

SC6: Student Administration Policy & Procedures

Contents

Purpose	1
Definitions	1
Policy	2
1. Systems and processes	2
2. Record keeping	2
3. Course enrolments, entry and admission	2
4. Student code of conduct	3
5. Unique Student Identifiers and Victorian Student Numbers	3
6. Completions	3
7. Withdrawals	3
8. Deferment	3
9. Leave of Absence	3
Procedures	5
1. Enquiry, application and interview	5
2. Processing enrolments	6
3. Student files	7
4. Results, attendance and other progress	8
5. Withdrawals	9
6. Completions	9
7. Deferment and Leave of Absence	10
Document Control	11

Purpose

The purpose of this policy and procedure is to outline ICAN Learn'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'

SC6: Student Administration Policy & Procedures

Policy

1. Systems and processes

- ICAN Learn:
 - 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.
 - Records all student information on its AVETMISS-compliant student management system, Vasto Educator. Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results and unit attainment, correspondence and records of issuance of AQF certification.
 - Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.
 - Regularly conducts internal audits of student files to ensure the records are accurate and complete. Any issues identified during a student file audit will be rectified and root cause of the issue identified to avoid re-occurrence.

2. Record keeping

- Student records will be kept for the following minimum periods of time:
 - **Evidence of assessment decisions for fee-for-service students** are kept for a minimum of 6 months past the date of course completion or withdrawal.
 - **Records of unit attainment and issuance of a qualification or statement** will be kept for a period of thirty (30) years on the student management system as required by the Standards.
- Students are able to access the records that ICAN Learn 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 ICAN Learn can do so by accessing our website or contacting ICAN Learn administration team at administration@icanlearn.edu.au
- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Guide.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All students will be required to sign a Student Agreement upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Students will be provided with a Confirmation of Enrolment email with details of the course they have been enrolled in.

SC6: Student Administration Policy & Procedures

4. Student code of conduct

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

5. Unique Student Identifiers and Victorian Student Numbers

- ICAN Learn complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents.
- In addition to USI, all Victorian students up to the age of 24 will be required to provide their Victorian Student Number (VSN) upon enrolment or if they do not have one, a new VSN will be issued to them. All VSNs are verified prior to the issuance of any certification documents.

6. Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *AQF Certification Policy and Procedure*. These will be issued within 30 days of completion, provided that all fees have been paid.
- Records of completion and issuance are stored on each student's file.

7. Withdrawals

- Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our head office.
- Where fees have been paid, a student may wish to apply for a refund using the *Application for a Refund* following our *Fees and Refunds Policy & Procedures*.
- Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

8. Deferment

- Defer means to formally delay commencement of the course or a unit of study with a relevant fee period, with intent to recommence study to complete content at an agreed future date, should a date be available for the same content.
- ICAN Learn assists students to defer course commencement, should circumstances change for the student which restricts their ability to commence or complete a course in which the student is enrolled.
- The deferment period for the full course will be no more than 12 months, and the student needs to request deferment in writing to administration@icanlearn.edu.au
- 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*.

9. Leave of Absence

- Leave of Absence refers to a period of time during which the student does not engage in study or course participation but remains enrolled.
- ICAN Learn works with the student to determine the most appropriate time for leave of absence where possible to minimise any financial risk to the student.

SC6: Student Administration Policy & Procedures

- Leave of Absence is usually approved for no more than 3 months unless there are extenuating circumstances. If further leave of absence is required, the student may apply for another leave of absence period with additional up-to-date evidence.
- Leave of Absence applications must include a personal statement detailing the reasons for the application.
- Should a Leave of Absence be granted, the student must agree to an action plan prior to the leave of absence period.
- ICAN Learn and the student will agree on terms of return to study (e.g. timeframes, learner support). It is the student's responsibility to contact ICAN Learn at least 5 working days prior to the end date of their approved leave. Should the student not contact ICAN Learn prior to the end date of approved leave then ICAN Learn will withdraw the student from their enrolment. The student will be sent notification in writing of the termination of their enrolment and will be issued a Statement of Attainment (if applicable) according to the Student Administration Policy and Procedure.

SC6: Student Administration Policy & Procedures

Procedures

1. Enquiry, application and interview

Refer

- SRTOs: Clauses 1.7, 3.6, 5.1, 5.2 and 5.3

Procedure	Responsibility
<p>A. Student enquires about a course</p> <ul style="list-style-type: none">• When a student enquires about a course, provide them with full details of the course they are considering enrolling in. This will usually include course information, applicable fees, the <i>Student Handbook</i> and how to enrol	Administration team
<p>B. Student applies to enrol</p> <ul style="list-style-type: none">• Upon receipt of a completed Enrolment, review the documentation for completeness. This includes checking:<ul style="list-style-type: none">– Enrolment information is complete.– All required information has been provided.– If students are applying for a course that has entry requirements or pre-requisites they must provide the necessary evidence (as indicated on the Course Guide) such as verified copies of qualifications, transcripts, CV or other as specified.• Once an <i>Enrolment</i> is received, enter basic student details in the student management system:<ul style="list-style-type: none">– Student name, address and contact details– Forms received	Administration team
<p>C. Application screening</p> <ul style="list-style-type: none">• Ask the student to complete the LLN assessment prior to the Entry interview.<ul style="list-style-type: none">– Mark the LLN assessment and determine appropriate LLN levels based on the marking guide. Determine whether the student has suitable skills to enroll in the course and whether or not additional support would be required.– If the student requires additional support, ensure this is documented on the LLN assessment. An Individual Support Plan should be developed in line with the <i>Training and Assessment Policy & Procedures</i>.• If the student is not suitable for the course, discuss alternative courses with the student.• If the student is ready to proceed,<ul style="list-style-type: none">○ arrange entry interview for students studying longer courses.○ Proceed with confirmation of enrolment for short courses• Record the details of the application screening process on the student management system.	Administration team

SC6: Student Administration Policy & Procedures

Procedure	Responsibility
<p>D. Entry Interview</p> <ul style="list-style-type: none"> Contact the student and arrange a time to complete the Entry Interview. This may be conducted as part of a group enrolment session or via phone/skype if preferred. Course Entry Interview Form: Conduct the entry interview by following the items on the checklist. Check off each item once it has been completed, taking notes about each step where applicable. Make a decision about whether the student is suitable for the course, based on: <ul style="list-style-type: none"> The skills and job outcomes the student wants to achieve by completing the course. The LLN levels of the student and any individual support that might be required and whether this can be provided by the RTO. Complete an <i>Individual Support Plan</i> if required. Document the decision on the Entry Interview Form and forward all paperwork to administration within 2 business days. 	Training & Learning Coordinator
<p>E. Finalise Agreements (prior to training commencement) & Raise invoice</p> <ul style="list-style-type: none"> Request the student to login to Vasto, details automatically emailed upon enrolment, download, read and agree to: <ul style="list-style-type: none"> Student Handbook Application and enrolment guide Privacy Notice Refund Policy Course withdrawal policy AI Usage policy Send to the student the following as applicable (unless already received) <ul style="list-style-type: none"> If the student is applying for RPL or Credit Transfer, forward the RPL application kit as per the process outlined in the Training & Assessment Strategy. Invoice for short courses or Invoice schedule for Certificate and Diploma courses. 	Administration team

2. Processing enrolments

Refer

- SRTOs: Clauses 7.5, 8.1

1. Procedure	Responsibility
<p>A. Processing enrolment</p> <ul style="list-style-type: none"> Once the student has enrolled or the Administration team have manually enrolled a student the Administration team will ensure: 	Administration team

SC6: Student Administration Policy & Procedures

1. Procedure	Responsibility
<ul style="list-style-type: none"> – Certified photo ID is submitted unless the student is already known to ICAN Learn – <i>LLN Assessment</i> is completed or proof of successful Higher Education is provided – USI is provided. If the student does not have a USI then they are given information on where to apply for one. USI provided is validated through the Student Management system. • Ensure correct funding source identifier is selected: <ul style="list-style-type: none"> – For fee-for-service students, select funding source identifier S 	
<p>B. Send Confirmation of Enrolment letter</p> <ul style="list-style-type: none"> • Customise to suit the information the student needs prior to commencing training – e.g. timetable information, what to bring to first class along with all relevant enrolment information such as who is their trainer/assessor, how to contact them etc 	Administration team

3. Student files

Refer

- SRTOs: Clauses 3, 5.4 and 7.5, 8.1

Procedure	Responsibility
<p>A. Student files</p> <ul style="list-style-type: none"> • Student files are automatically created in Vasto Educator upon enrolment. • Store all documents and copies of letters/ correspondence relevant to admission and enrolment in the file. 	Administration team
<p>B. Manage/ update student files</p> <ul style="list-style-type: none"> • Throughout the student's course, file all documents relating to the student in the student file once they have been processed accordingly. This includes: <ul style="list-style-type: none"> – Assessment evidence and records of assessment outcomes – All student correspondence – Contact records 	Administration team
<p>C. Keep copies of correspondence and fees</p> <ul style="list-style-type: none"> • Keep copies of any correspondence sent to a student in the students file. This might include letters about progress, attendance reminders, emails to the student etc. • Keep copies of invoices sent to the student in the student's file. 	Administration team
<p>D. Changes to agreement</p> <ul style="list-style-type: none"> • If there are any changes to agreement with student during their course, such as changes to training arrangements, assessment arrangements, changes to 	Administration team

SC6: Student Administration Policy & Procedures

Procedure	Responsibility
<p>agreements with third parties, the student must be advised in writing in accordance with Clause 5.4 of the Standards.</p> <ul style="list-style-type: none"> 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. 	
<p>E. Archive student files</p> <ul style="list-style-type: none"> Once a student has completed or withdrawn from their course, the file can be archived. Files must be retained in archives as outlined below: <ul style="list-style-type: none"> 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 team

4. Results, attendance and other progress

Refer

- SRTOs: Clause 7.5, 8.1

Procedure	Responsibility																				
<p>A. Record results</p> <ul style="list-style-type: none"> As training and assessment activities are completed, these are automatically recorded in Vasto Educator. Additional documents could include outcome records, training plans, contact records, attendance rolls and other documents. Discuss with manager if data for course and unit commencement is incorrect in Vasto Educator. Ensure following codes are used when recording results in Vasto Educator <table border="1"> <thead> <tr> <th>Outcome</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td>Competency achieved/pass</td> <td>20</td> </tr> <tr> <td>Competency not achieved/fail</td> <td>30</td> </tr> <tr> <td>Withdrawn/discontinued</td> <td>40</td> </tr> <tr> <td>Incomplete due to RTO closure</td> <td>41</td> </tr> <tr> <td>RPL granted</td> <td>51</td> </tr> <tr> <td>RPL not granted</td> <td>52</td> </tr> <tr> <td>Credit transfer/national recognition</td> <td>60</td> </tr> <tr> <td>Commenced and due to finish next calendar year</td> <td>70</td> </tr> <tr> <td>Not yet started</td> <td>85</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Training events may also need to be stored in the SMS in another section. Record as relevant (e.g. Workplace Visit and its date etc recorded as an Event, Checklist etc) Keep a copy of the documents in the student's file. 	Outcome	Code	Competency achieved/pass	20	Competency not achieved/fail	30	Withdrawn/discontinued	40	Incomplete due to RTO closure	41	RPL granted	51	RPL not granted	52	Credit transfer/national recognition	60	Commenced and due to finish next calendar year	70	Not yet started	85	Administration team
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<p>B. Record attendance</p> <ul style="list-style-type: none"> For attendance rolls for classes, mark whether each student in the class was present or absent in Vasto Educator. 	Administration team																				

SC6: Student Administration Policy & Procedures

Procedure	Responsibility
<p>C. Record other progress as relevant</p> <ul style="list-style-type: none"> Other records of progress, events or activities may be provided that require an update in the student management system – e.g. record contacts as an event, checklist etc. Keep records in the student file of all documents. 	Administration team

5. Withdrawals

Refer

- SRTOs: Clauses 7.5, 8.1

Procedure	Responsibility
<p>A. Process withdrawals</p> <ul style="list-style-type: none"> To withdraw from a course, a student must fill in and return a <i>Withdrawal Form</i>. Ensure Vasto Educator has all completed units of competency recorded. Withdraw the student from the course on Vasto Educator. This includes: <ul style="list-style-type: none"> Changing enrolment status to Withdrawn/Cancelled. Adding an end date to the enrolment. Changing any commenced units to a withdrawn outcome code of 40 and changing unit end date to date of withdrawal. Removing the student from any classes they were booked into. Removing the student from portal or online learning access (if applicable). Advising trainer/assessor Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with <i>Fees & Refund P&P</i>. Identify eligibility for a Statement of Attainment. Issue in accordance with <i>AQF Certification Policy and Procedures</i> if eligible. Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. Archive student file as per section above. 	Administration team

6. Completions

Refer

- SRTOs: Clauses 3.3, 3.4, 7.5

Procedure	Responsibility
<p>A. Process completions</p> <ul style="list-style-type: none"> Completions must be processed within 30 calendar days of the date of 	Administration team

SC6: Student Administration Policy & Procedures

Procedure	Responsibility
<p>completion, or the date of all final fees being paid, whichever is latest.</p> <ul style="list-style-type: none"> • First check that all required units for the qualification/course have been completed and recorded in Vasto Educator • Check whether all fees have been paid by the student to give an indication of timeframes required. Follow up outstanding fees if applicable. • Check that the records held in the SMS match the records in the student file. • Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. • Updates must be made in Vasto Educator. This includes: <ul style="list-style-type: none"> – Changing enrolment status to Completed. – Adding an end date to the enrolment – this should be the date of the final assessment. – Removing the student from portal or online learning access (if applicable). – Awarding the qualification/ statement in line with the <i>AQF Certification Policy and Procedure</i>. • Ensure the student has a verified USI on file. The qualification cannot be issued if there is no verified USI. • Ensure the student's VSN is recorded, if applicable. • Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&P</i> (as long as all fees have been paid). • Archive student file as per section above. 	

7. Deferment and Leave of Absence

Procedure	Responsibility
<p>A. Process of Deferment and Leave of Absence</p> <ul style="list-style-type: none"> • To defer or take a leave of absence, a student must fill in and return a <i>Leave of Absence Application</i> form. • The form will be reviewed by the Executive Officer or other such delegate (usually the Training and Learning Coordinator or the RTO Operations Manager) • The student will be notified by email of the decision made by the Executive officer or such delegate. • If the student disagrees with the decision, then the student may lodge an appeal in accordance with the <i>Complaints and Appeals P&P</i>. • The student's access to the Vasto e-learning dashboard during the Deferment or Leave of Absence will be suspended. 	<p>Administration team / Executive Officer</p>

SC6: Student Administration Policy & Procedures

Document Control

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