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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 <u>www.asqa.gov.au</u>

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 <u>management</u> 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 <u>apprenticeshipsinfo@desbt.qld.gov.au</u> 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 <u>apprenticeshipsinfo@desbt.qld.gov.au</u> 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	Administration
• When a student enquires about a course, provide them with full details of the course they are considering enrolling in. This must include the <i>Course Outline</i> , applicable fees, <i>Student Handbook</i> and the links to the <i>Enrolment Form</i> and <i>Online LLN</i> .	

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/Stud ent
 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: <u>ace.notifications@mrael.com.au</u> MEGT Email: <u>MEGTQld.NOTS@megt.com.au</u> Bust At Work Email: <u>busy@busyatwork.com.au</u> 	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: Log into DET Connect Scroll down to the section titled 'Training Downloads' Click 'Proceed into Training Downloads' Click on the tab named 'Downloads' Click on the Download Name 'Approved Training Contracts (Snapshot)' Click 'Download File' 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
• Before commencing the enrolment of a new client, you must ensure the state	Compliance
selected is Queensland as shown below:	Co-ordinator
V Smith, John (QIGA01192) - VETtrak 2019 CLYDE.OZSOFT.COM	Co-orumator
Ele Create Manage Report AVETMISS Utility Help Dashboard Ele Smith, John B Ele Create Manage Report AVETMISS Utility Help Ele Create Manage Report AVETMISS Utility Help	
• To create a new client in VetTrak, click on the button shown below:	
₩ Smith, John (Example) - VETtrak 2019	
Eile Create Manage Report AVETMISS Utility Help	
• Complete all fields as per the student's completed enrolment form in the window	
shown below (ensure USI is verified):	
Vr Client Wizard ? X	
Enter client details. Enter or generate a code for the client. Enter a sumame, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.	
Code Auto Surname Given name Other names	
Sinde	
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Procedure								Responsibility
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window	w as shown	below:						
Nº cr								
S Enter perso	h, John (QIGA01192) nal details.			ŗ	×			
		ncy contact information	on as desired. Press Nex	kt to continue.	V			
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Email Addres			Contact method Mobile ~					
Secondary Er	nail Address		FAX					
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			Exclude client from	and secondary a	addresses			
C Emergency	contact	Beletteeskie						
Person Jane Smith		Relationship Wife	Phone	Mobile Phor 0498 765 4				
<u>Cancel</u>	Back Next				B			
below: ✔ Mr Smith, Enter client a	John (QIGA01192) ddress details. al and postal address		ails as per the	?	enrolmer ×	nt form as sl	nown	
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edure		Responsibil
Enter all details based on what h	as been provided in the student's enrolment form	Training and
for the following:		Compliance
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, Indigenous Status		
Language spoken at home		
	h, At Sabaal	
Whether the students is current	-	
The highest level of school comp		
The year the highest level of sch	ool was completed	
Where the student attended sch	lool	
The applicable Labour force		
Whether the student has provid	ed details regarding a Disability or Medical	
Condition		
Whether the student has prior e	ducation and what level the prior education was	
✔ Mr Smith, John (QIGA01192)	? ×	
Enter client AVETMISS details.		
Enter appropriate AVETMISS details as required. Press	s Next to continue.	
	V/	
Country of birth	Indigenous Status	
Australia - 1101 V	Neither Aboriginal nor Torres Strait Islander $\qquad \qquad \lor$	
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At School Is not attending secondary school ~	School Level II Order	
Year Comp Where Completed	Labour Force Status	
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Have Disability	Have Prior Education	
● Not Stated ○ Yes ○ No	◯ Not Stated	
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Learning Medical Condition Mental Illness Other Physical Unspecified	Certificate II Certificate III Certificate IV Diploma Level	



Rights click on 'Contract' and click 'Add Contract'. Complete all details in each Training and corresponding window as per the training contract information found on Snapshot Compliance (See Step 14): Co-ordinator ✔ Contract Wizard : Smith, John (QIGA01192) Enter contract details. Enter details for the contract. Press Next to continue. V/ Enter a Regn No.
 Commence date
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 18/02/2020
 17/02/2021
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Show courses in list II Order Contract status Date of status change Cancellation rea Clear Active ~ 18/02/2020 ~ 🕅 Vocation Clear Industry award 54 Full time client Prior training credit Cancel Back Next 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: and select units as required. Drag selected units to the right-hand list. Press Next to continue ٧/ les in effect : Que ind able En Units v Selected units/modules Add units 👻 🔀 Active ~ Use Code All Work with diverse people Promote Aboriginal and/or Torres Strait Is
 GHCDIV001

 CHCDIV01

 CHCDIV02

 CHCEC020

 < E - Elective Develop cultural competence Ensure the health and safety of children Provide care for children Promote and provide healthy food and drinks Provide care for babies and toddlers Support behaviour of children and young people Develop positive and respectful relation e an approved learning framework to oport the holistic development of child wide experiences to support children' Use an ork to guide pract en's pla Support children to co ect with their v <No data to display> Support children to connect with their world Use information about children to inform practice Work legally and ethically Identify and respond to children and young people Provide an emergency first all cresponse in an edu Participate in workplace health and safety Selected Units : 18 Cancel Back Next 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':



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 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 	
	1



Training and Compliance Click into the next window where you will be required to enter the • Co-ordinator 'Employer', 'Third Party delivery provider' and 'Enrolment staff' applicable to the student's enrolment. See below for example: Enter optional information Select staff and status along with various optional fields for enrolment. Press Next to continue. V State rules in effect : Queensland III Order 匠 Blue Max clier * * Report employer as location in AVETMISS Information about reporting employers as locations Employer Clear Contact 🔁 Clear Mother Duck Child Care and Preschool Manly 1 Clear Referral source Third party delivery provider Clear 🄰 🛔 Industry Graduates R Enrolment type Enrolment staff 📘 Clear Add Pri Staff type Staff member Vocation 🛃 Clear 100 🔽 Trainer 🛛 🛛 Weir, Alana Louise (00002) 💉 🔯 5 Cancel Back Next B Click next twice and then click finish to finalise the enrolment. Step 15: Student added to the ECEC Student Tracker (For assigned trainer and **Training and Compliance** assessor). Include the following details: Co-ordinator 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) •

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	Trainer and Assessor
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.	
Step 2: The trainer and assessor is required to obtain copies of the qualification	Trainer and Assessor
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	
Step 3: The completed ERA is saved in the designated centre folder here:	Trainer and Assessor
C:\Users\toddj\Venture Education Dropbox\Venture Education\ECEC\ERA's	
Step 4: The ERA must be reviewed at intervals of no greater than three (3)	Trainer and Assessor/
months which aligns with the legislative requirement to review a training record.	Employer
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	

 workplace regarding facilities, range of work, supervision, and / or training under the training plan. Step 5: The trainer 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:	Administration
 Link to the online enrolment form Link to the online LLN Student Handbook Fee Schedule Student Handbook Venture Education Course Guide 	
 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: Step 8: Enrol student in VetTrak and the state selected is Queensland as shown below: Step 8: Enrol student in VetTrak, click on the button shown below: 	
✓ Smith, John (Example) - VETtrak 2019 File Create Manage Report AVETMISS Utility Help ✓ <t< td=""><td></td></t<>	
• Complete all fields as per the student's completed enrolment form in the window shown below:	





-			
	₩ Mr Smith, Joh		? ×
	Enter client addr Enter residential ar Next to continue.		ed, and optionally position information. Press
	Australian address	International address	
	Usual address Unit Info	Building Info	Postal address Street PO Box Unit Building
		Building <u>Info</u>	
	Number Street		Number Street
	1 Green Suburb/City/Town		1 Green Street Suburb/City/Town Load all State P'code
	Brisbane	✓ Qld ∨ 4000	Brisbane v Qld V 4000
	✓ Postal address	s is same as usual address	
	This is an over	rseas onshore/offshore client	
	Usual address	is not specified	
e		orm for the following	has been provided in the student's ng:
	ndigenous S		
	-	oken at home	
		e students is curren	the At School
	-	level of school com	•
	-	-	hool was completed
V	Vhere the st	tudent attended so	hool
T	he applicab	le Labour force	
V	Vhether the	e student has provi	ded details regarding a Disability or
N	Aedical Con	dition	
V	Vhether the	e student has prior	education and what level the prior
e	ducation wa	as	

₩ Mr Smith, John (QIGA01192)	? ×
Enter client AVETMISS details.	
Enter appropriate AVETMISS details as required. Pre	ss Next to continue.
	V
Country of birth III Order	Indigenous Status
Australia - 1101	Neither Aboriginal nor Torres Strait Islander
Language Spoken at Home II Order	Proficiency in spoken English
English - 1201 V	Not Stated
At School	School Level
Is not attending secondary school V	12 - Completed year 12 ~
Year Comp Where Completed	Labour Force Status III Order
2005 Smart District State High School	Full time employee - 01 ~
Have Disability	Have Prior Education
Not Stated Yes No	○ Not Stated
Acquired Brain Impairment	Use Prior education Recognition
Hearing/Deaf	Advanced Diploma or Associ
Intellectual	Bachelor Degree or Higher C
Learning Medical Condition	Certificate I
Mental Illness	Certificate II
Other	Certificate III
Physical	Certificate IV
Unspecified Vision	Diploma Level Miscellaneous Education
VISION	Miscellaneous Education
Press Finish t or Cancel to exit	
	LICT requirement to the
Locate client's USI in the	
Update client contact det	alls in the USI registry Info
Create USI for client	Info
Organisation for USI oper CHILDCARE SELECT TRA	
Cancel Back Einish	
l Student in Qualification:	
	contract) and click 'Add Enrolment' as
shown below:	

Cairney, Courtney (QMD00336)			
Personal B [±] Reports to : no primary manager assig			
H Keports to : no primary manager assig H Keports to : no primary employer assig			
Livision: CHC - Childcare	heu		
Attributes			
🗄 🏟 Skills			
Contracts			
B VET Student Loans/VET FEE-HELP			
Add enrolment	2		
Enrolments (ar .		
Li P Awdrus			
Education his View course progr			
	-		
	nts report with comments		
Broups	nts report with comments and history		
🗄 🗓 Classes			
⊞			
E Placements (all)			
Enail sent to client			
B ♦ SMS sent to client B ♥ Messages			
🗄 🍫 Units/Modules not completed			
Enter all relevant de	tails in the enrolment wi	ndow relevant to the	
qualification:			
Enter details.			
The second se Second second s Second second seco	location of the enrolment. Select a qualification	n or course from the list	
(optional). Press Next to continue.	ocadon or the enrolment. Select a qualification	- Wr	
Please select a location		_	
State rules in effect : Queenslan	d	State Reportable Enrolment	
Start date Finish date	Location II Order	Reportability options	
14/06/2018 ~ 11/12/2020 ~	~	Report to state body	
	1	Report to state body	
Organisation	Division	 Report to national body (NCVER) 	
CHILDCARE SELECT TRAINING S ~	CHC - Childcare ~	O Do not report this enrolment	
		O bo not report and emoniterit	
Select contract to attach enrolment to	(optional) Use last contract(s)	Clear	
serves contract to detach chromment to		benerative and the second se	
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201902428 - Mother Duck Childcare an			
201902428 - Mother Duck Childcare an Training package qualifications Sho	ow courses in list	💷 Order 💽 Clear	
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Enter details. Set the start and finish dates and the location of the enrolment. Select a qualification or course from the list (optional). Press Next to continue. Please select a location State rules in effect : Queensland State rules in effect : Queensland State Alegorithmic and Alegori	• -
(optional). Press Next to continue. Please select a location State rules in effect : Queensland Start date Finish date Location Information	
State rules in effect : Queensland State Reportable	
Za Start date Finish date Location Order Reportability options	
Z Start date Finish date Location Order Reportability options	Enrolment
14/05/2019 × 11/12/2020 × 3	
Report to state body	
Organisation Division OReport to national bo	dy (NCVER)
CHILDCARE SELECT TRAINING S	
On EDGARE SEECT FOR THIS ST	rolment
Select contract to attach enrolment to (optional) Use last contract(s)	Clear
201902428 - Mother Duck Childcare and Preschool Bellbowrie - 14/06/2018 - 11/12/2020 - (CHC50113) Diploma	
	r 🔁 Clear
CHC50113 - Diploma of Early Childhood Education and Care	~
Facelment status Data of status shares Consoliation services	3.00
Enrolment status Date of status change Cancellation reason	2 Clear a
Active ~ 14/06/2018 ~ 1	~
Description	
	~
Cancel Back Next	
been assigned to the selected qualification as shown below:	
V Add Enrolment : Back. Mercades Eva Jane (02357) ? ×	
♥ Add Errolment: Back, Mercades Eva Jane (02357) ? × Select units.	
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Select units. Search for and select units as required. Drag selected units to the right hand list. Press Next to continue.	
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tate rules in effect : Queensland	
	State Reportable Enrolment
Commencing status Commencing training in the program - 3	Study reason III Order Clear
State funding source	Pre-qualified Supplier No (PAS)
Specific funding	Fee concession/exemption
This is a VET in Schools enrolment School type I Order Clear	Delivery modes (2018+) Delivery type (2017) Not applicable Use Pri Delivery mode Code Info
Full time learning option	Internal delivery E Workplace-based W
Cancel Back Next	
ommencing Status: Commencing	
 tate funding source (Only the one 20 – Domestic Client – other r For Service enrolments ONLY) ENH – Higher Level Skills (This accessing Higher Level Skills (This accessing Higher Level Skills Field ENT – Certificate III Guarantee accessing Certificate III Guarantee accessing Certificate III Guarantee Education and Care enrolmen GK – Trainees (This is selected Childhood Education and Care Trainees) GS6 –Under 25 Full Fee (This i who are aged under 25 and m training) GS7 – Under 25 Partial Exemp exception is as per the User Client Content Content	is selected for all enrolments unding) e (This is selected for all enrolments intee Fudning) ted for all Diploma of Early Childhood ts under User Choice – Apprentices) I for all Certificate III in Early e enrolments under User Choice – s used for all User Choice enrolments eet the funding eligibility for fee-free tion (Eligibility criteria for partial





 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 phone (If known) 	Training and Compliance Co-ordinator
 Service email (If known) Service address (If known) 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. 	Administration / Training and Compliance Co- ordinator
<text><text><image/></text></text>	
Start dateFinish date	
Location	
Reportability options	
Division	
 Training package qualification (If Applicable) – <u>Not applicable for First</u> <u>Aid occurrences</u> 	

Procedure		Responsibility
V Add Occurrence Wizard Enter details. Set the start and finish dates and the location of the enrolment. Select a qualification or course from the list (or continue.	Ptional). Press Next to	
Basic details > Units > AVETMISS > Pricing > Optional details > Booking > File notes > Finish		
State rules in effect : Queensland	State Reportable Enrolmen	
Start date Finish date Location III Order 24/03/2020 24/03/2020 Image: Control of the set of	Reportability options	
	Report to state body	
Organisation Division CHILDCARE SELECT TRAINING S V M HLT - First Aid (NEW) V	 Report to national body (NCVER) Do not report this enrolment 	
Training package qualifications Show courses in list	Order Clear	
Enrolment status Date of status change Cancellation reason	2 Clear	
Active ~ 24/03/2020 ~ 1	~	
Cancel Back Next	~	
 Click 'Next' to open the following window. In this wirelated to the occurrence need to be added. Use the to type in the required unit/s to be included in the of the unit is listed below, double click on the unit or hunit over to the window on the right. Click 'Next': 	e window at the top occurrence. Once	

Procedure		Responsibility
₩ Add Occurrence Wizard	? ×	
Select units. Search for and select units as required.	Drag selected units to the right-hand list. Press Next to continue.	
	Pricing • Optional details • Booking • Eile notes • Einish	
State rules in effect : Queensland		
	Selected units/modules Use Code Anme	
Units/Modules	HLTAID001 Provide cardiopulmonary resuscitation	
HLTAID001 - Provide cardiopulmona		
HLTAID002 - Provide basic emergen HLTAID003 - Provide first aid		
HLTAID004 - Provide an emergency		
HLTAID005 - Provide first aid in rem HLTAID006 - Provide advanced first		
HLTAID007 - Provide advanced resu		
HLTAID008 - Manage first aid servic HLTAIN001 - Assist with nursing car		
HLTAIN002 - Provide non-client cont		
HLTAIN301A - Assist nursing team i HLTAIN301B - Assist nursing team i		
HLTAIN301C - Assist nursing team i		
HLTAIN302A - Provide support in an HLTAIN302B - Provide support in an		
HLTAIN302C - Provide support in an		
HLTAMB001 - Follow procedures for HLTAMB002 - Implement safe acces		
HLTAMB003 - Transport emergency		
HLTAMB004 - Conduct advanced clir HLTAMB005 - Receive and respond		
HLTAMB006 - Assign and coordinate HLTAMB007 - Assess and deliver ba	-	
HLTAMB008 - Assess and deliver sta	Selected Units : 1	
Cancel Back Next		
Electives). Clic 'Add unit'. Sel	ndow you will be required to add the units (Core and k on the tab in the top righthand corner that is named ect 'All' in the dropdown. This will add all units that have to the selected qualification as shown below:	
V Add Enrolment : Back, Mercade	s Eva Jane (02357) ? ×	
Select units. Search for and select units as require	d. Drag selected units to the right-hand list. Press Next to continue.	
Basic details + Units + AVETMISS	• Priding • Optional details • File notes • Finish	
State rules in effect : Queensla	Varia	
Units ~ Expand to show qual ~ Active ~		
Units/Modules	☑ CHCDIV001 Work with diverse people C - Core ☑ CHCDIV002 Promote Aboriginal and/or Torres Stratt is C - Core ☑ CHCDIV002 Develop outural competence E - Elective	
e	OFFERE Defection Defection Check Mobil CHECEC002 Ensure the health and safety of children C ✓ Mobil CHECEC003 Provide care for children C ✓	
	☑ CHECEE004 Promote and provide healthy food and drinks C ✓ ☑ CHECEE005 Provide care for bables and toddlers C ✓	
8	☑ CHCECE006 Support behaviour of children and young people E ✓ DOB ☑ CHCECE007 Develop positive and respectful relationships with C ✓ Ext. c	
r	CHCECE009 Use an approved learning framework to guide prac C v CHCECE010 Support the holistic development of children in ear C v	
<no data="" display="" to=""></no>	⊘ CHCCEE011 Provide experiences to support children's play and C ∨ ⊘ CHCCE012 Support children to connect with their world E × ∞ CHCCE013 Use information about children to forom practice C ∨	
	Ore information addor calculate to animit practice C Ore information calculate to animit practime calculate to animit practice C Ore information calculate to animit practice C Ore infore calcu	
2	WLTAID004 Provide an emergency first aid response in an edu C V HLTWH5001 Participate in workplace health and safety C V	
	В	
	Selected Units : 18	
Cancel Back Next	surger and the second	
• المعلمة معالم	ndow complete the AVETAICS requirements relevant to	
	ndow complete the AVETMISS requirements relevant to	
the occurrenc	e:	
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)				
	٠	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 whare 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 a					
		per the Us	er Choice Poli			
•	Fee	Concession	n/Exemption (
	stu	dent's enro	lment form an			
	pro	vided):				
	 C – Concessional student (Concession) 					
	 N – Non-concessional student 					
	Enter the delivery mode as relevant for the occurrence. Add Occurrence Wizard ? ×					
VF						
	: state based fields. er the required AVETMISS information as set out by your state. Press Next to continue.				1/6	
Bas	Basic details > Units > AVETMISS > Pricing > Optional details > Booking > Elle notes > Elnish State rules in effect : Queensland State Reportable Enrolme					
Sta						
1000		ng status Iy training - 8	~	Study reason	🖬 Order 🔁 Clear	
		ng source	💷 Order 📘 Clear	Pre-qualified Supplier No (PAS)	🖽 Order 📘 Clear	
		stic client - other reve			~	
Sp	ecific fur	nding	Clear	Fee concession/exemption N - Non-concessional student	🖽 Order 🔄 Clear	
	_	a VET in Schools enr		Delivery modes (2018+) Delivery type (201	7)	
	Schoo	l type	Clear	Not applicable	0.4.1.6	
				Use Pri Delivery mode Internal delivery	Code Info I A	
		e learning option about settings on thi	s page and unit defaults	External delivery Workplace-based	E A W A	
<u>Cancel</u> Back Next						
Click into the next window where the funding model is chosen to						
calculate the required fees associated with the enrolment:						


Procedure	Responsibility
V Add Occurrence Wizard Enter optional information. Select staff and status along with various optional fields for enrolment. Press Next to continue. Basic.details → Units → AVETMISS → Pitcing → Optional details → Booking → Eile.notes → Einish State rules in effect : Queensland Programme Im Order Bille Image: Short code Image: First Aid HLTAID001 Image: Bille Image: Bille Image: Bille	Responsibility
Image: Construction of the staff Pri Clear Clear Cotion Clear Voction Voction<	
 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:	Administration / Training and Compliance Co- ordinator
Image: Section of the section of th	
 Once the occurrence window is open, all other occurrences will be listed on the left under the specified program: 	





Procedure	Responsibility
Step 3: Result units in the occurrence	Administration / Training
• Once the students enrolled in the occurrence have completed the requirements for the units listed, results will need to be completed for each student.	and Compliance Co- ordinator
• On the right side click on the (+) button next to 'Units/Modules'. The units listed in the occurrence will be displayed below.	
Selected occurrence details	
First Aid HLTAID001 [1991] 24/03/2020-24/03/2020	
 Details Units/Modules (HLTAID001) Provide cardiopulmonary resuscitation Events Enrolments Weir, Alana Louise (00002) [1992] Classes Costs Linked staff 	
B S Payments Waitlist	

ocedure				Responsibility
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Selected occurrence detai Fi	irst Aid HLTAID001	File notes for selected item (HLTAID001) Provide cardiopulmonary		
[1991]	24/03/2020-24/03/2020	resuscitation		
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Enrolments	Link unit to classes	e note type v Comment O		
Weir, Alana Loui Classes	Set as optional unit Change field in unit enrolments			
Costs	Reset default unit/module result			
Linked staff	Remove unit/module			
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• Use t	he 'Result Type' d	rop down to choose th	e result required i.i	
	oetent.			
-		deserves and the second	· · · · · · · · · · · · · · · · · · ·	
Click	on the relevant st	udent the result is to b	e recorded for.	
Click	'Next' and 'Finish'	to close the window.		
V# O	ccurrence Results Wizard		? ×	
Select	t result type and client.	e and percentage (optional). Select the clier		
	Next to continue.	e and percentage (optionar). Select die cile	ts that are to gain the selected result.	
Unit/M	lodule ID001) Provide cardiopulmonary re	suscitation	Record element level result	
Result	t type	🛛 Orden 🗹 Start date 🛛 Finish date	Append comments	
	etent (20)		×	
	s enrolled in unit/module but who be Clients	we not completed it Last re	sult Status	
	Weir, Alana Louise (00002)			
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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	
	E. Details	The AFA LIADIA (1) 400/020 AV00/020 (1) 400/020 AV00/020 (1) 400/020 AV00/020 (1) 400/020 AV00/020 (1) 400/020 AV00/020 (1) 400/020 (1) 400/0	An one for execution that a second se	
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6. Student files

• SRTOs: Clauses 3, 5.4 and 7.5, 8.1

Procedure	Responsibility
Step 1: Create student files	Administration / Training and Compliance Co-
• As a new student enrolls in a course, create a new file for them. Files should be labelled with:	ordinator
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.	
Step 2: Manage/ update student files	Administration / Training
 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 	ordinator
• All documents relating to the student's enrolment must be saved in the students file which include:	

Pro	ocedure	Responsibility
	 Assessment evidence and records of assessment outcomes 	
	 Evidence of vocational placement 	
	 Enrolment records including extensions, suspensions and completion checklists/documentation. 	
Ste • •	 p 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
Cha		Administration / Training
•	P 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.	and Compliance Co- ordinator
•	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.	
Ste	p 5: Archive student files	Administration / Training
•	Once a student has completed or withdrawn from their course, the file can be archived.	and Compliance Co- ordinator
•	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. 	
Ste	p 6: Disposal of student files	Administration / Training
•	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.	and Compliance Co- ordinator

7.

8. Resulting Units of Competency

Refer

• SRTOs: Clause 7.5, 8.1

Procedure	Responsibility
 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). 	Administration / Training and Compliance Co- ordinator
 Log into VetTrak and search for client: Unit word Introduction of the start of the	
 students) and (contracts for Trainees and Apprentices) Right click on the enrolment and select 'Bulk Record Results'. 	

			Responsibility
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mith, John (Example)	🗄 🔅 Skills		
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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 For (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. 	Mdministration / Training and Compliance Co- ordinator
• The completed Withdrawal Form or Training Contract Cancellation Form an Enrolment Cancellation Checklist must be saved in the student's file in Drop Box and a copy emailed to <u>training@ventureeducation.edu.au</u> 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 assessmen 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 enrolmen and personal details and ensure correct as per the details on the cancellatio 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'.	



Pro	ocedure	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 <u>apprenticeshipsinfo@qld.gov.au</u> (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) 	Administration / Training and Compliance Co- ordinator
 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'. 	





Procedure	Responsibility
 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'. V Enrolment Wizard : [1635] Smith, John (Example) ? X Enter details. 	
Set the start and finish dates and the location of the enrolment. Select a qualification or course from the list (optional). Press Next to continue. Image: Contract in the list option of the enrolment. Select a qualification or course from the list (optional). Press Next to continue. Ed State rules in effect : Queensland State Reportable Enrolment Start date Finish date Location Load all @ Order [1/12/2019] 30/11/2020 Image: [S/E QLD) South East Queensland Image: Report to state body Organisation Division Report to national body (NCVER) CHLIDCARE SELECT TRAINING 5 Image: CHC - Childcare Do not report this enrolment Gear Image: CHC - Childcare Image: CHC - Childcare Image: CHC - Childcare	
Training package qualifications Show courses in list Order CHC30113 - Certificate III in Early Childhood Education and Care	
 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. 	

11.Enrolment Extension

Procedure	Responsibility
Step 1: Process extensions	Administration /
	Training and

ocedure		Responsibility
	nt must complete an 'Extension Request ts) or Training Contract Extension form (User	Compliance Co- ordinator
what units have been completed	orm, review the student's training plan to see d to date. Communicate with the assigned rmine if the extension timeframe is suitable ements.	
Approve the extension and reco	rd on the extension form.	
Contact the student to pay the r Students Only).	equired extension fees (FFS, C3G and HLS	
(Invoiced to client) and click 'Add	date and the due date for the amount being	

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Drag a column header here to group by that column	
hange the 'Finish date' to reflect the new course end date as per the	
proved extension. Click "Next" and then click 'Finish'.	

V Client Event Ward ? Set event details. Set the dates, indicate if the event is complete and enter a description. Press Next to continue. Vent	edure		Responsibility
Event log Contract Smith, John (Example) ddd and 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 Firsh'.			e of
Soft order In the 'Event' dropdown choose 'Enrolment Suspended'. Select your name in the 'Staff Member' drop down. Enter details of the suspension dates ommencement and end in the 'Description'. Click 'Next' and then click trinsh'. If the details is the event is complete and enter a description. Press Next to continue. If the event is complete and enter a description. Press Next to continue. If the to last active is contract. If the to last active is contract. If the to last active is an intercontent reference. If the to last active is show event in calendar to reference. If the to last training plan with their new enrolment end date. Update the students training plan with their new enrolment end date. Update the ECEC student tracker for the assigned trainer with the new molent end date.			
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Set the dates, indicate if the event is complete and enter a description. Press Next to continue.	✔ Client Event Wizard	? ×	
<pre>incomment Suspended</pre>		ent is complete and enter a description. Press Next to continue.	
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end an extension confirmation email to the student and attach their	Jpdate the ECEC stuc	ent tracker for the assigned trainer with the ne	w
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pdated training plan which reflects their new enrolment end date. CC's the	Send an extension co	nfirmation email to the student and attach their	
	updated training plan	which reflects their new enrolment end date. C	CC's the

12.Completions

• SRTOs: Clauses 3.3, 3.4, 7.5

Procedure	Responsibility
Step 1: Student completes all course requirements including:	Trainer and Assessor
 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 	
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'.		
Vr Contract Wizard : Smith, John (QIGA01192) ? 🗙		
Enter contract details. Enter details for the contract. Press Next to continue.		
Commence date Completion date State Contract type		
1/01/2019 I8/02/2021 Image: Qld Image: New Worker - eligible - 0 Organisation Regn No. Info Learner Unique Id		
CHILDCARE SELECT TRAINING SOLUTIONS PTY LTD V		
Employer Postcode Contact Clear		
Training package qualifications Show courses in list		
CHC30113 - Certificate III in Early Childhood Education and Care		
Contract status Date of status change fancellation reason Clear Completed 18/02/2020 2		
Vocation Clear Industry award		
Full time client Prior training credit		
Cancel Back Next		
 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'. 		

✔ Enrolment Wizard : [1811] Smith, John (QIGA01192) Enter details.	? ×		
Set the start and finish dates and the location of the enrolment. Select (optional). Press Next to continue.	.t a qualification or course from the list		
	all 🛱 Order Reportability options		
1/01/2019 18/2/2021 Image: Companisation Image: Companisation Organisation Division	Report to state body Report to national body (NCVER)		
CHILDCARE SELECT TRAINING S CHILDCARE SELECT TRAINING SE SE SELECT TRAINING SE SE SELECT TRAINING SE	O Do not report this enrolment act(s)		
123456789 - VETtrak Import Employer - 1/01/2019 - 17/02/2021 - (CH Training package qualifications Show courses in list			
CHC30113 - Certificate III in Early Childhood Education and Care Enrolment status Date of status change Care	ation reason		
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		the last unit of competency nts have been competently	
completed.		its have been competently	
The enrolment status n	leeds to be changed to	'Completed'.	
The Date of status char	_	-	
Click 'Next' all the way	-		
✔ Enrolment Wizard : [1811] Smith, John (QIGA01192)	? ×		
Enter details. Set the start and finish dates and the location of the enrolment. Select a (optional). Press Next to continue.	a qualification or course from the list		
State rules in effect : Queensland			
Start date Finish date Load all 1/01/2019 18/02/2021 Iside (S/E QLD) South ast Quee Organisation Division	C Report to state body		
CHILDCARE SELECT TRAINING S V	Report to national body (NCVER) O Do not report this enrolment		
Select contract to attach enrolment to (optional) Use last contract 123456789 - VETtrak Import Employer - 1/01/2019 - 17/02/2021 - (CHC3 Training package qualifications Show courses in list			
CHC30113 - Certificate III in Early Childhood Education and Care Enrolment status Date of status change Cancellati	~		
Completed Completed	Clear ·		
Description	^		
Cancel Back Next			
	40		1

Step 5: Issuing certific	cate in VetTrak:
Pight click on	the enrolment and select 'Record Award'.
	the enforment and select Record Award.
Contracts	
Events (linked to contract)	ation Group - 13/05/2019 - 26/02/2020 - (CHC30113) Certificate III in Early Childhood Education and Care
Placements (linked to contract)	(2020 (CHC20112) Cardificate III in Each Childhand Education and Care
	(2020. (CUC20112) Cotificate III in Each Childhood Education and Care Edit enrolment
Enrolments (non contract)	Edit AVETMISS values
Enrolments (occurrence)	Record results
Awards Education history	Bulk record results Edit file notes
S V Identity documents	Edit dient
Invoices (invoiced to client)	Edit training plan
Groups	Edit invoice schedule
Classes	Record award
Exents (all)	Add Unit/Module View unit payment history
Email sent to client	View course progress
€	Show reports >
Waitlisted programmes	Run reports
Whits/Modules completed Units/Modules not completed	Email client
	SMS client
	Show sent SMS register for enrolment Enrolment unconfirmed
	Reset dient's password
	Delete enrolment
 Select the Aw 	vard Type 'Certificate (Cert) – default
 Ensure the qu 	ualification is correct as per the enrolment
 Enter the 'Da' 	te Recorded' as the date of the qualification completion
	te necorded as the date of the qualification completion
 Enter 'Date C 	ompleted' as the date of the qualification completion
 Tick the box ' 	Parchment has been issued to client. Ensure 'Date Issued' is
listed as the o	date certificate is being issued to the student.
 Ensure Report 	tability options are accurate as per the enrolment.
a Cliak (Naut" t	union and another all units and listed accurately, in the third
• Click Next t	wice and ensure all units are listed accurately in the third
window as pe	er the qualification completed.
Click 'Next' ai	nd click 'Finish'.
Contracts	
🗎 📄 [] - [Comp] 201937885 - Affinity Education Group	p - 13/05/2019 - 26/02/2020 - (CHC30113) Certificate III in Early Childhood Education and Care
B Events (linked to contract) B Placements (linked to contract)	₩ Award Witard ? ×
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Enrolments (non contract) Enrolments (occurrence)	Select a location. Select the qualification or course from the drop down list. Enter the parchment number if required. Set the date recorded and the year awarded. Press Next to
Awards	Organisation Location Load all T Order Award type
■ No awards found ■ Education history	CHILDCARE SELECT TRAININ V (Country) Country Delivery V Certificate (Cert) - default V
Identity documents Invoices (invoiced to client)	Training package qualifications Show courses in list Order 2 Cear CHC30113 - Certificate III in Early Childhood Education and Care
Invoices (in which the client is an item)	Parchment Auto Date recorded Info Date completed Completion statement Info
Groups Classes	00739 26/02/2020 V 26/02/2020 V Reportability options
Events (all) Placements (all)	Parchment has been issued to client Date issued Date issued Date issued OReport to national body (NCVER) Do not report this award
a Email sent to client SMS sent to client	Miscellaneous information South Australia CQR Western Australia CQR Description
⇒ Messages	Award reference link
 Waitlisted programmes Units/Modules completed 	Open Browse Licence number Expliny date
• Units/Modules not completed	
	Cancel Back Next



Notice Storer-Jensen Image: Control of Contro		
 CHC30113 Certificion Serve e Suber e Education and Care Serve e Suber e Education e Care Certesta Number: 00727 Christen N	Monica Storer-Jensen	
 Certificate Number: 00739 Hurd James Total James Testificate Survey Education 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' 	CHC30113 Certifica A Eind Com In Com Out	
 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' 	Certificate Number: 00739 Jourgemes Todd Jeanes Chief Executive Officer	
 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' 	 Once the printer options are open, click on 'properties'. 	
 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' 		
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Click 'OK'	• On the right side of the window under 'Duplex' click on the first option to	
	Under 'Duplex' ensure the first option for 'Full Colour' is selected	
In the print window click 'OK'	Click 'OK'	
	In the print window click 'OK'	

Print & K Print & K P	Basic Drint cize: Letter (100%) Page Sizes List enhance Source: Multipurpose tray Madia time: Unspecified Dectination: Print cize: Source: Multipurpose tray Media time: Conject: Print cize: Letter (100%) Page Sizes Multipurpose tray Media time: Conject: Print cize: Conject: Print cize: Print cize: Page Sizes Multipurpose tray Media time: Print cize: Print cize: Page Sizes Multipurpose tray Print cize: Print cize: Page Sizes Page Sizes Multipurpose tray Print cize: Print cize: P	erment
tray. 1x Certi into the mult Close the aw	ficate paper placed upside tipurpose tray of the print vard preview window.	OK Cancel Sults paper in the side multipurpose e down and bottom end of the paper ter. on the top toolbar of VetTrak.
V Storer-Jensen, Monica (Eile Create Manage Re Dashboard Client search	AVETMISS Utility Help Standard Reports Custom Reports Self-Service Reports	0

 Double click on 'AWARD_Venture Education Record of Results.fr3' 	
(.OZSOFT.COM.AU) (V:) > VETtrak > Reports >	
Report files Ame Chrome Downloads Ame WARD_Venture Education Certificate.f3 American Certificate.f3 WARD_Venture Education Record of Beastifs.f6 Toper F03 File Encomment Status Report.f3 Toper F03 File Encomment Status Report.f3 Toper F03 File Encomment And Unit Completion Report.f3 Toper F03 File Buttern Environment and Unit Completion Report.f3 Date modified: 18/04/2019 1.38 Fel	
 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 <u>apprenticeshipsinfo@qld.gov.au</u>	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

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