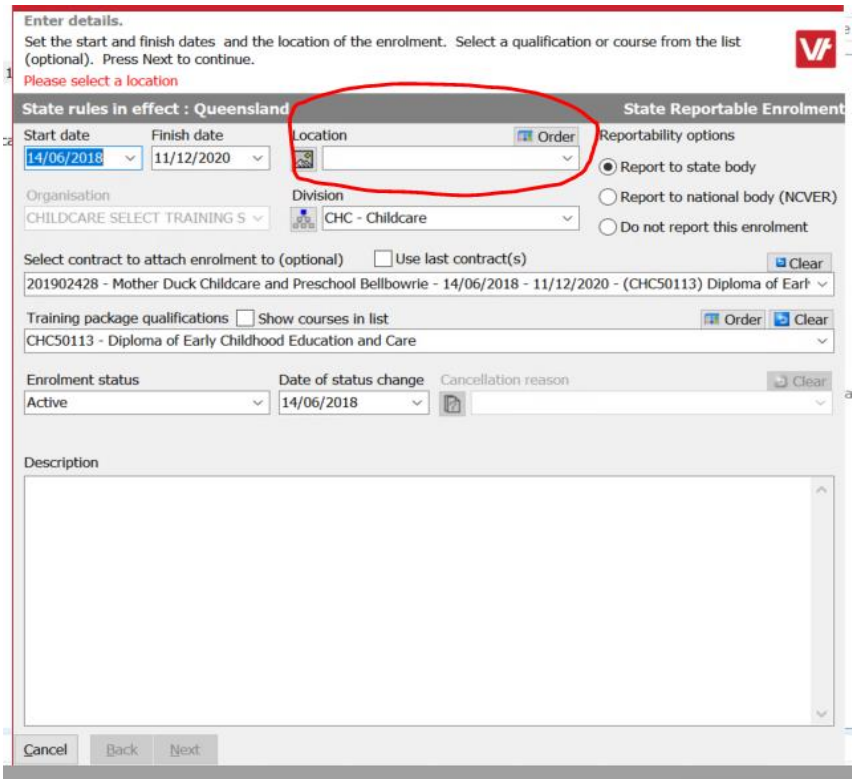
Training and Compliance Co-ordinator

Procedure	Responsibility
	

Enter all relevant details in the enrolment window relevant to the qualification and contract:

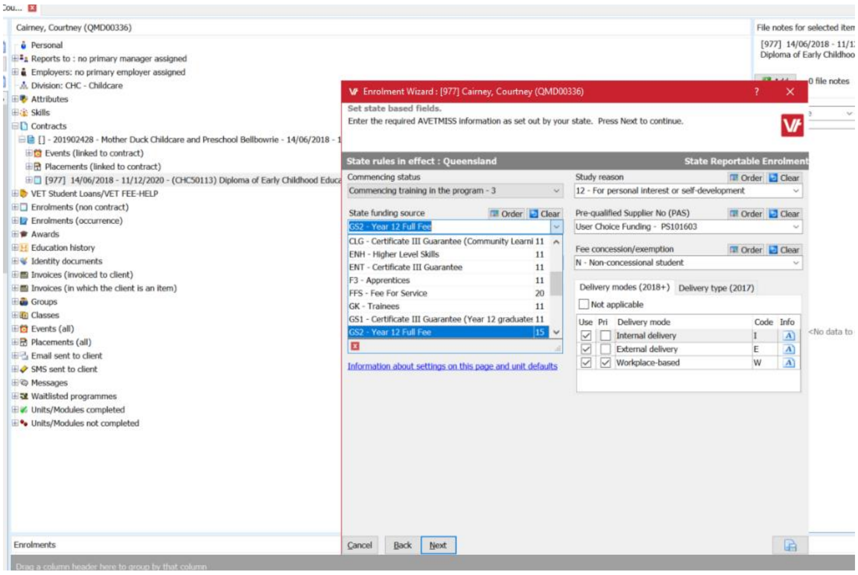


- Ensure the correct location is chosen based on the postcode provided for the contract and listed on snapshot for where the enrolment is located:

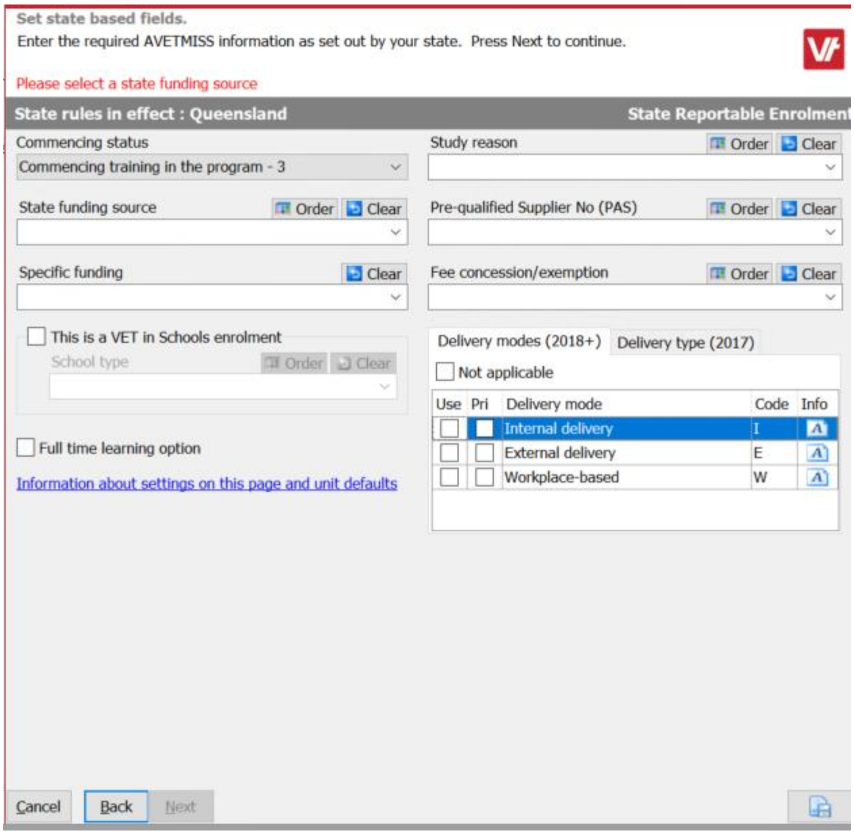


Training and Compliance Co-ordinator

- Click next to complete the AVETMISS information relevant to the enrolment:



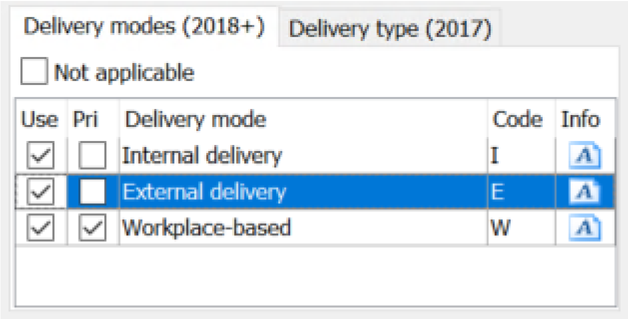
- The information in this window **MUST** be completed correctly to ensure there are no errors and funding can accurately be received for completed units.



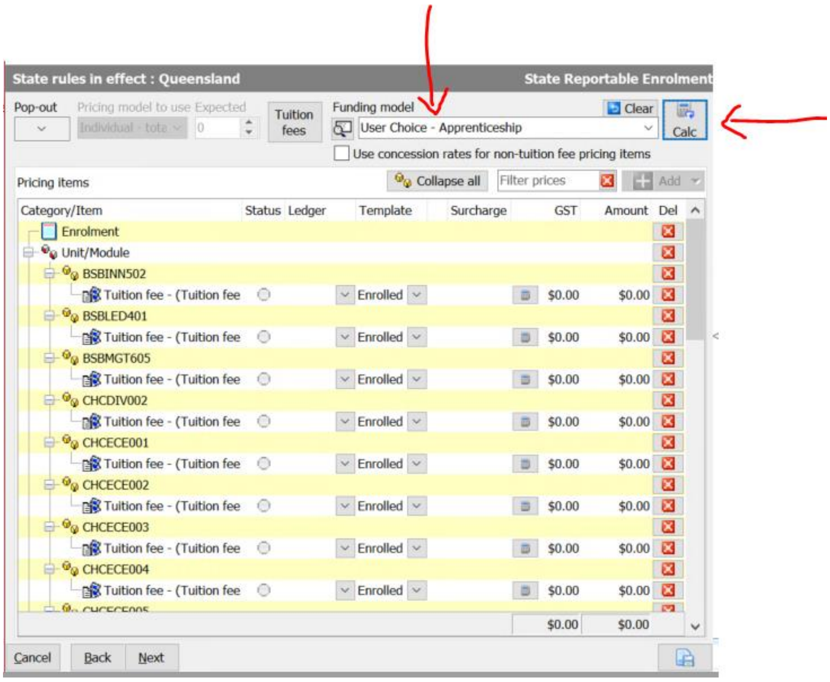
Responsibility: Training and Compliance Co-ordinator

• Commencing Status: Commencing training in the program – 3
• Study reason – As per what is listed on the student's enrolment form.
• State funding source (Only the ones listed below are used by our RTO):
    • 20 – Domestic Client – other revenue (This is selected for all Fee For Service enrolments ONLY)
    • ENH – Higher Level Skills (This is selected for all enrolments accessing Higher Level Skills Funding)
    • ENT – Certificate III Guarantee (This is selected for all enrolments accessing Certificate III Guarantee Fudning)
    • F3 – Apprentices (This is selected for all Diploma of Early Childhood Education and Care enrolments under User Choice – Apprentices)
    • GK – Trainees (This is selected for all Certificate III in Early Childhood Education and Care enrolments under User Choice – Trainees)
    • GS6 –Under 25 Full Fee (This is used for all User Choice enrolments who are aged under 25 and meet the funding eligibility for fee-free training)
    • GS7 – Under 25 Partial Exemption (Eligibility criteria for partial exception is as per the User Choice Policy 2017-2020)
    • GS8 – Under 25 Full Exemption (Eligibility criteria for full exception is as per the User Choice Policy 2017-2020)
• Pre-qualified Supplier No (PAS) (Only Numbers Used By Our RTO Below):
    • C3G/HLS Funding – QS102389
    • User Choice Funding – PS101963	

- Fee Concession/Exemption (Complete based on information provided in the student's enrolment form and Eligible Concessional Documentation provided):
  - C – Concessional student (Concession)
  - N – Non-concessional student
- The Delivery Mode for our program must be completed as shown below:



- Click into the next window where the fudning model is chosen to calculate the required fees associated with the enrolment:
- In the drop down below 'Funding Model' select the appropriate fuindingmodel that corresponds with the student's enrolmeny and then click 'calc' as shown below:



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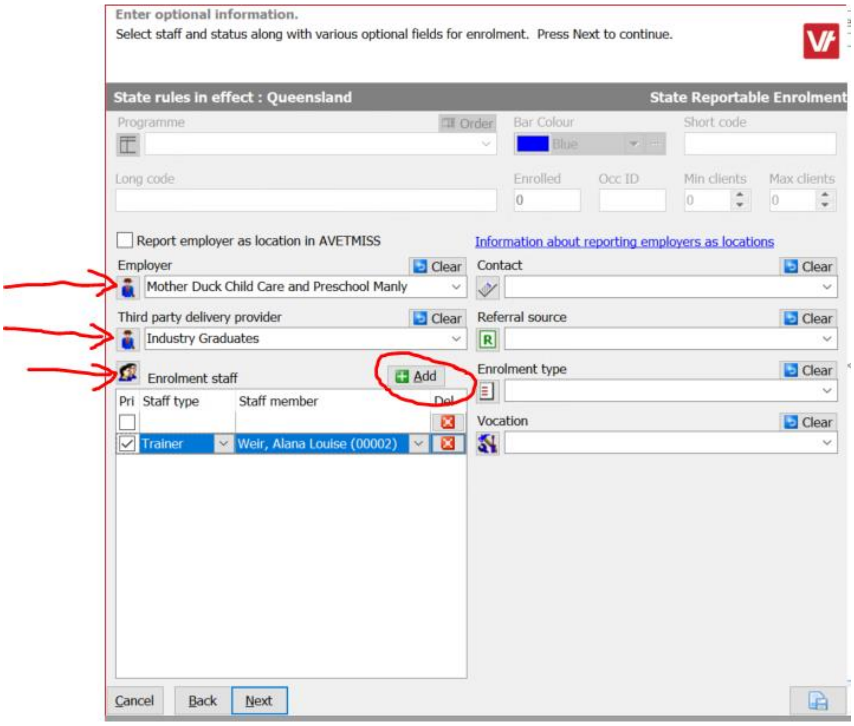
- Click into the next window where you will be required to enter the 'Employer', 'Third Party delivery provider' and 'Enrolment staff' applicable to the student's enrolment. See below for example:



Click next twice and then click finish to finalise the enrolment.

</td>
<td>Training and Compliance Co-ordinator</td>
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Step 15: Student added to the ECEC Student Tracker (For assigned trainer and assessor). Include the following details:

- Enrolment status (Active, Pending, Suspended, Completed, Cancelled)
- Student First Name
- Student Last Name
- Student Phone
- Student Email
- Qualification (CHC30113 Certificate III ECEC, CHC50113 Diploma of ECEC)
- Funding Source (FFS, C3G, HLS, User Choice)
- Enrolment start date
- Enrolment end date
- Employment status
- Service trading name (If known)
- Service contact name (If known)
- Service phone (If known)
- Service email (If known)
- Service address (If known)

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<td>Training and Compliance Co-ordinator</td>
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Step 16: Student's training plan is developed based on their enrolment and any eligible credit transfers applied. The completed training plan is saved in the students file.	Training and Compliance Co-ordinator
Step 17: Student\ sent the welcome email containing their training plan, link to the google drive containing required readings. Trainer and Assessor cc'd in email.	Training and Compliance Co-ordinator
Step 18: Course induction completed with student to go through their training plan, course structure/delivery, accessing course resources, LLN results and requirements to complete their early childhood qualification. Course induction checklist completed and saved in the students enrolment folder. Log into Survey monkey and record induction details in the Student Workplace Visit Register	Trainer and Assessor

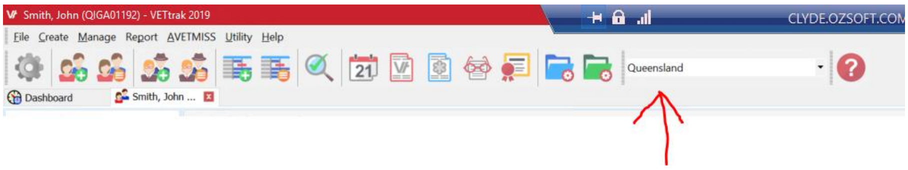
3. Employer Resource Assessment (ERA)

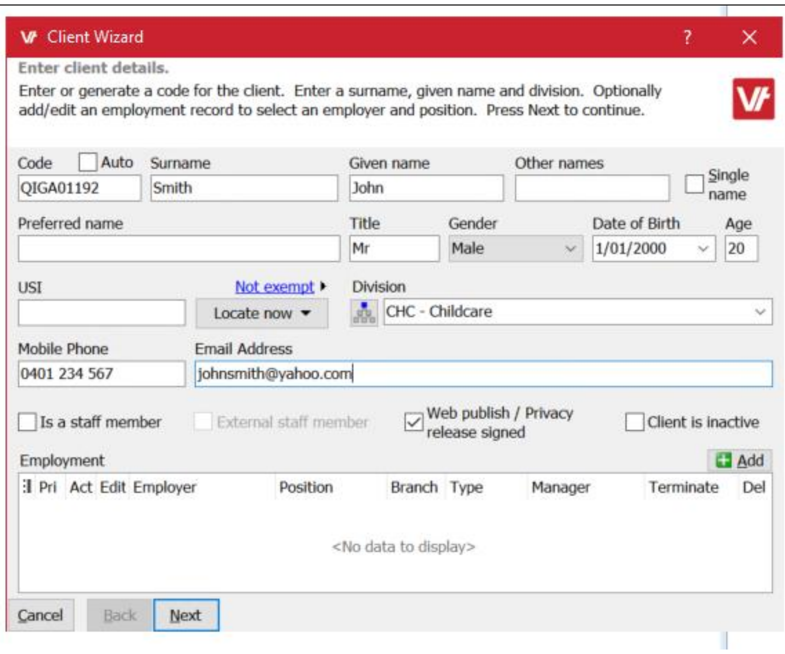
Procedure	Responsibility
Step 1: Employer Resource Assessment (ERA) must be completed for **ALL** trainees and apprentices. The ERA must reflect the workplace environment within the early childhood service that each trainee/apprentice is employed. The ERA must ensure there are adequate qualified workplace supervisors within the early childhood service to meet the requirements of the student's traineeship/apprenticeship. The ratio is (1) qualified workplace supervisor per (1) trainee/apprentice within the early childhood service. The ERA must be signed by the employer, the trainee/apprentice and the trainer and assessor.	Trainer and Assessor
Step 2: The trainer and assessor is required to obtain copies of the qualification for the workplace supervisors listed on the ERA. The workplace supervisor qualifications need to be scanned and saved in the folder named 'Workplace Supervisor Quals' found within the designated centre folder found here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\ERA's	Trainer and Assessor
Step 3: The completed ERA is saved in the designated centre folder here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\ERA's	Trainer and Assessor
Step 4: The ERA must be reviewed at intervals of no greater than three (3) months which aligns with the legislative requirement to review a training record. This evidence must include: • A documented workplace visit form signed and dated by the employer and training provider confirming the ERA has been reviewed and, if necessary, updated to reflect any changes to the workplace regarding facilities, range of work, supervision, and / or training under the training plan • Appendix One of the ERA form being completed, confirming the ERA has been reviewed and, if necessary, updated to reflect any changes to the	Trainer and Assessor/ Employer

workplace regarding facilities, range of work, supervision, and / or training under the training plan.	
Step 5: The **t**rainer and assessor is required to email the training and compliance coordinator to inform them when an ERA has been completed/updated. The training and compliance coordinator is then required to update the ERA register which is saved in the ERA folder here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\ERA's	Trainer and Assessor/ Administration / Training and Compliance Co-ordinator
NOTE: When a student enrolled in a traineeship or apprenticeship completes or cancels their enrolment, or when a workplace supervisor who is listed on the ERA leaves, the ERA for that early childhood service <u>MUST</u> be completed again to accurately reflect what student are currently completing a traineeship/apprenticeship within the service and what workplace supervisors are assigned.	Trainer and Assessor

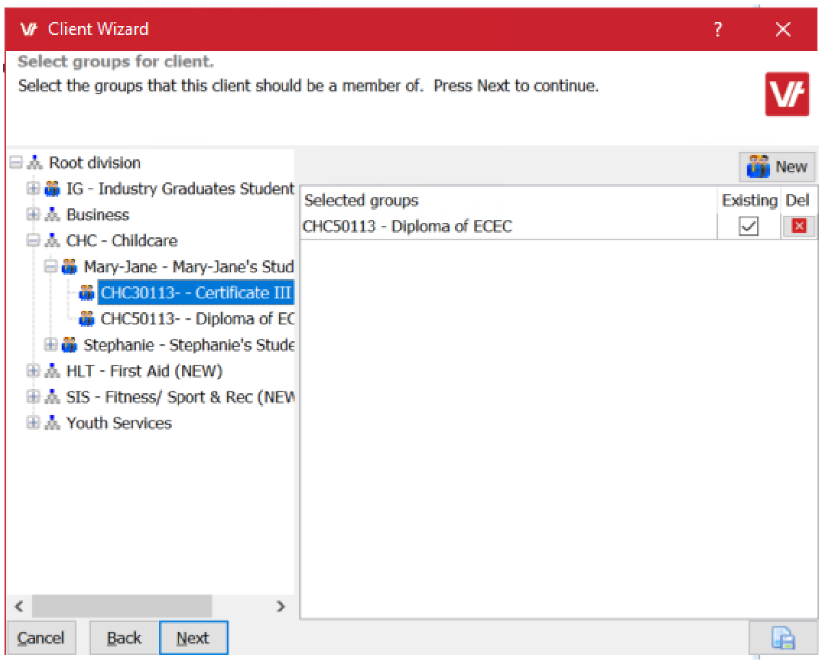
4. FFS/Funded Enrolment

Procedure	Responsibility
Step 1: Venture Education is contacted by a potential students via phone or email. The potential student is sent the enrolment enquiry email containing the following: • Link to the online enrolment form • Link to the online LLN • Student Handbook • Fee Schedule • Student Handbook • Venture Education Course Guide	Administration
Step 2: Student completes the Online Venture Education enrolment form and provides coloured copies of the following documentation: • Current ID – Drivers Licence (Front and Back), Birth Certificate, Proof of Age Card or Passport • Proof of citizenship – Current Medicare Card • Concession Card (If Applicable) • Proof of residency **<u>Must Show Current Address</u>** (For students accessing C3G and HLS funding) – Driver's Licence/Proof of Age Card, Concession Card or Utility Bill in their name.	Student
Step 3: Students file created on Dropbox (SMITH, Jane) two folders created within the students file – Folder 1: Assessment Documentation – Folder 2: Enrolment.	Administration
Step 4: Student's enrolment form saved to their file in the enrolment folder with copies of ID documentation, qualifications (Certificate, Academic Transcript, Statement of Attainment) etc. Authority to release letter signed by students applying for credit transfers.	Administration

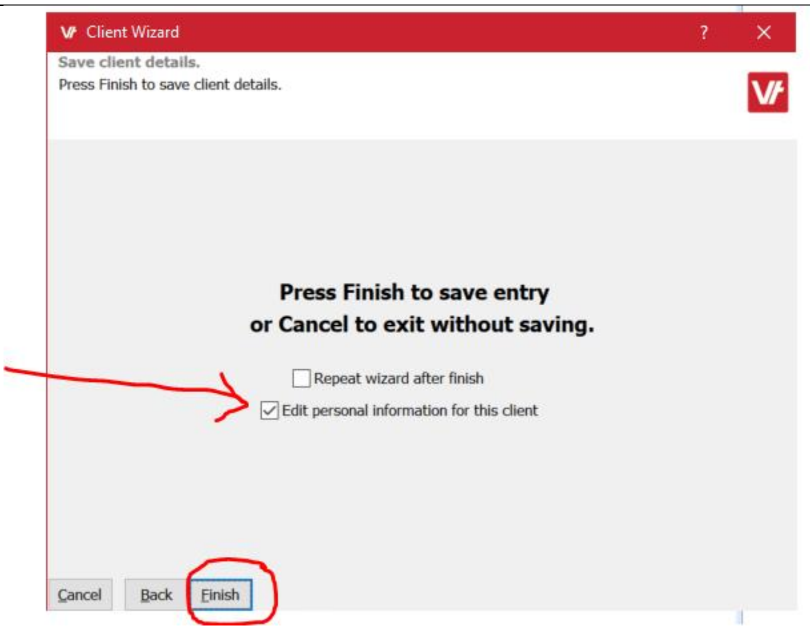
Step 5: USI Transcript is accessed and downloaded and saved in students file for any applicable credit transfers. **OR** Qualification/Academic Transcript/Statement of Attainment provided by the student are reviewed. An email sent to the issuing RTO with the Qualification/Academic Transcript/Statement of Attainment asking for verification of attached documents. The email with verification from the issuing RTO is saved in the students file in the enrolment folder.folder.	Administration / Training and Compliance Co-ordinator
Step 6: Students enrolment form reviewed to ensure all required information provided including Identification documentation and funding eligibility criteria has been met.	Administration / Training and Compliance Co-ordinator
Step 7: AISS Check (DET Connect): An AISS check must be conducted and saved to the students file in the enrolment folder (File Name – DET Connect Check 01-01-2000). All pages of the students AISS check must be saved showing any and all qualifications they have completed, and the units completed within those qualifications. This check will ensure the student is not currently enrolled in a qualification and ensure their eligibility to access funding to complete their chosen qualification.	Administration / Training and Compliance Co-ordinator
Step 8: Enrol student in VetTrak: • Before commencing the enrolment of a new client, you must ensure the state selected is Queensland as shown below:  • To create a new client in VetTrak, click on the button shown below:  • Complete all fields as per the student's completed enrolment form in the window shown below:	



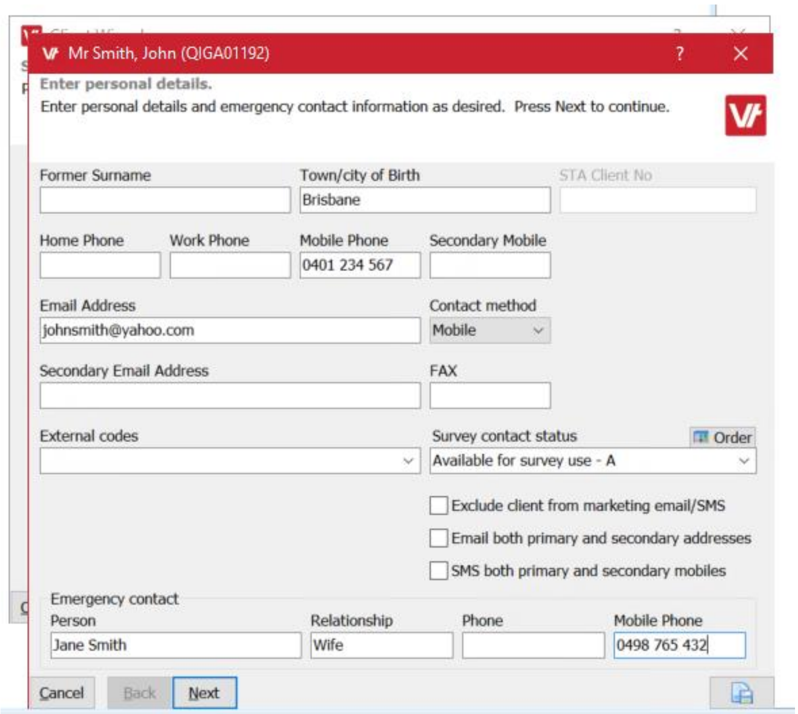
- Click through to the third window and choose the correct Group the students enrolment belongs to i.e. Mary-Jane – Mary-Jane's Students – CHC30113 – Certificate III of ECEC:



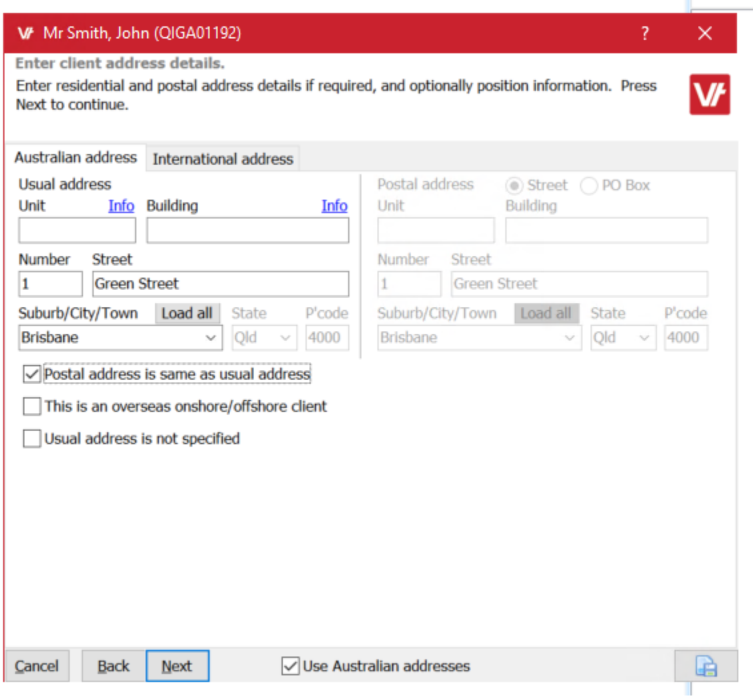
- Click through to the final window shown below. Ensure the box is ticked 'Edit personal information for this client' and click on the button 'Finish':



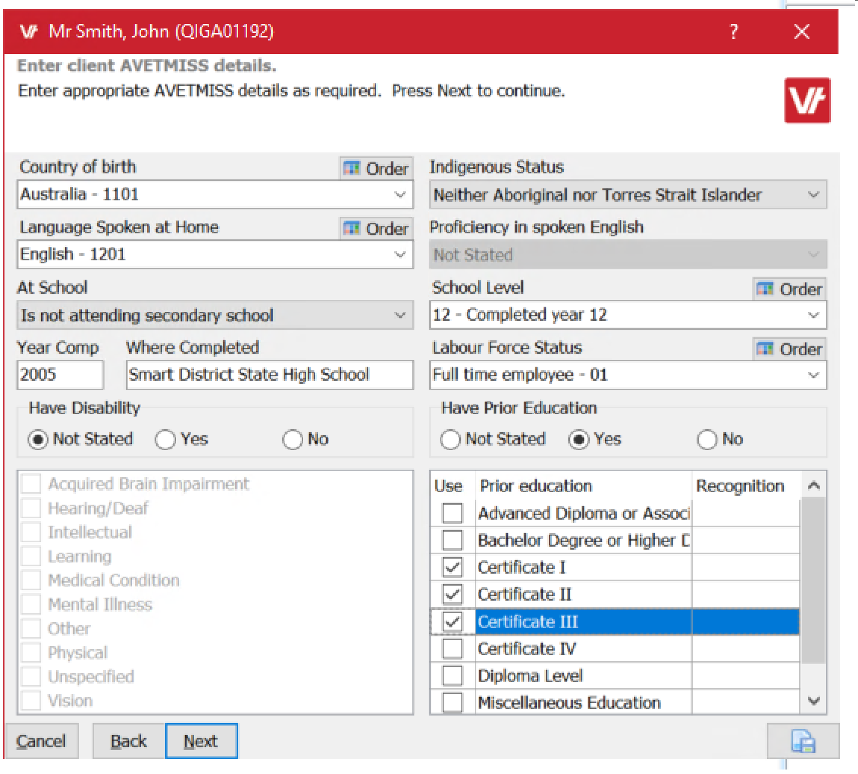
- Complete the personal details as per the information found on the student's enrolment form, ensure the town of birth is entered, the mobile phone, email and contact method (Mobile), emergency contact details is also required in this window as shown below:



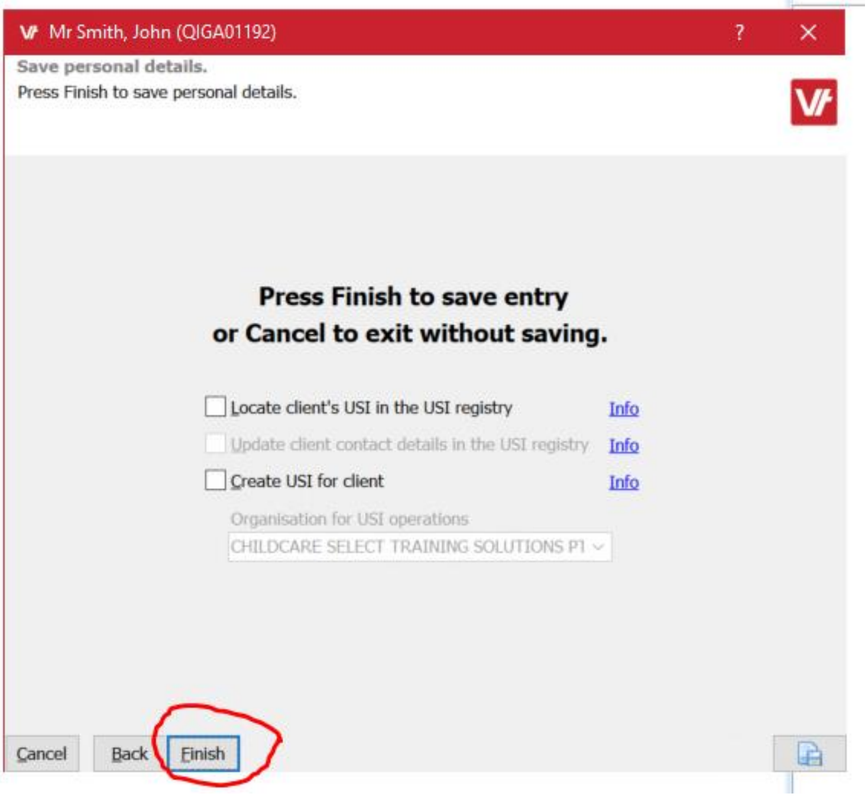
- Enter in the home address details as per the student's enrolment form as shown below:



- Enter all details based on what has been provided in the student's enrolment form for the following:
- Country of birth
- Indigenous Status
- Language spoken at home
- Whether the students is currently At School
- The highest level of school completed
- The year the highest level of school was completed
- Where the student attended school
- The applicable Labour force
- Whether the student has provided details regarding a Disability or Medical Condition
- Whether the student has prior education and what level the prior education was

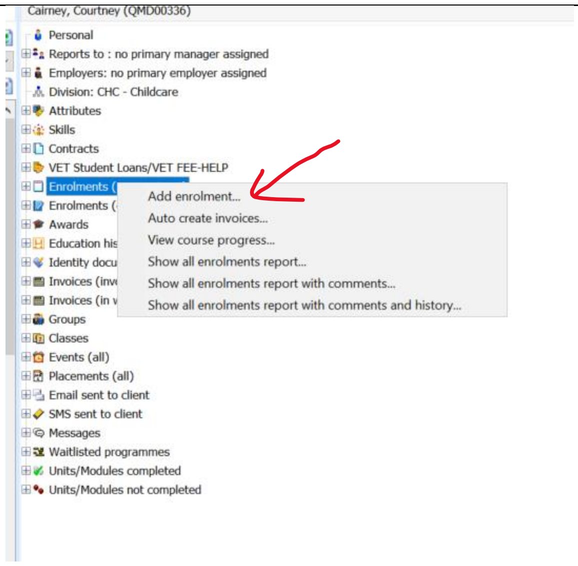


- Click through to the last window and click on the ‘Finish’ button.

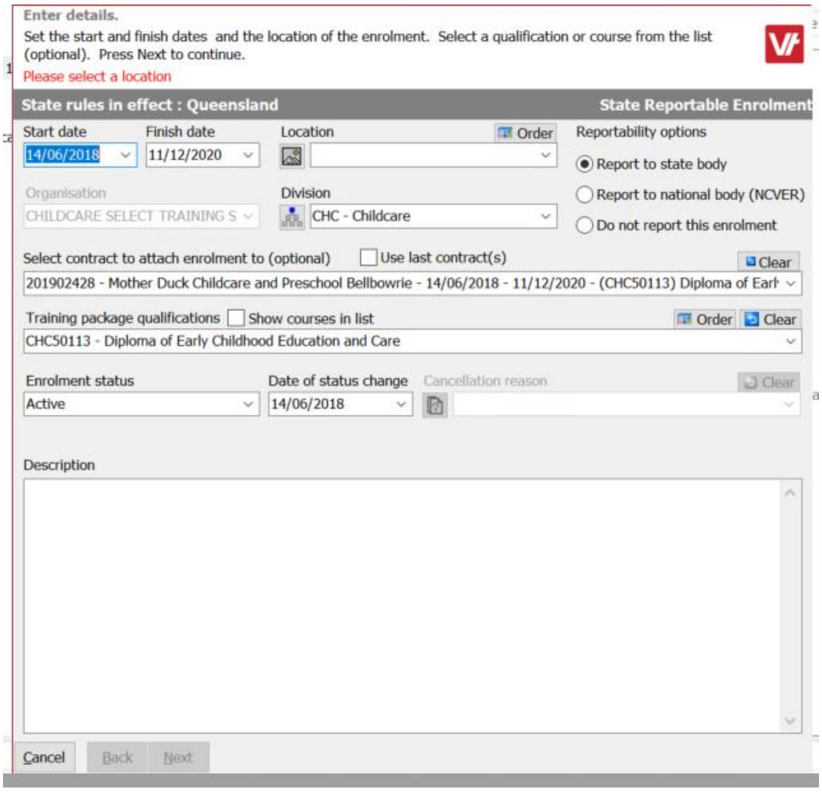


Enrol Student in Qualification:

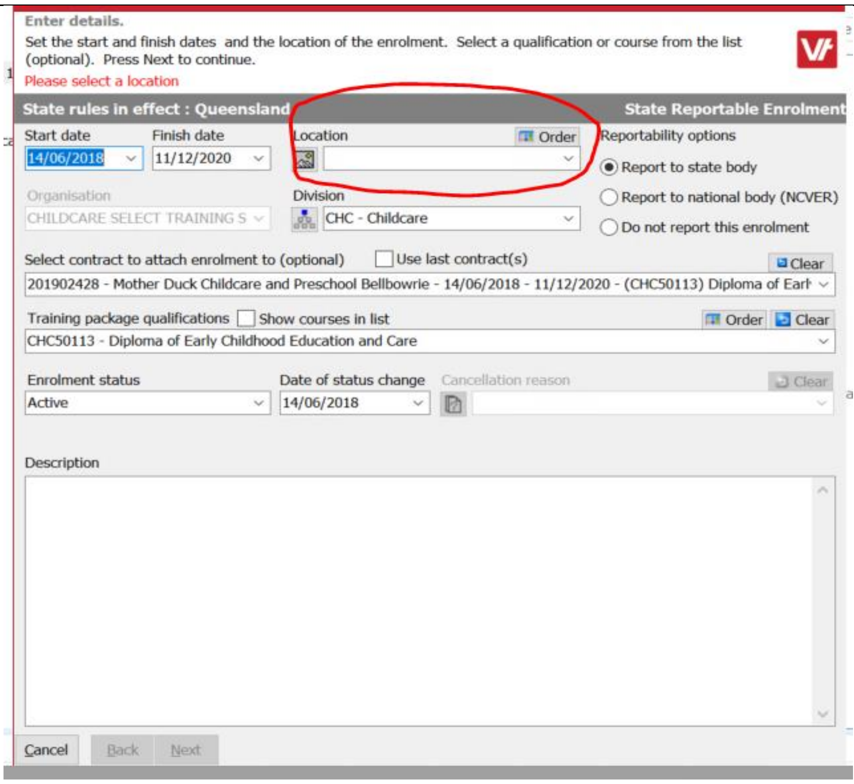
- Right click on ‘Enrolments (non contract) and click ‘Add Enrolment’ as shown below:



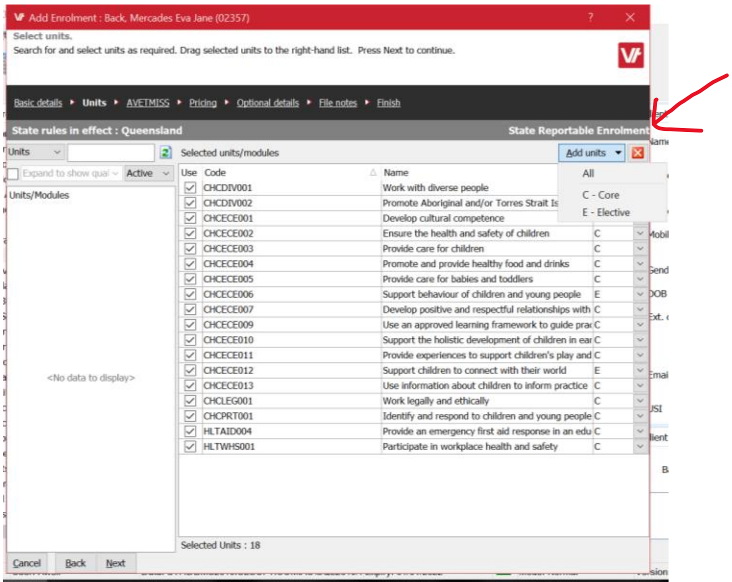
- Enter all relevant details in the enrolment window relevant to the qualification:



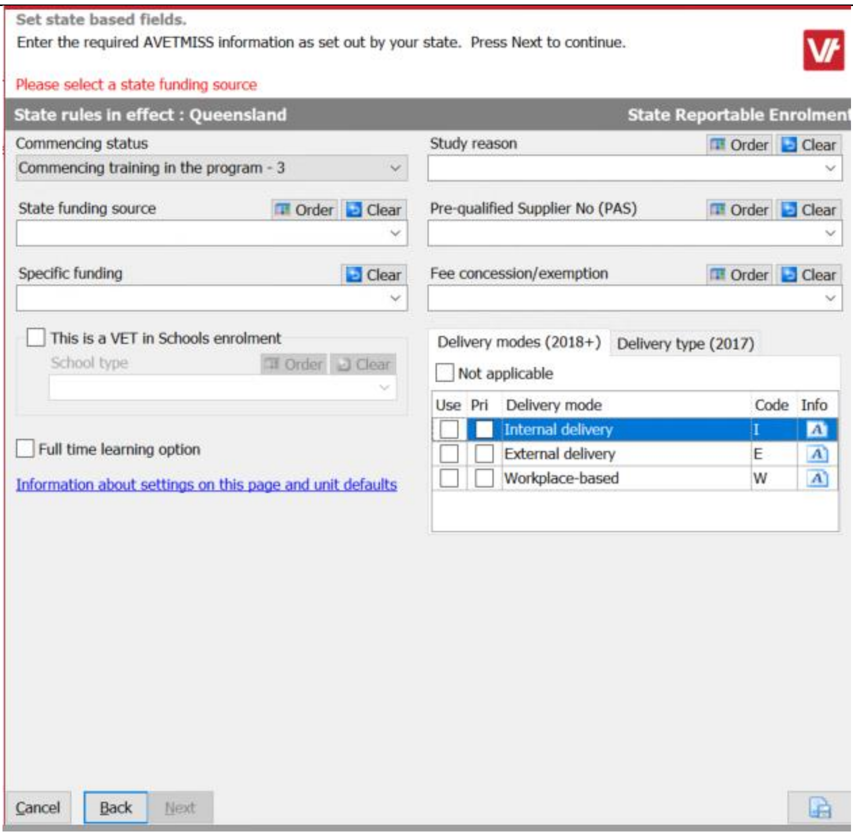
- Ensure the correct location is chosen (S/E QLD) South East Queenslend:



- In the second window you will be required to add the units (Core and Electives). Click on the tab in the top righthand corner that is named 'Add unit'. Select 'All' in the dropdown. This will add all units that have been assigned to the selected qualification as shown below:

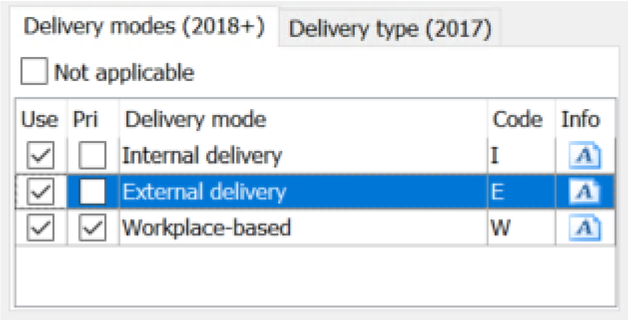


- Click next to complete the AVETMISS information relevant to the enrolment. The information in this window **MUST** be completed correctly to ensure there are no errors and funding can accurately be received for completed units.

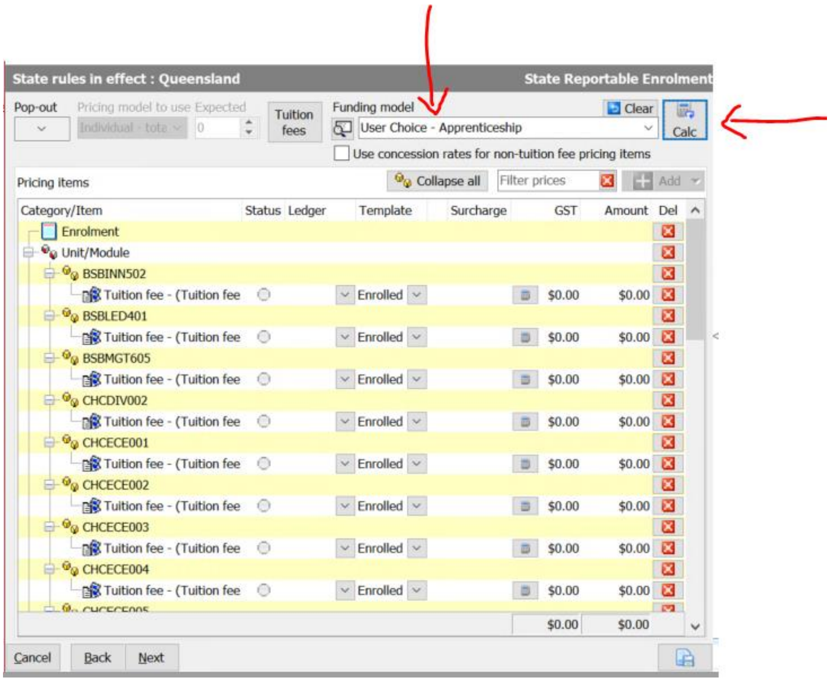


- Commencing Status: Commencing training in the program – 3
- Study reason – As per what is listed on the student's enrolment form.
- State funding source (Only the ones listed below are used by our RTO):
  - 20 – Domestic Client – other revenue (This is selected for all Fee For Service enrolments ONLY)
  - ENH – Higher Level Skills (This is selected for all enrolments accessing Higher Level Skills Funding)
  - ENT – Certificate III Guarantee (This is selected for all enrolments accessing Certificate III Guarantee Fudning)
  - F3 – Apprentices (This is selected for all Diploma of Early Childhood Education and Care enrolments under User Choice – Apprentices)
  - GK – Trainees (This is selected for all Certificate III in Early Childhood Education and Care enrolments under User Choice – Trainees)
  - GS6 –Under 25 Full Fee (This is used for all User Choice enrolments who are aged under 25 and meet the funding eligibility for fee-free training)
  - GS7 – Under 25 Partial Exemption (Eligibility criteria for partial exception is as per the User Choice Policy 2017-2020)
  - GS8 – Under 25 Full Exemption (Eligibility criteria for full exception is as per the User Choice Policy 2017-2020)
- Pre-qualified Supplier No (PAS) (Only Numbers Used By Our RTO Below):
  - C3G/HLS Funding – QS102389
- User Choice Funding – PS101963

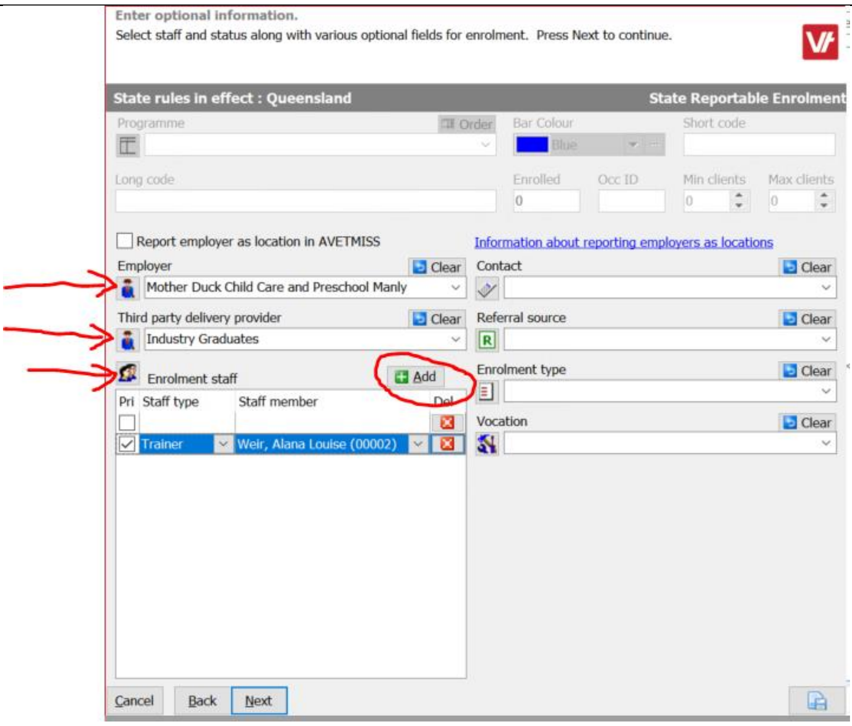
- Fee Concession/Exemption (Complete based on information provided in the student's enrolment form and Eligible Concessional Documentation provided):
  - C – Concessional student (Concession)
  - N – Non-concessional student
- The Delivery Mode for our program must be completed as shown below:



- Click into the next window where the funding model is chosen to calculate the required fees associated with the enrolment:
- In the drop down below 'Funding Model' select the appropriate funding model that corresponds with the student's enrolmeny and then click 'calc' as shown below:



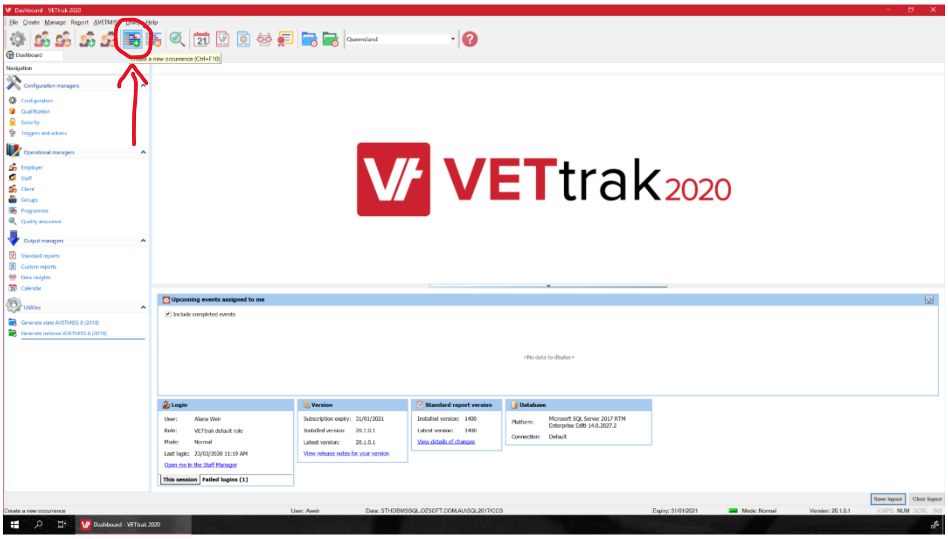
- Click into the next window where you will be required to enter the 'Employer', 'Third Party delivery provider' and 'Enrolment staff' applicable to the student's enrolment. See below for example:

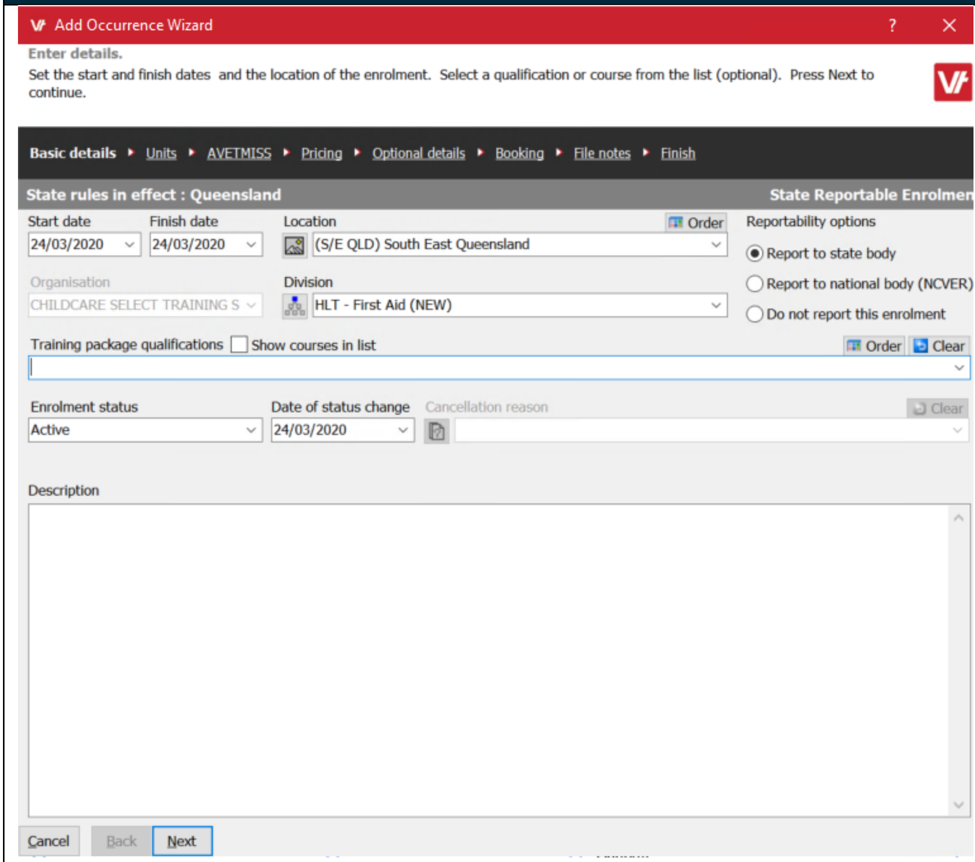


- Click next twice and then click finish to finalise the enrolment.

Step 9: Student added to the ECEC Student Tracker (For assigned trainer and assessor). Include the following details: • Enrolment status (Active, Pending, Suspended, Completed, Cancelled) • Student First Name • Student Last Name • Student Phone • Student Email • Qualification (CHC30113 Certificate III ECEC, CHC50113 Diploma of ECEC) • Funding Source (FFS, C3G, HLS, User Choice) • Enrolment start date • Enrolment end date • Employment status • Service trading name (If known) • Service contact name (If known) • Service phone (If known) • Service email (If known) • Service address (If known)	Training and Compliance Co-ordinator
Step 10: Student LLN results report downloaded and saved in the student's enrolment folder. LLN report reviewed by the Trainer and Assessor and discussed with student during induction.	Administration
Step 11: Student's training plan is developed based on their enrolment and any eligible credit transfers applied. The completed training plan is saved in the students file.	Training and Compliance Co-ordinator
Step 12: Student sent the welcome email containing their training plan, first cluster of course material, link to the google drive containing required readings. Trainer and Assessor cc'd in email.	Training and Compliance Co-ordinator
Step 13: Course induction completed with student to go through their training plan, course structure/delivery, accessing course resources, LLN results and requirements to complete their early childhood qualification.	Trainer/Assessor

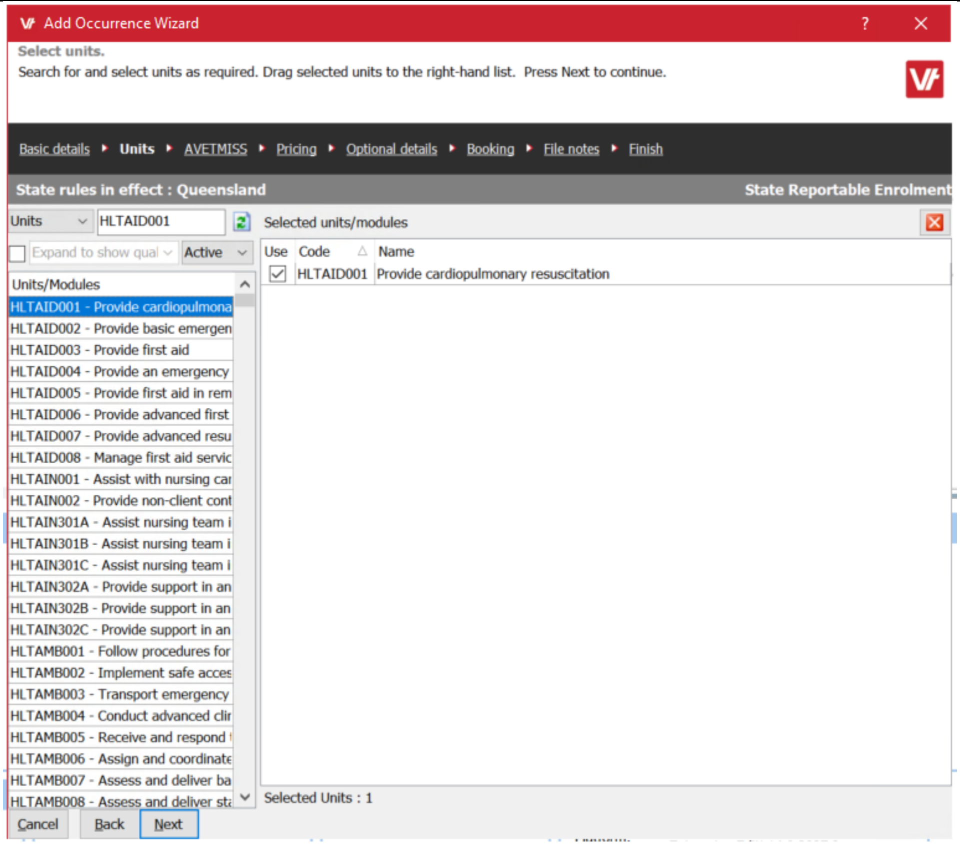
5. Creating Occurences in VETtrak

Procedure	Responsibility
Step 1: Create an occurrence • Occurrences are used in VETtrak for creating classes/courses such as First Aid where a group of students attend the same course/qualification. • Open VETtrak and click on the graph with the green plus circle found on the toolbar at the top of the VETtrak dashborard:  • Once the occurrence wizard is open complete the required sections: • Start date • Finish date • Location • Reportability options • Division • Training package qualification (If Applicable) – **<u>Not applicable for First Aid occurrences</u>**	Administration / Training and Compliance Co-ordinator

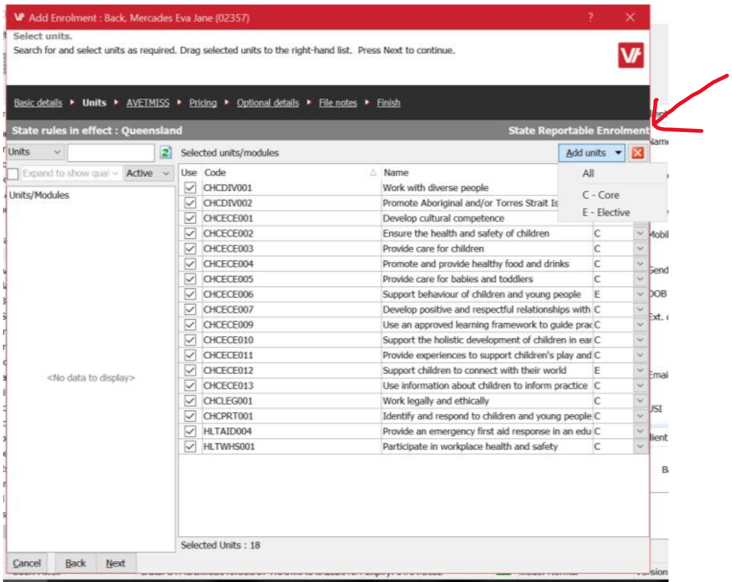
<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>


- Click ‘Next’ to open the following window. In this window the units related to the occurrence need to be added. Use the window at the top to type in the required unit/s to be included in the occurrence. Once the unit is listed below, double click on the unit or hold and drag the unit over to the window on the right. Click ‘Next’:
</td><td></td></tr>
</table>

Procedure	Responsibility



- In the next window you will be required to add the units (Core and Electives). Click on the tab in the top righthand corner that is named ‘Add unit’. Select ‘All’ in the dropdown. This will add all units that have been assigned to the selected qualification as shown below:

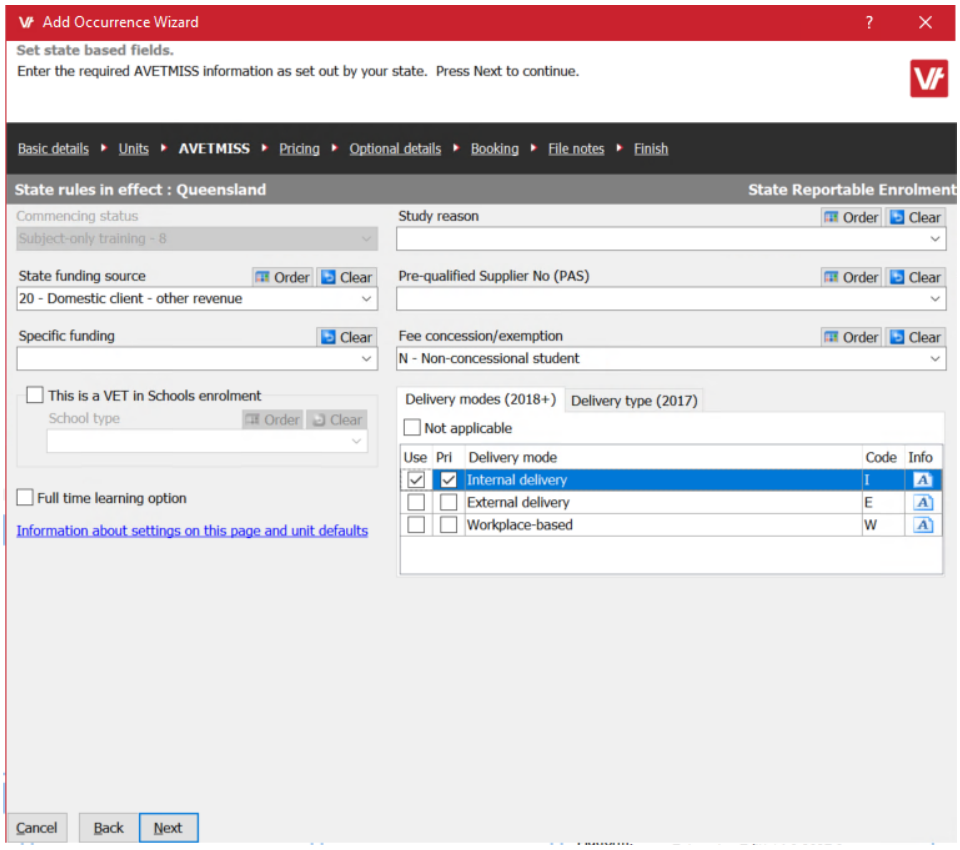


- In the next window complete the AVETMISS requirements relevant to the occurrence:
- Study reason – As per what is listed on the student’s enrolment form.
- State funding source (Only the ones listed below are used by our RTO):

Procedure	Responsibility

- 20 – Domestic Client – other revenue (This is selected for all Fee For Service enrolments ONLY)
- ENH – Higher Level Skills (This is selected for all enrolments accessing Higher Level Skills Funding)
- ENT – Certificate III Guarantee (This is selected for all enrolments accessing Certificate III Guarantee Fudning)
- F3 – Apprentices (This is selected for all Diploma of Early Childhood Education and Care enrolments under User Choice – Apprentices)
- GK – Trainees (This is selected for all Certificate III in Early Childhood Education and Care enrolments under User Choice – Trainees)
- GS6 –Under 25 Full Fee (This is used for all User Choice enrolments who are aged under 25 and meet the funding eligibility for fee-free training)
- GS7 – Under 25 Partial Exemption (Eligibility criteria for partial exception is as per the User Choice Policy 2017-2020)
- GS8 – Under 25 Full Exemption (Eligibility criteria for full exception is as per the User Choice Policy 2017-2020)

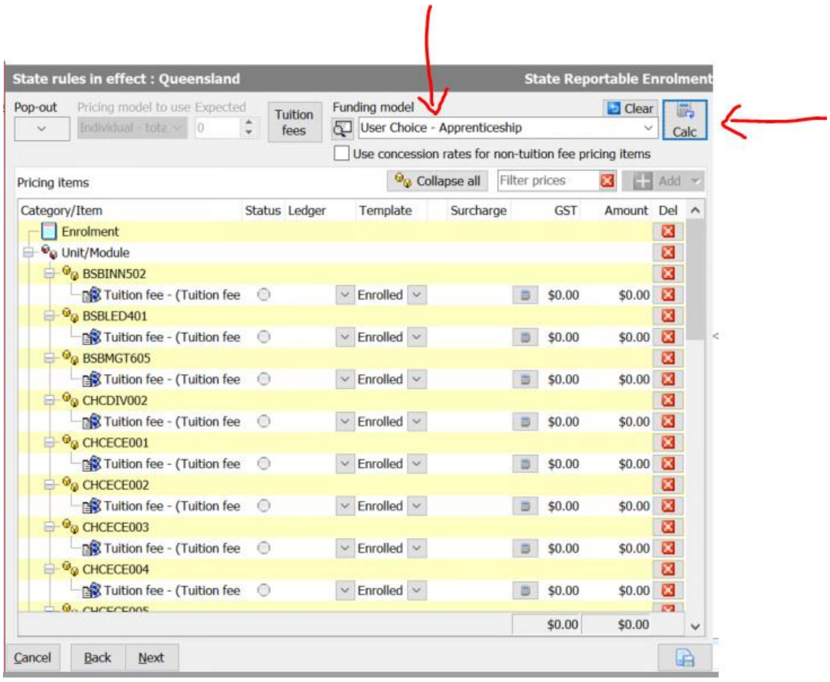
- Fee Concession/Exemption (Complete based on information provided in the student's enrolment form and Eligible Concessional Documentation provided):
  - C – Concessional student (Concession)
  - N – Non-concessional student
  - Enter the delivery mode as relevant for the occurrence.



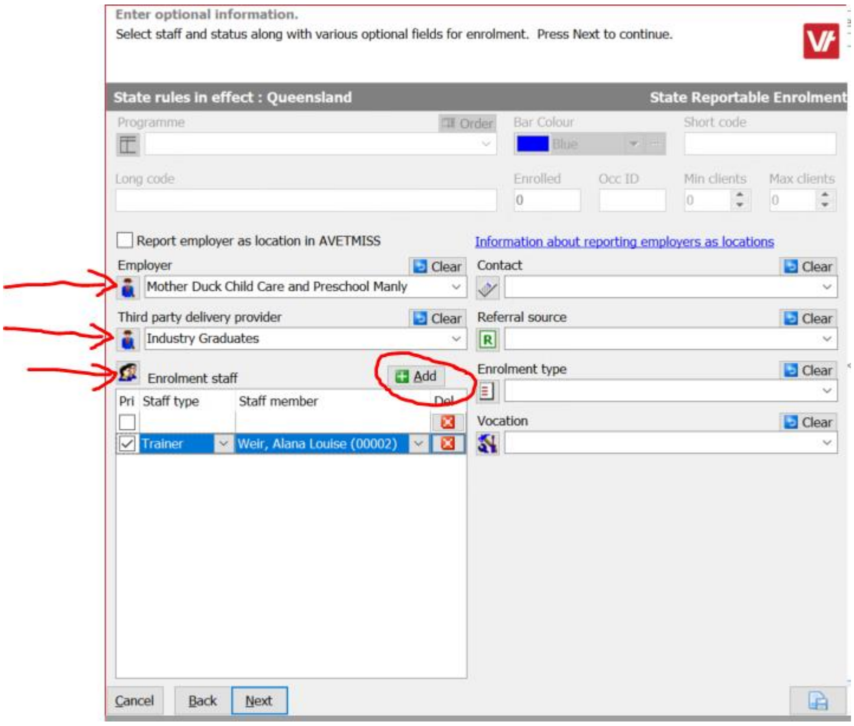
- Click into the next window where the funding model is chosen to calculate the required fees associated with the enrolment:

Procedure	Responsibility

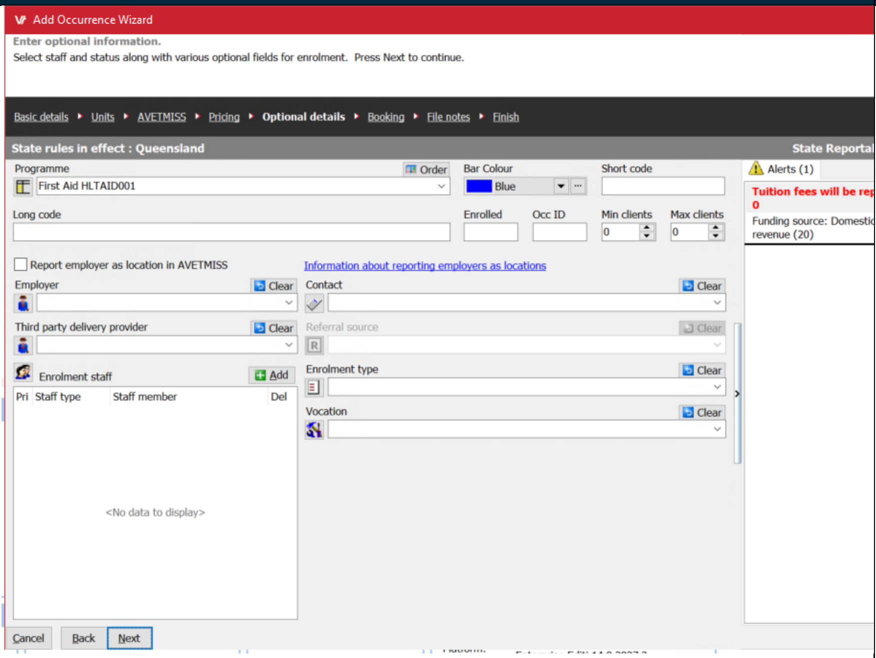
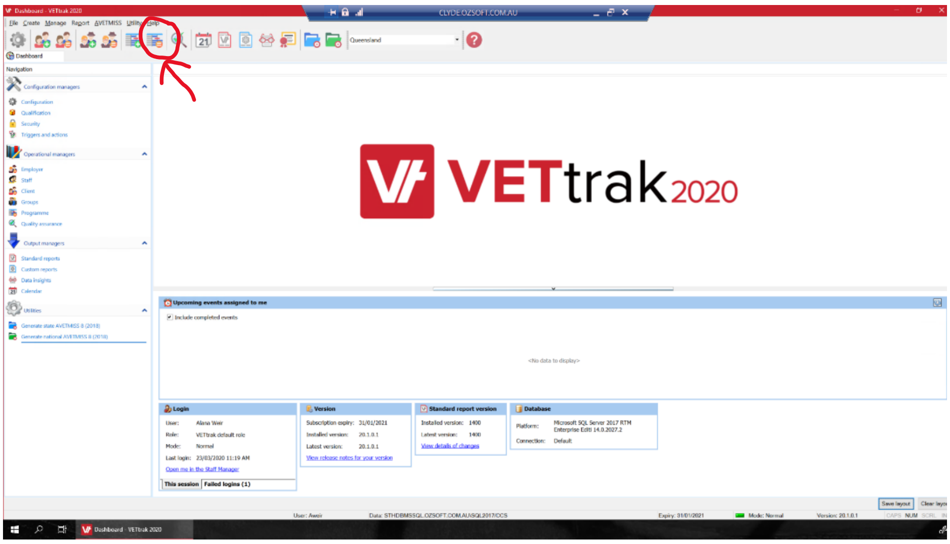
- In the drop down below ‘Funding Model’ select the appropriate funding model that corresponds with the occurrence then click ‘calc’ as shown below:



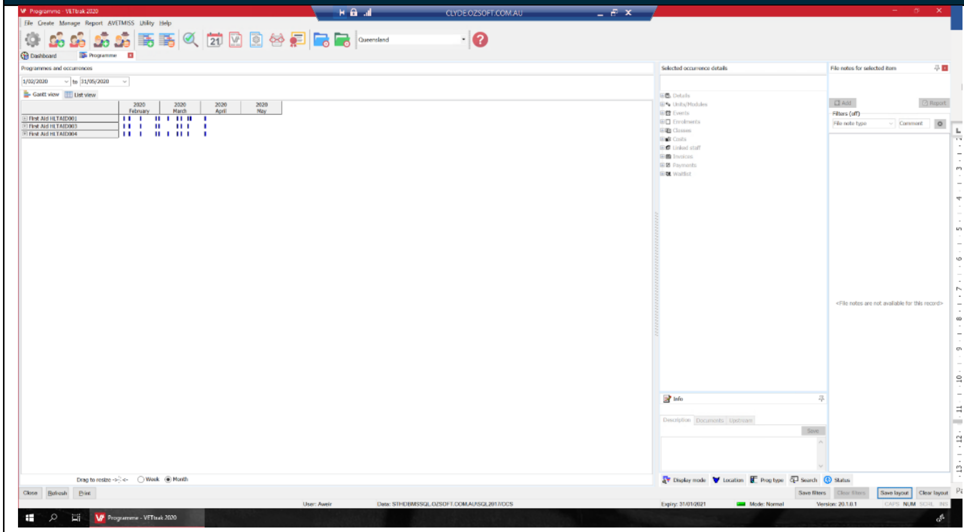
- Click into the next window where you will be required to enter the ‘Employer’, ‘Third Party delivery provider’ and ‘Enrolment staff’ applicable if applicable to the occurrence. See below two examples:



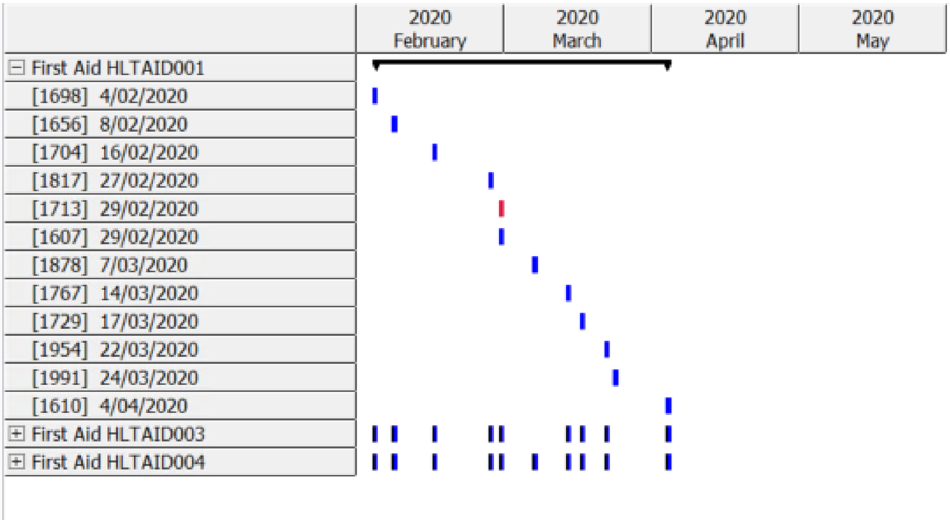
- For First Aid occurences a ‘Programme’ will need to be selected at the top basednon the course the occurrence is i.e. HLTAID001 for HLTAID001 courses.

Procedure	Responsibility
 • Click next three times and then click finish to finalise the occurence.	
Step 2: Review the occurrence and enrol students • To review the occurrence click on the graph picture with the orange circle:  • Once the occurrence window is open, all other occurrences will be listed on the left under the specified program:	Administration / Training and Compliance Co-ordinator

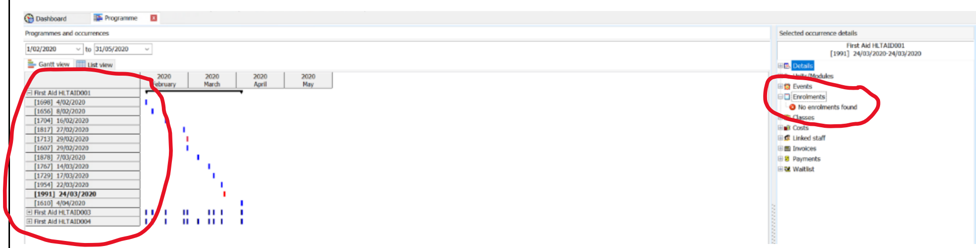
Procedure	Responsibility



- Click on the (+) next to the program to drop down and show the dates:

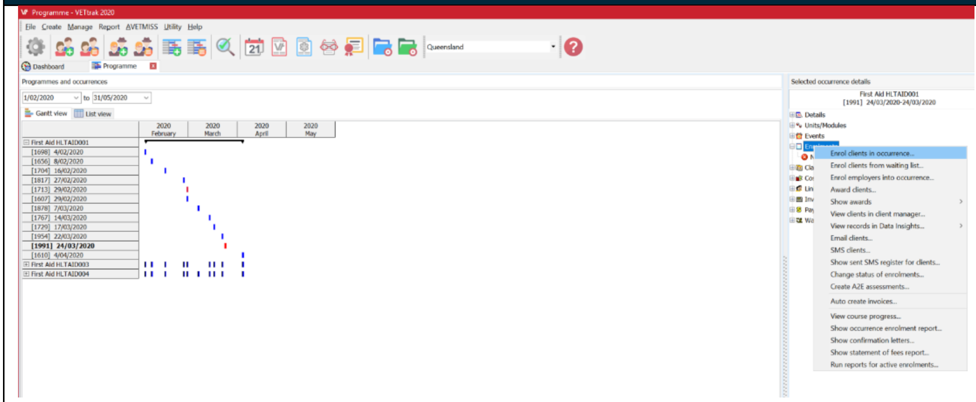


- Click on the occurrence (Date)
- On the right click on the (+) next to ‘Enrolments’.

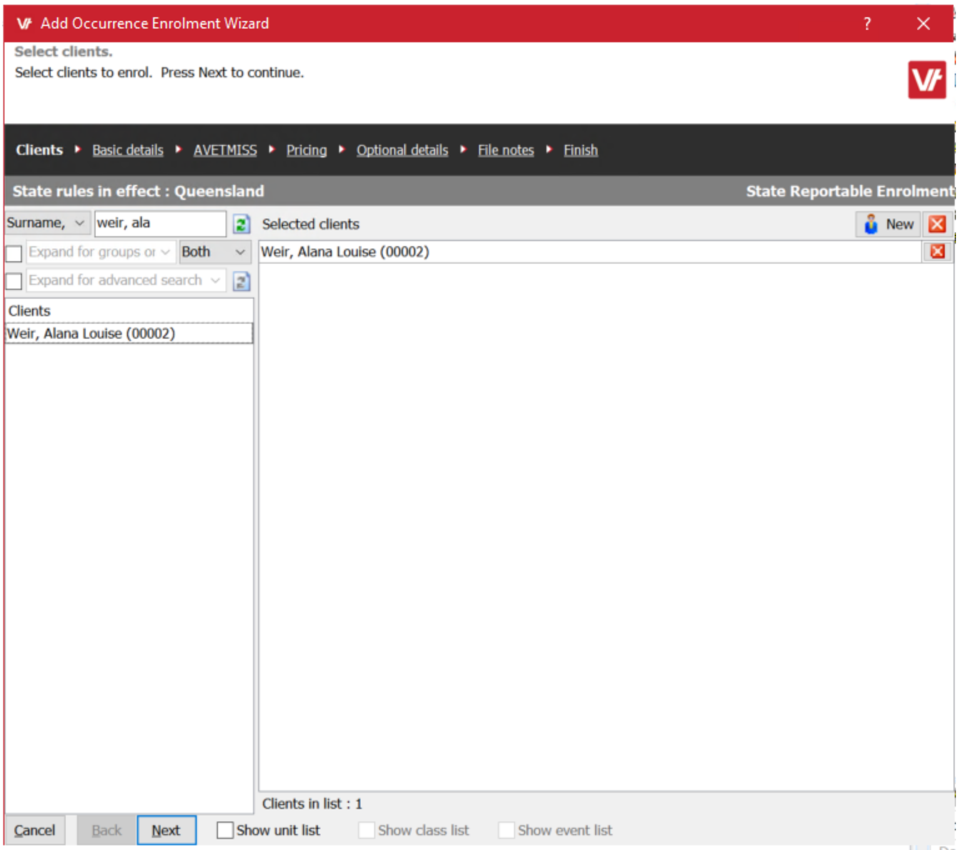


- Right click on ‘Enrolments’ and click ‘Enrol clients in occurrence’

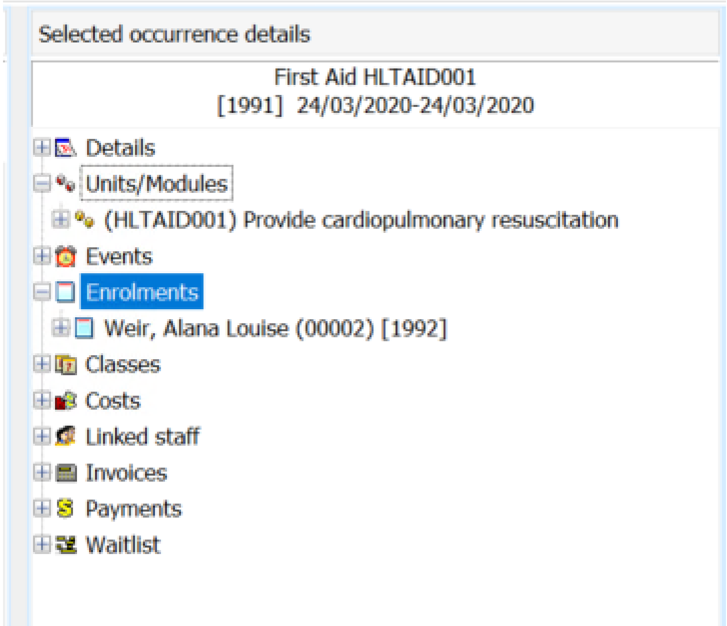
Procedure	Responsibility



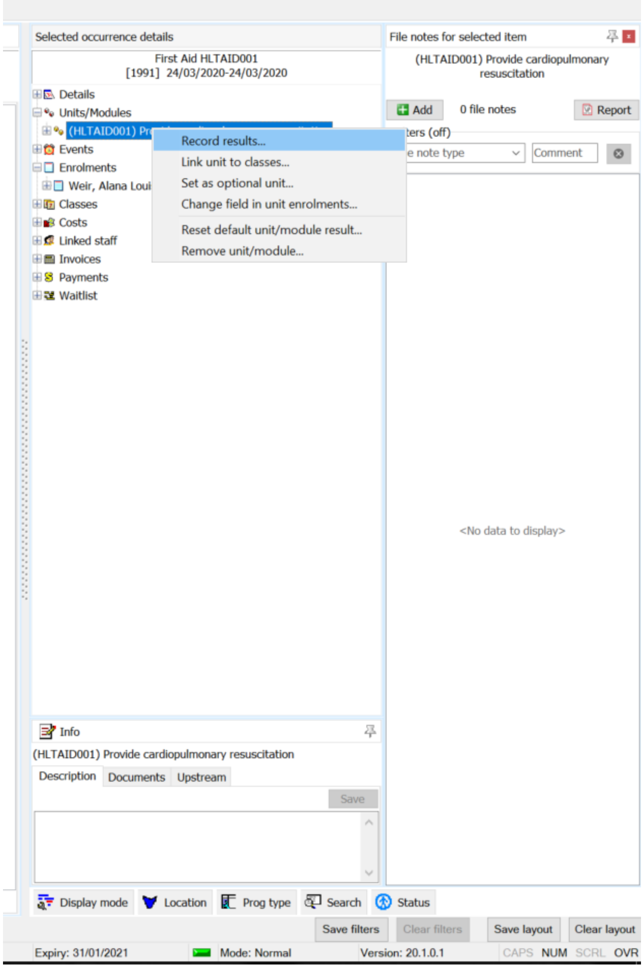
- Type in the student’s name who is enrolling into the occurrence in the search window at the top left.
- Double click or drag the student’s name when listed in the left column so the stuident’s name appears in the box on the right.



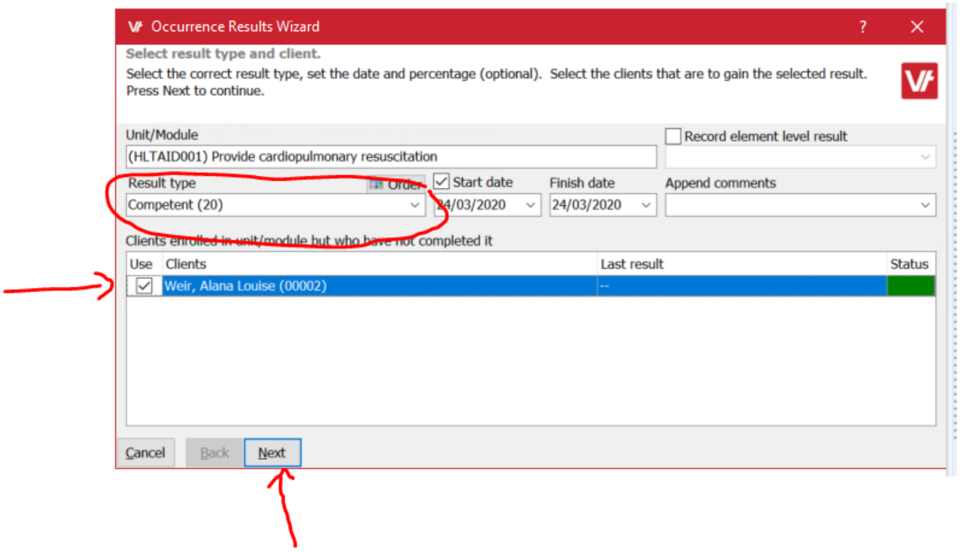
- All details will be prepaid in the enrolment for the student based on what was originally entered when the occurrence was created.
- Click all the way throigh to the ‘Finish’ button.

Procedure	Responsibility
Step 3: Result units in the occurrence • Once the students enrolled in the occurrence have completed the requirements for the units listed, results will need to be completed for each student. • On the right side click on the (+) button next to 'Units/Modules'. The units listed in the occurrence will be displayed below.  • Right click on the unit the result is required to be recorded against and click on 'Record results'	Administration / Training and Compliance Co-ordinator

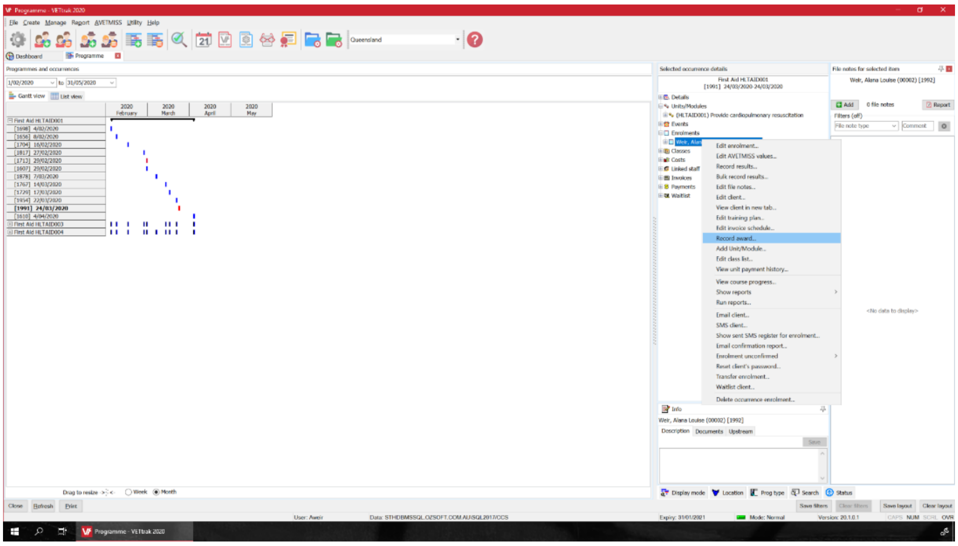
<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>



Use the ‘Result Type’ drop down to choose the result required i.i Competent.
Click on the relevant student the result is to be recorded for.
Click ‘Next’ and ‘Finish’ to close the window.



</td><td></td></tr>
</table>

Procedure	Responsibility
Step 5: Record an award in an occurrence • To record an award for a student in an occurrence, right click on the student and click 'Record Award' and follow steps for recording awards in the completions section of this Policy and Procedure. 	Administration / Training and Compliance Co-ordinator

6. Student files

- SRTOs: Clauses 3, 5.4 and 7.5, 8.1

Procedure	Responsibility

Step 1: 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
• Within the students folder create three folders named:
  • Enrolment
  • Assessment Documentation
• Save the students enrolment form, Forms of ID (If Applicable), DET Connect Check (If applicable), SOA and Academic Transcripts (If Applicable) and LLN Report.
	Administration / Training and Compliance Co-ordinator

Step 2: Manage/ update student files • Throughout the student's course, save all assessment documents in the file named 'Assessment Documentation' All files must be saved according to the **TA6: Assessment Submission and Marking Policy & Procedure** • All documents relating to the student's enrolment must be saved in the students file which include:	Administration / Training and Compliance Co-ordinator

Procedure	Responsibility
– Assessment evidence and records of assessment outcomes – Evidence of vocational placement – Enrolment records including extensions, suspensions and completion checklists/documentation.	
Step 3: Save copies of correspondence and fees • Save copies of any correspondence sent to a student in the students file. This might include letters about progress, attendance reminders, emails to the student, individual support plans etc. • Save copies of invoices sent to the student in the student's file. • Save copies of receipts sent to the student in the student's file.	Administration / Training and Compliance Co-ordinator
Step 4: 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. • 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.	Administration / Training and Compliance Co-ordinator
Step 5: 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 / Training and Compliance Co-ordinator
Step 6: 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 / Training and Compliance Co-ordinator

7.

8. Resulting Units of Competency

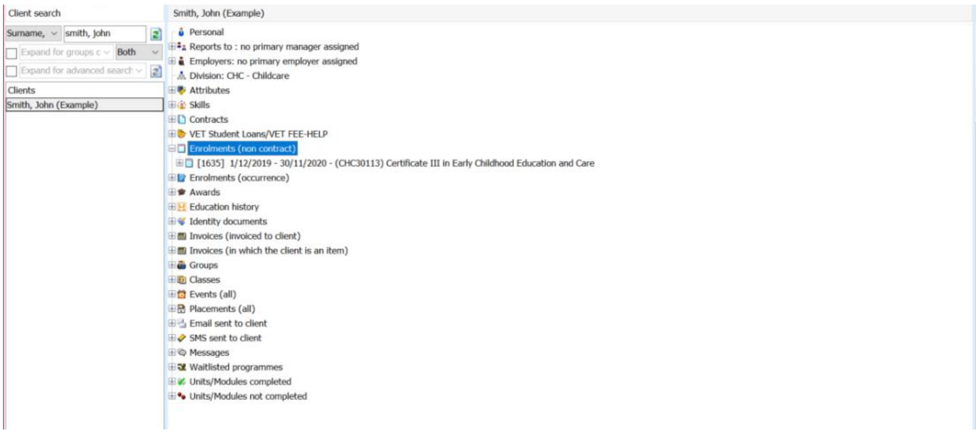
Refer

- SRTOs: Clause 7.5, 8.1

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>

Step 1: Record results

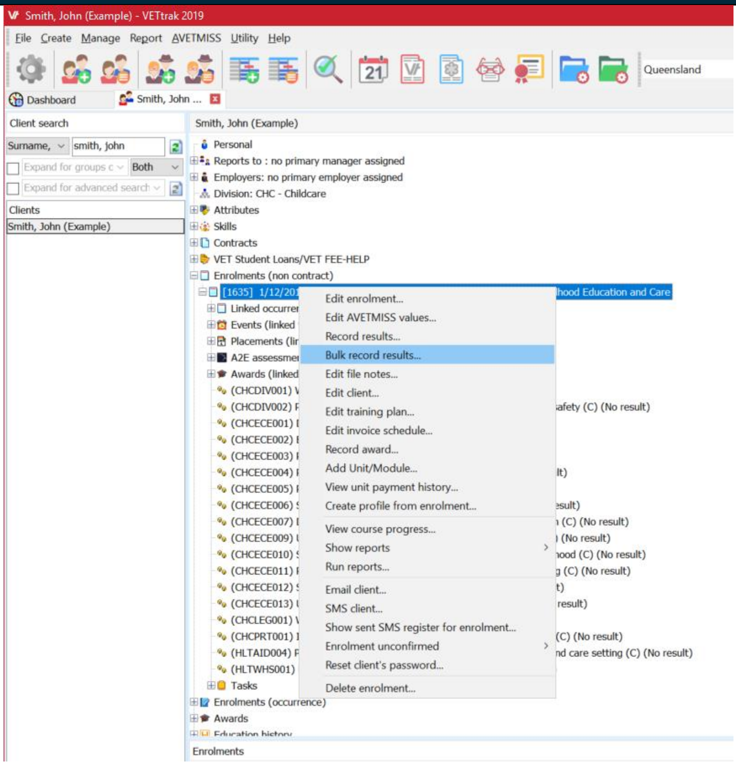
- Trainer and assessor has listed a student on the completion tracker a unit of competency that is ready to be resulted.
- Review the students file accordingly to ensure all requirements have been completed satisfactorily to be resulted competent. Documents to be reviewed include training plan, learning portfolio, theory assessment (if applicable), Workplace observations, verbal questions and training record book (if applicable).
- Log into VetTrak and search for client:



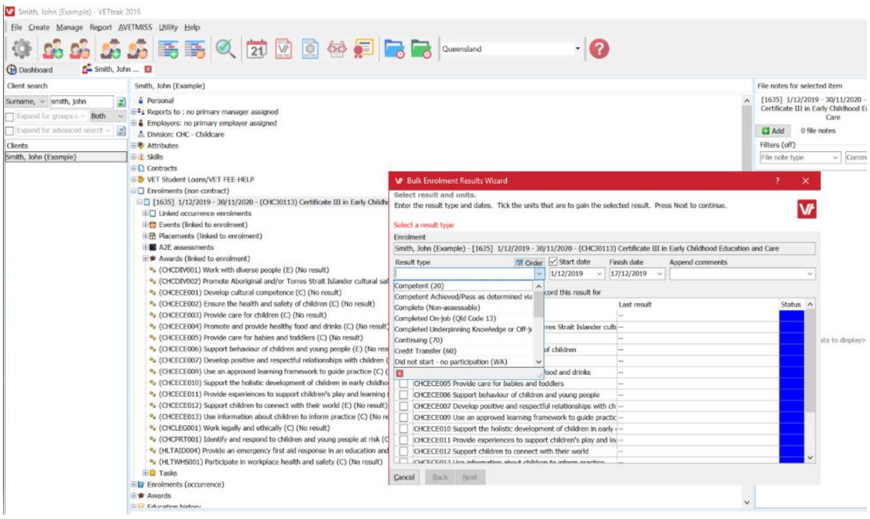
- Once client found click on enrolment (non-contract for FFS and funded students) and (contracts for Trainees and Apprentices)
- Right click on the enrolment and select ‘Bulk Record Results’.

</td><td>Administration / Training and Compliance Co-ordinator</td></tr>
</table>

Procedure	Responsibility



- Choose the result type in the first drop down.



- Choose the correct start and end date for recording the result.
- Choose the unit of competency the result is to be recorded against.
- One the date and unit of competency has been correctly entered and ticked click the 'Next' button at the bottom and in the following window click 'Finish'.
- Record the date resulted in the comments column of the completion tracker.

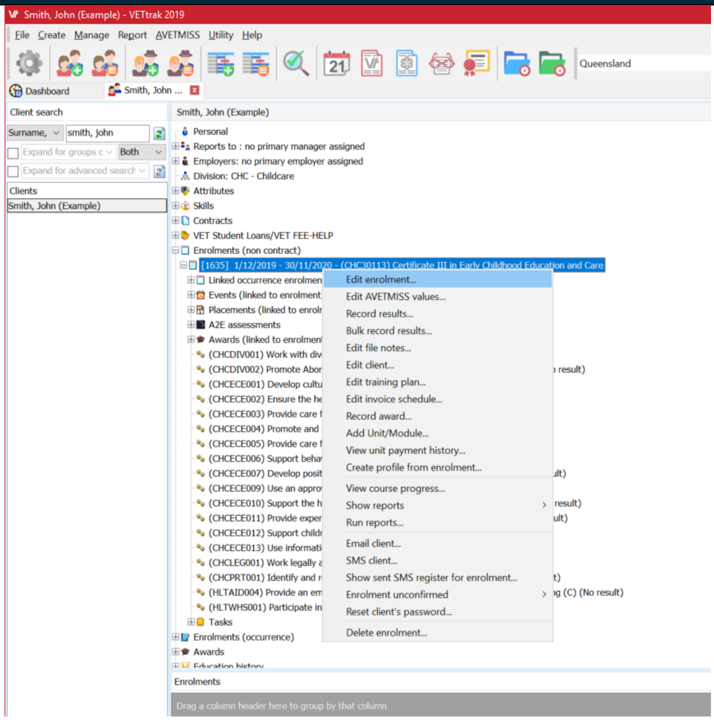
9. Enrolment Withdrawal

Refer

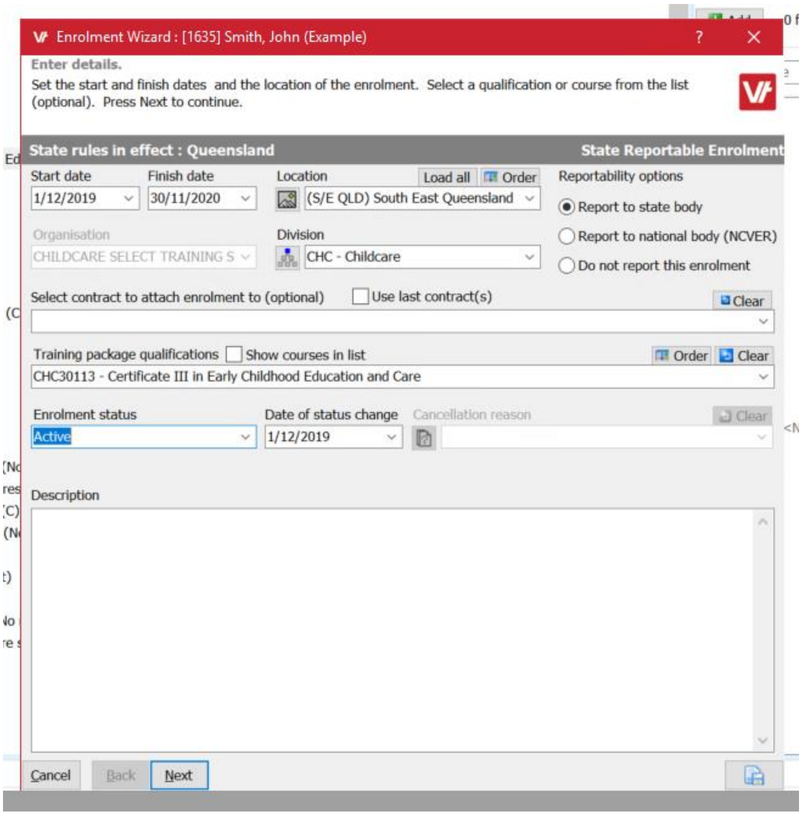
- SRTOs: Clauses 7.5, 8.1

Procedure	Responsibility
Step 1: Process withdrawals • To withdraw from an enrolment a student must complete a Withdrawal Form (FFS, C3G and HLS Students) or Training Contract Cancellation form (User Choice Students). All sections and signatures need to be completed and a date of effect needs to be provided. • The completed Withdrawal Form or Training Contract Cancellation Form and Enrolment Cancellation Checklist must be saved in the student's file in Drop Box and a copy emailed to training@ventureeducation.edu.au for processing. • Upon receipt of the Withdrawal Form, Training Contract Cancellation Form and Enrolment Cancellation Checklist, all the student's files will be reviewed to ensure all required documents are saved in the enrolment and assessment documentation files. Review the student's training plan to ensure all up to date as per what had been commenced etc during the student's active enrolment. • Attempts will be made to contact the student to confirm that they will no longer be interested in completing an ECEC qualification with Venture Education prior to processing the enrolment withdrawal. • Log into VetTrak and search for the student. Review the student's enrolment and personal details and ensure correct as per the details on the cancellation form. • Review the student's training plan and assessment documentation to see if there is evidence to demonstrate a unit has been commenced for the unit to be resulted as 'Withdrawn'. • If a unit is able to be resulted as 'Withdrawn', add the unit to the relevant trainers' completion spreadsheet, result the unit in VetTrak. • Right click on the student's enrolment and click on 'Edit Enrolment'.	Administration / Training and Compliance Co-ordinator

Procedure	Responsibility



- Change the finish date in the Enrolment Wizard to the date the cancellation is to take effect as per the Withdrawal Form/Training Contract Cancellation Form submitted. Change the Enrolment Status to ‘Cancelled’ and ensure the Date of Status Change is as per the cancellation form and the Finish Date. Click “Next” and then click ‘Finish’.

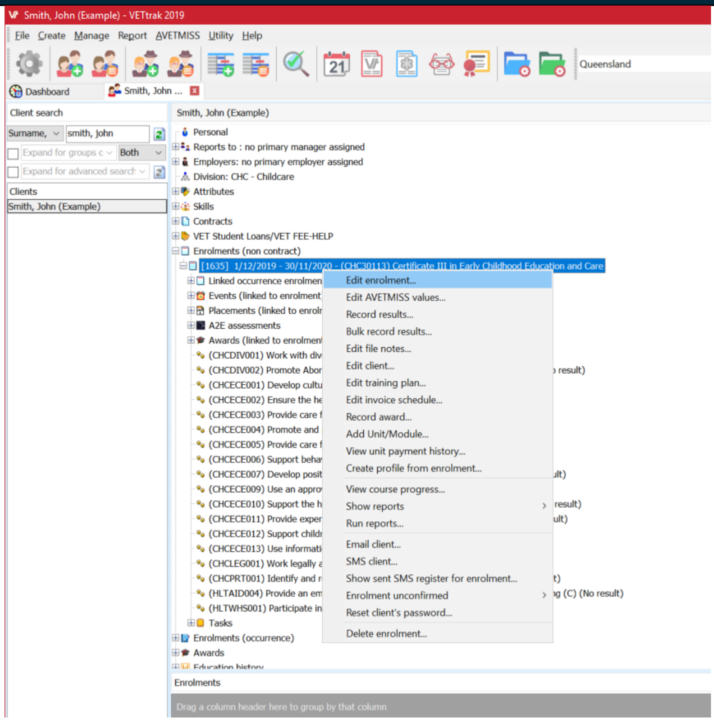


Procedure	Responsibility
• If the student has completed any units within their enrolment, issue a Statement of Attainment. Save the Statement of Attainment in the student's file. • Email student confirmation of enrolment cancellation and attached the Statement of Attainment (If applicable). • Complete all remaining areas of the Withdrawal Form, Training Contract Cancellation Form and Enrolment Cancellation Checklist. • For students who are paying course fees, review their current fee arrangement and determine whether the student is entitled to a refund based on what has been completed and what training has been conducted with the students up until their cancellation date. • Confirm the potential refund with the RTO CEO which will then be recorded on the Enrolment Cancellation Form for FFS and Funded students. For Trainees and Apprentices, the student will be required to complete a Refund Application Form. The completed Refund Application form will need to be approved by the RTO CEO. All refund will need to be processed by the Finance Team. • Save the completed Enrolment Cancellation Form and refund application in the student file. • Remove the student from the ECEC Student Tracker for assigned trainer and add their row to the cancellation sheet in the ECEC Student Tracker. • Remove the student from the Student Training an Engagement Log in JotForm. • Move the students file in Drop Box to the #CANCELLED folder here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\STUDENT FILES\#CANCELLED • The completed Training Contract Cancellation form will be emailed to apprenticeshipsinfo@qld.gov.au (User Choice Students).	

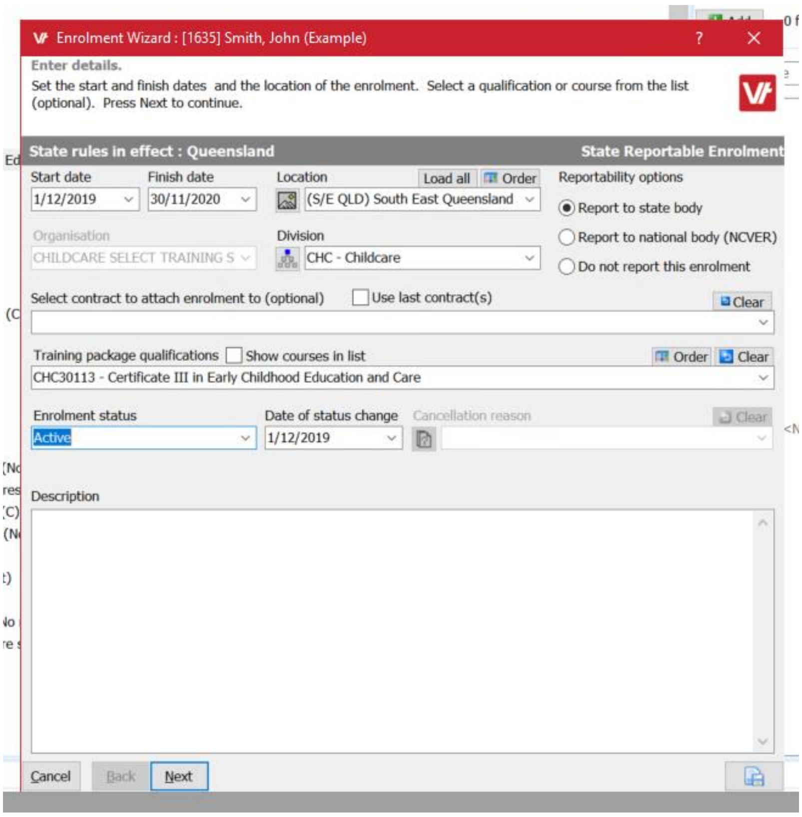
10.Enrolment Suspension

Procedure	Responsibility
Step 1: Process suspensions • To suspend an enrolment a student must complete a course suspension form (FFS, C3G and HLS Students) or Training Contract Suspension form (User Choice Students) • Upon receipt of the suspension form, review the form and the student's enrolment in VetTrak and ensure all personal details are accurate. • Right click on the student's enrolment and click on 'Edit Enrolment'.	Administration / Training and Compliance Co-ordinator

Procedure	Responsibility

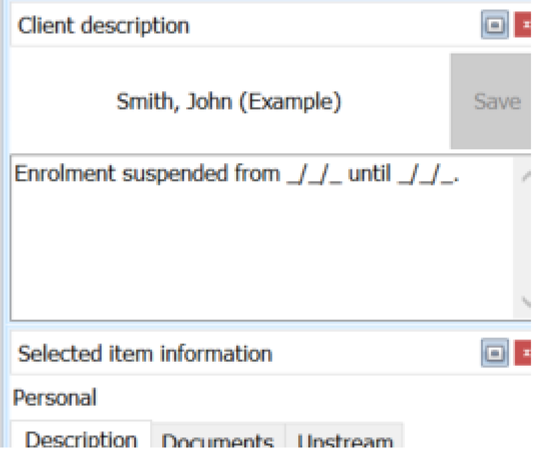


- Change the Enrolment Status to ‘Suspended’ and ensure the Date of Status Change is as per the suspension form. Click “Next” and then click ‘Finish’.

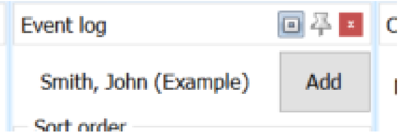


- On the bottom right side of VetTrak in the ‘Client Description’ record details of suspension (Enrolment suspended from _/_/_ until _/_/_)

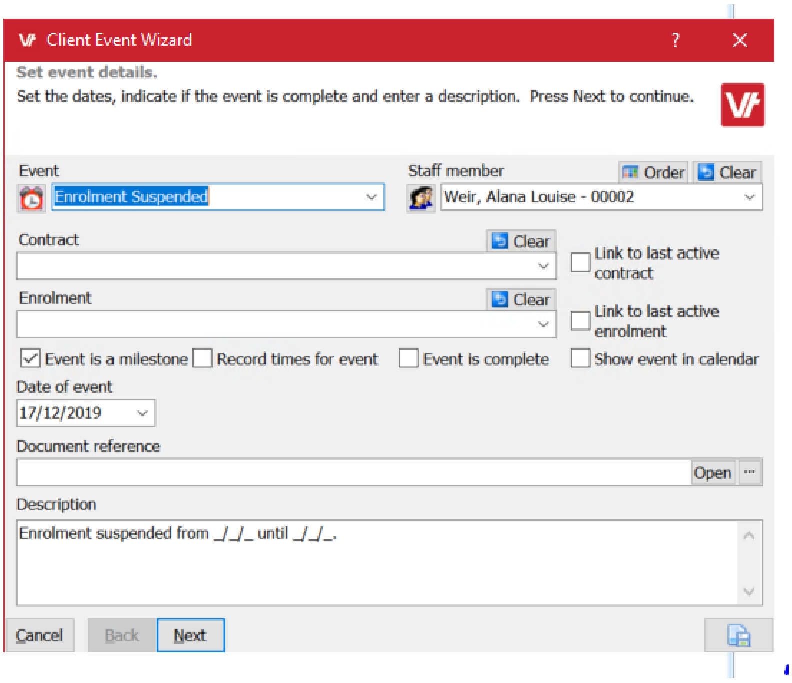
<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>



- Record the suspension in the ‘Event Log’ on the top right side of VetTrak click ‘Add’ to record the details of the student’s suspension.



- In the ‘Event’ dropdown choose ‘Enrolment Suspended’. Select your name in the ‘Staff Member’ drop down. Enter details of the suspension dates commencement and end in the ‘Description’. Click ‘Next’ and then click ‘Finish’.

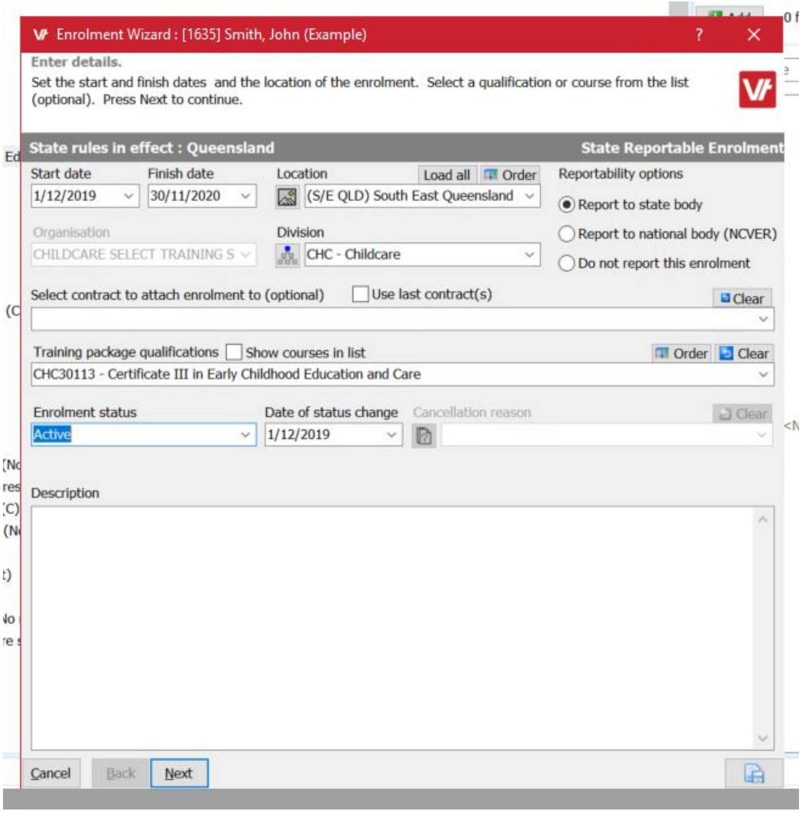


- Ensure the suspension form and training contract suspension form is fully completed and saved in the student’s enrolment folder.
- For trainees and apprentices the training contract suspension form will need to be emailed to apprenticeshipsinfo@qld.gov.au

</td><td></td></tr>
</table>

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>

- For students who are paying course fees, review their current fee arrangement and place payment plan on hold during the enrolment suspension period.
- Send a suspension confirmation email to the student with dates of when the suspension commences and ends.
- Once the suspension end date occurs, contact the students and confirm re-commencement of enrolment.
- Log into VetTrak and review the student’s enrolment. Change the Enrolment Status to ‘Active’ and ensure the Date of Status Change is as per the suspension form. Click “Next” and then click ‘Finish’.



- Review the ECEC student tracker for the assigned trainer and adjust the ‘Enrolment Status’ column to reflect ‘Suspended’. Add a comment to the enrolment status with suspension details including commencement and end of suspension date.
- Email student confirmation of enrolment suspension and cc the assigned trainer.

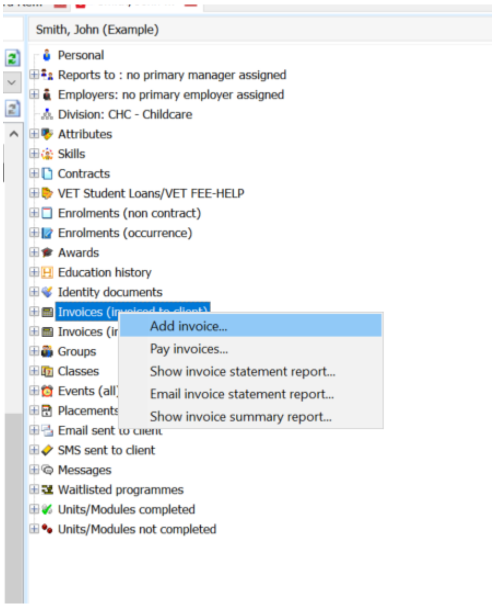
</td><td></td></tr>
</table>

11.Enrolment Extension

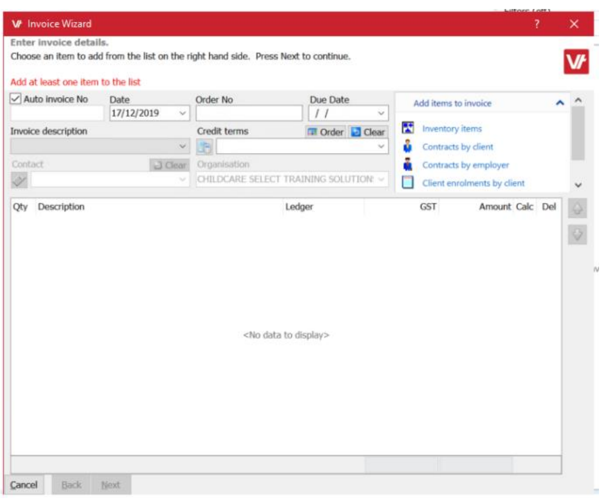
Procedure	Responsibility
Step 1: Process extensions	Administration / Training and

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>

- To extend an enrolment a student must complete an 'Extension Request Form' (FFS, C3G and HLS Students) or Training Contract Extension form (User Choice).
- Upon receipt of the extension form, review the student's training plan to see what units have been completed to date. Communicate with the assigned trainer for the student and determine if the extension timeframe is suitable for the remaining course requirements.
- Approve the extension and record on the extension form.
- Contact the student to pay the required extension fees (FFS, C3G and HLS Students Only).
- Record the payment in VetTrak by creating an Invoice. Right click 'Invoices (Invoiced to client) and click 'Add invoice'.

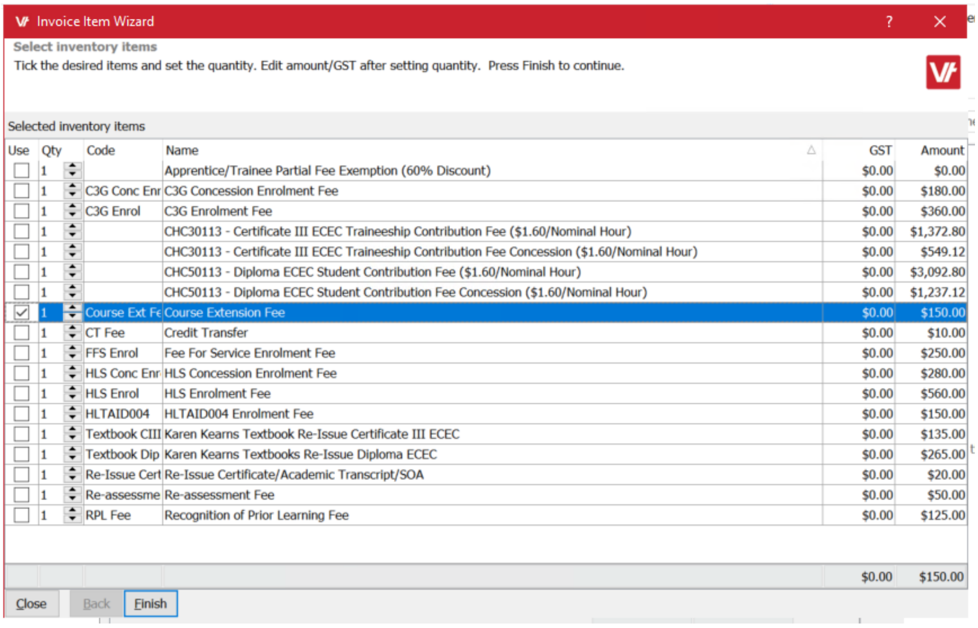


- In the Invoice Wizard, enter the date and the due date for the amount being invoiced.



</td><td>Compliance Co-ordinator</td></tr>
</table>

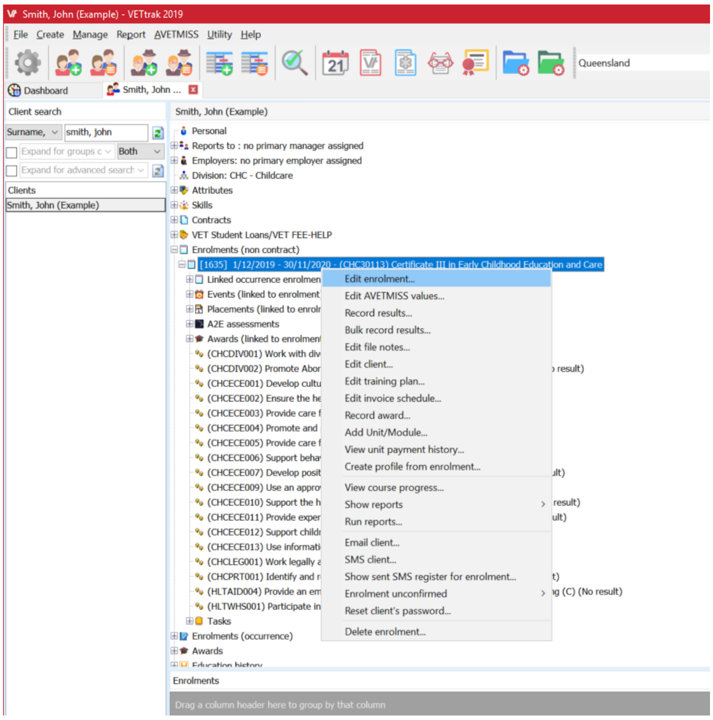
Procedure	Responsibility
• Click on 'Inventory Items' and tick the box listed 'Course Extension Fee'. In the far right column ensure the amount showing is accurate as per the extension fees listed on the extension application form agreed upon by the student for the amount of time the extension is needed.	



Use	Qty	Code	Name	GST	Amount
☐	1		Apprentice/Trainee Partial Fee Exemption (60% Discount)	$0.00	$0.00
☐	1	C3G Conc Enr	C3G Concession Enrolment Fee	$0.00	$180.00
☐	1	C3G Enrol	C3G Enrolment Fee	$0.00	$360.00
☐	1		CHC30113 - Certificate III ECEC Traineeship Contribution Fee ($1.60/Nominal Hour)	$0.00	$1,372.80
☐	1		CHC30113 - Certificate III ECEC Traineeship Contribution Fee Concession ($1.60/Nominal Hour)	$0.00	$549.12
☐	1		CHC50113 - Diploma ECEC Student Contribution Fee ($1.60/Nominal Hour)	$0.00	$3,092.80
☐	1		CHC50113 - Diploma ECEC Student Contribution Fee Concession ($1.60/Nominal Hour)	$0.00	$1,237.12
☑	1	Course Ext Fe	Course Extension Fee	$0.00	$150.00
☐	1	CT Fee	Credit Transfer	$0.00	$10.00
☐	1	FFS Enrol	Fee For Service Enrolment Fee	$0.00	$250.00
☐	1	HLS Conc Enr	HLS Concession Enrolment Fee	$0.00	$280.00
☐	1	HLS Enrol	HLS Enrolment Fee	$0.00	$560.00
☐	1	HLTAID004	HLTAID004 Enrolment Fee	$0.00	$150.00
☐	1	Textbook CIII	Karen Kearns Textbook Re-Issue Certificate III ECEC	$0.00	$135.00
☐	1	Textbook Dip	Karen Kearns Textbooks Re-Issue Diploma ECEC	$0.00	$265.00
☐	1	Re-Issue Cert	Re-Issue Certificate/Academic Transcript/SOA	$0.00	$20.00
☐	1	Re-assessme	Re-assessment Fee	$0.00	$50.00
☐	1	RPL Fee	Recognition of Prior Learning Fee	$0.00	$125.00
				$0.00	$150.00

• For trainees and apprentices the training contract extension form will need to be emailed to apprenticeshipsinfo@qld.gov.au

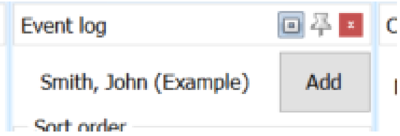
• Right click on the student's enrolment and click on 'Edit Enrolment'.



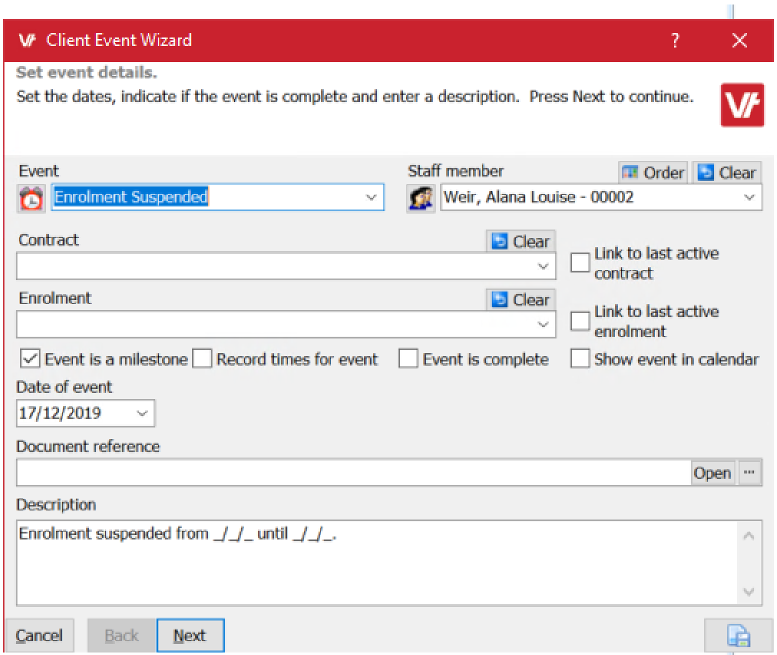
• Change the 'Finish date' to reflect the new course end date as per the approved extension. Click "Next" and then click 'Finish'.

<table>
<tr><th>Procedure</th><th>Responsibility</th></tr>
<tr><td>

- Record the approved extension in the ‘Event Log’ on the top right side of VetTrak click ‘Add’ to record the details of the student’s suspension.



- In the ‘Event’ dropdown choose ‘Enrolment Suspended’. Select your name in the ‘Staff Member’ drop down. Enter details of the suspension dates commencement and end in the ‘Description’. Click ‘Next’ and then click ‘Finish’.



- Update the students training plan with their new enrolment end date.
- Update the ECEC student tracker for the assigned trainer with the new enrolment end date.
- Send an extension confirmation email to the student and attach their updated training plan which reflects their new enrolment end date. CC’s the assigned trainer in the email.

</td><td></td></tr>
</table>

12.Completions

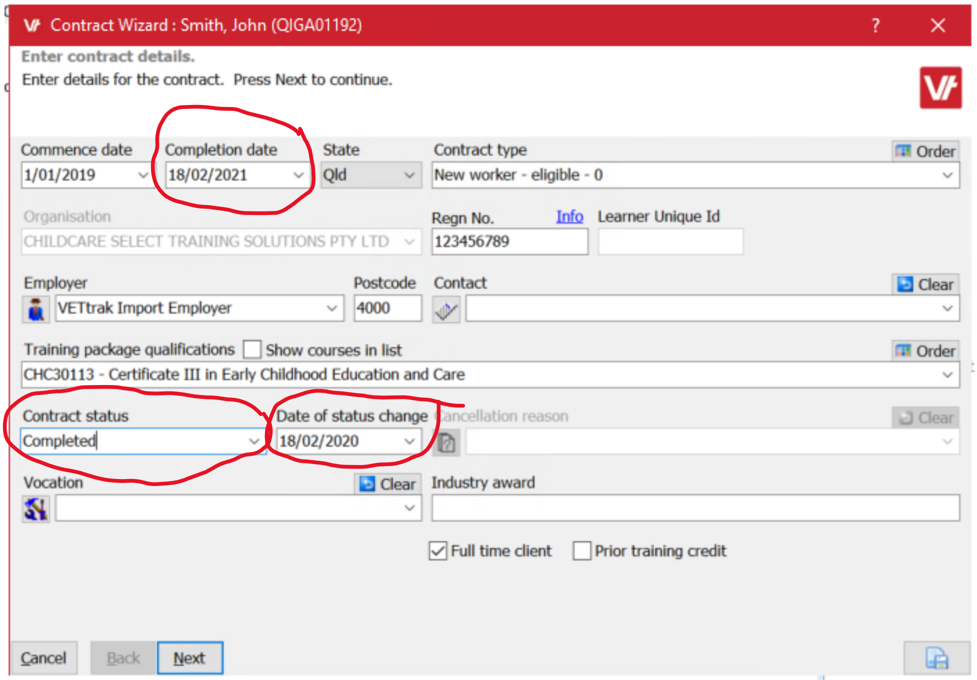
- SRTOs: Clauses 3.3, 3.4, 7.5

Procedure	Responsibility
Step 1: Student completes all course requirements including: • Theory Assessments • Learning Portfolio • Workplace Observations • Verbal Questions • Vocational Placement Logbook (FFS, C3G and HLS Students Only) • Training Record Book (User Choice Students Only) • Assessment Tool	Trainer and Assessor
Step 2: Training plan is fully completed with all required dates, signatures from all parties specified in the training plan for completed units and for training plan reviews.	Trainer and Assessor
Step 3: All students completed course documents saved in the students file.	Trainer and Assessor
Step 4: All completed units have been listed and resulted on the Reconciliation Spreadsheet.	Trainer and Assessor / Administration / Training and Compliance Co-ordinator

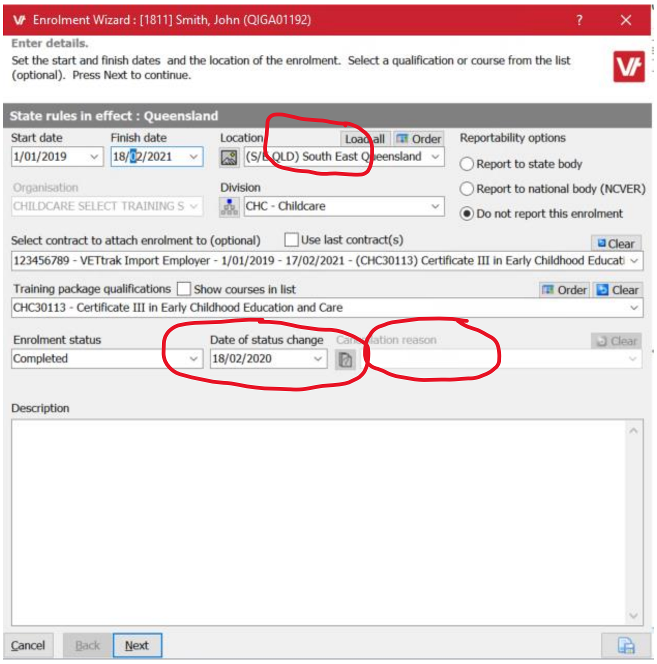
Step 5: The student's enrolment is reviewed and finalised in VetTrak:

User Choice Completion:

- Right click on the training contract and select 'Edit Contract'.
- Enter the completion date that is reflective of when the last unit of competency has been resulted and all course requirements have been competently completed.
- The contract status needs to be changed to 'Completed'.
- The Date of status change must be the same of the completion date.
- Click 'Next' all the way to the final window and click 'Finish'.

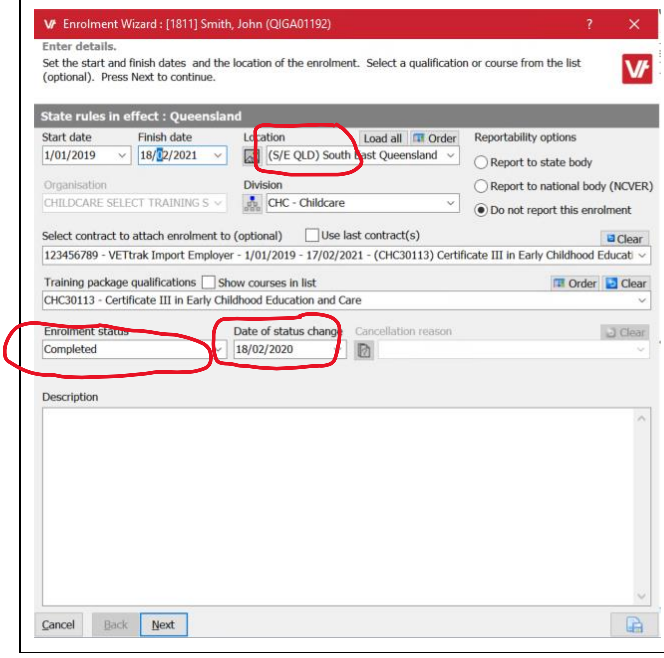


- Click on the plus symbol next to 'Contract' and click the plus symbol in front of the contract enrolment.
- Right click on the enrolment and click 'Edit Enrolment'.
- Ensure the Finish Date is the same as the Contract end date.
- The enrolment status needs to be changed to 'Completed'.
- The Date of status change must be the same of the finish date.
- Click 'Next' all the way to the final window and click 'Finish'.



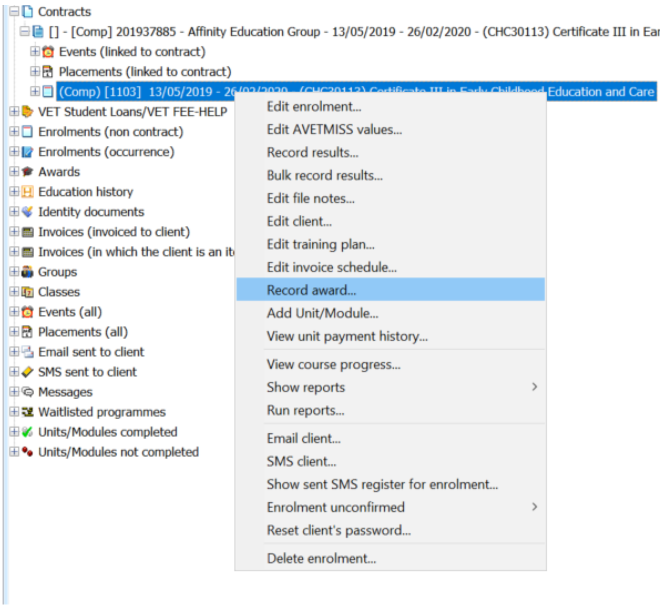
Fee For Service and C3G/HLS Funded Students:

- Right click on the enrolment and click 'Edit Enrolment'.
- Enter the Finish Date that is reflective of when the last unit of competency has been resulted and all course requirements have been competently completed.
- The enrolment status needs to be changed to 'Completed'.
- The Date of status change must be the same of the finish date.
- Click 'Next' all the way to the final window and click 'Finish'.

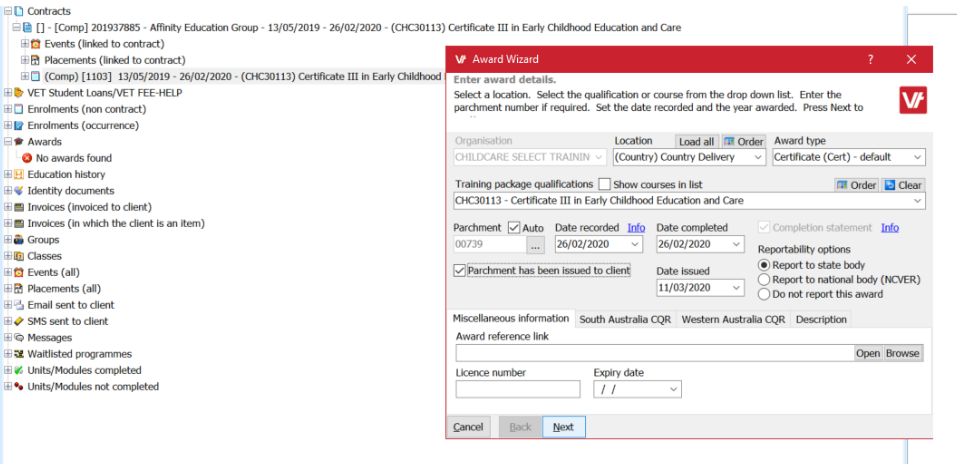


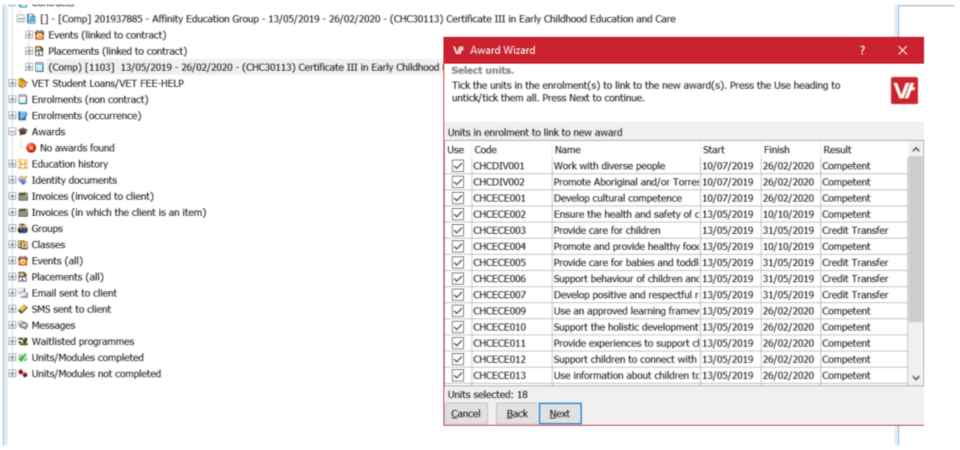
Step 5: Issuing certificate in VetTrak:

- Right click on the enrolment and select 'Record Award'.

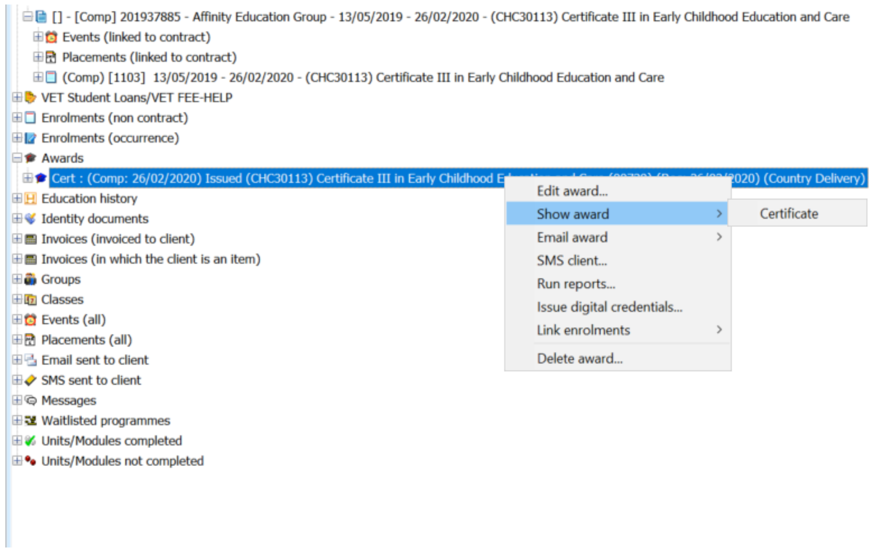


- Select the Award Type 'Certificate (Cert) – default
- Ensure the qualification is correct as per the enrolment
- Enter the 'Date Recorded' as the date of the qualification completion
- Enter 'Date Completed' as the date of the qualification completion
- Tick the box 'Parchment has been issued to client. Ensure 'Date Issued' is listed as the date certificate is being issued to the student.
- Ensure Reportability options are accurate as per the enrolment.
- Click 'Next" twice and ensure all units are listed accurately in the third window as per the qualification completed.
- Click 'Next' and click 'Finish'.

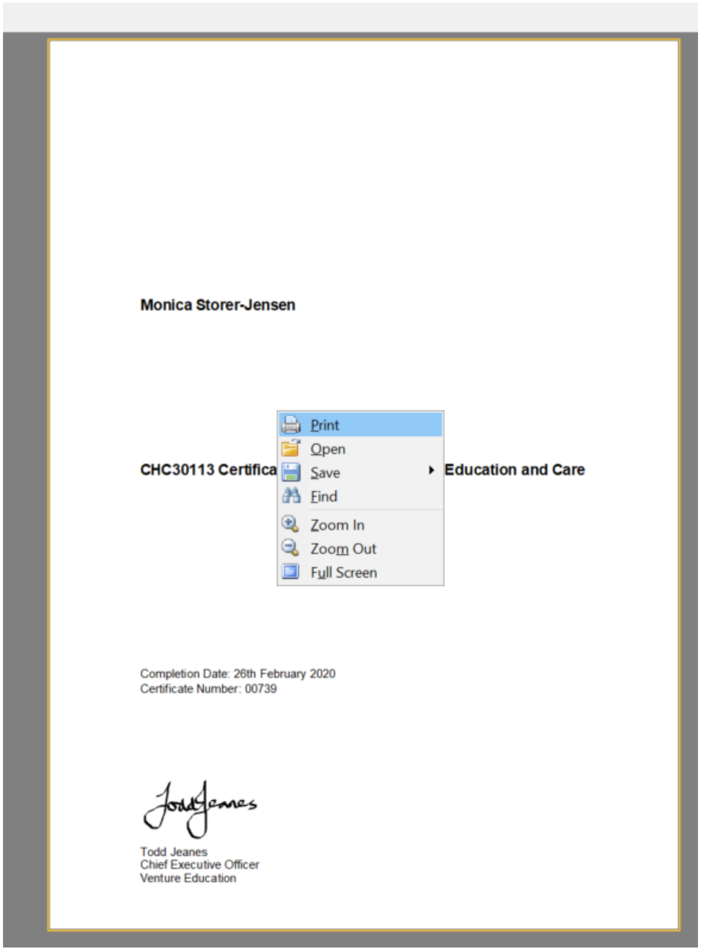




- Click on the + symbol in front of ‘Award’.
- Right click on the award issued. Click ‘Show Award → Certificate’



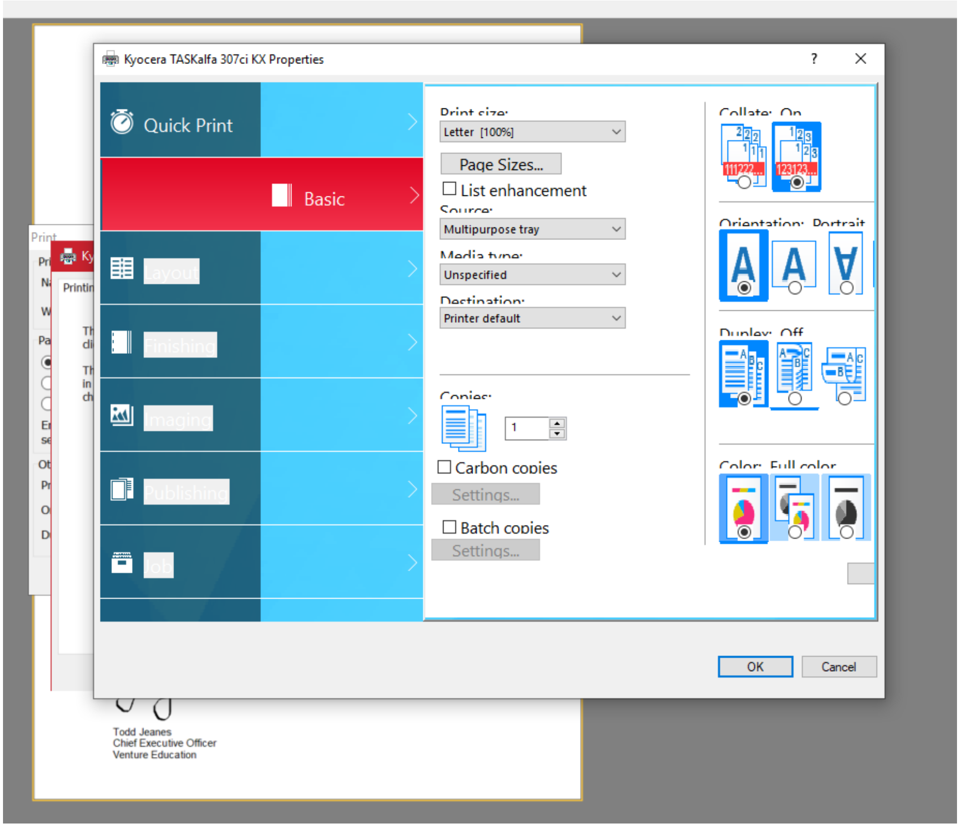
- Once the award preview is opened, right click on the award and click ‘Print’



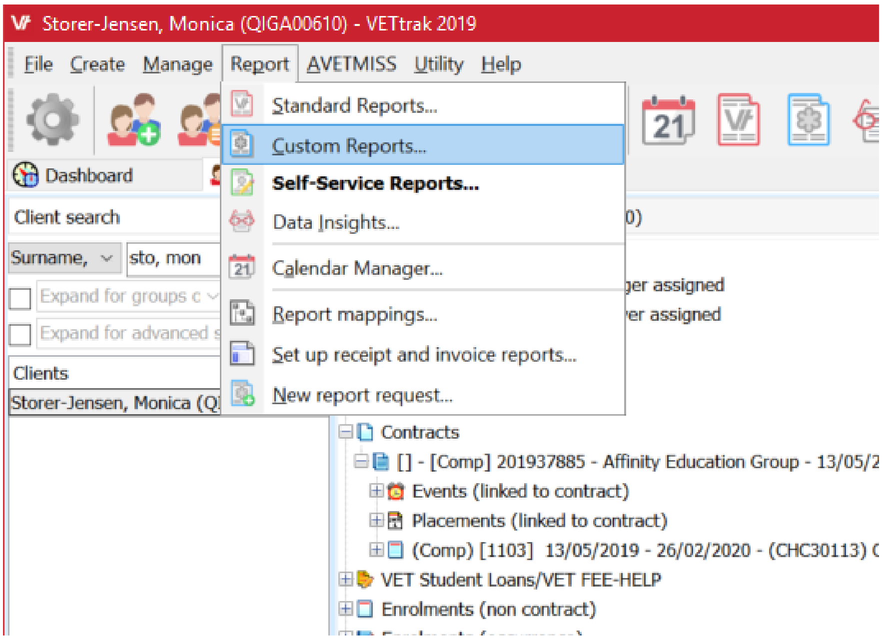
- Once the printer options are open, click on 'properties'.
- Click on the tab on the left side of the properties window 'Basic'
- Click on the dropdown under 'Source' and select 'Multipurpose Tray'
- On the right side of the window under 'Duplex' click on the first option to choose single sided printing.

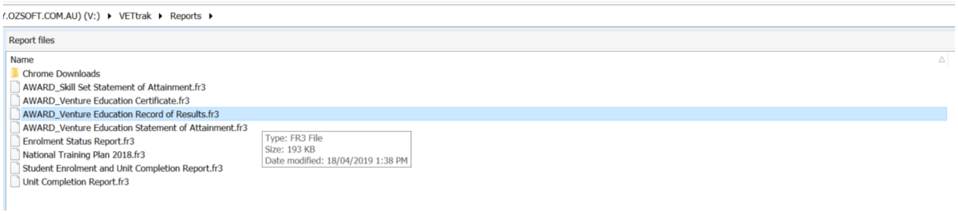
Under 'Duplex' ensure the first option for 'Full Colour' is selected

- Click 'OK'
- In the print window click 'OK'



- Place the certificate and record of results paper in the side multipurpose tray. 1x Certificate paper placed upside down and bottom end of the paper into the multipurpose tray of the printer.
- Close the award preview window.
- Click on ‘Report’ and ‘Custom Report’ on the top toolbar of VetTrak.



• Double click on 'AWARD_Venture Education Record of Results.fr3'  • Follow the printing options as per printing a certificate. • Place record paper in the multipurpose tray of the printer. 2x Record of Results paper for Certificate III qualifications. 3x Record of Results paper for Diploma qualifications. • Scan and save the certificate and record of results in the students folder in Dropbox. • Access the following folder to complete 'SC6.18 - Course Completion Letter_V1.0_10_04_2019' to accompany the certificate and record of results: C:\Users\toddj\Venture Education Dropbox\Venture Education\COMPLIANCE\#Quality Management System\3-Students & Clients\Supporting Documents • Post the hard copy of the certificate, record of results and course completion letter to the student's address listed in VetTrak. Ensure the student's address is correct by communicating with Marie Shamim or reviewing the address listed on the completion agreement (User Choice Students Only). • Access the Postage Register here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ADMIN\Postage Register Add the details of the items to be posted on the postage register. • Postage to be placed in the postage tray behind the desk at reception.	
Step 6: The completion agreement is completed and signed by the employer and student and saved ion the students file to be finalised. (User choice Students Only)	Trainer and Assessor
Step 7: The completion agreement is reviewed, signed and saved in the students file. The completed completion agreement is emailed to apprenticeshipsinfo@qld.gov.au	Administration / Training and Compliance Co-ordinator
Step 8: The soft copy of the student's certificate and record of results is emailed to the student using the course completion email containing links to the student survey. The student's designated trainer is CC'd in the email.	Administration / Training and Compliance Co-ordinator
Step 9: Students file is moved to the completion folder here: C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\STUDENT FILES\#COMPLETED	

Document Control

Document No. & Name:	SC6 - Student Administration P&P V3 (ID 39)
Quality Area:	SC Students & Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	**Georgia Malherbe**
Approval Date:	17/02/2021
Review Date:	17/02/2022
Standards (SRTOs):	Clauses 1.7, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5.