



**BUSINESS LEADERSHIP INSTITUTE**

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# SC16-I: STUDENT ADMINISTRATION POLICY & PROCEDURE DOMESTIC AND INTERNATIONAL STUDENTS





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## Purpose

The purpose of this policy and procedure is to outline OUR INSTITUTE'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, 3.1, 3.2, 3.3, 3.4, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5 of the Standards.

This also ensures compliance with the ESOS Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 Standards 2, 3, 12 and 13.



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## Definitions

**ASQA** means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

**AVETMISS** means Australian Vocational Education and Training Management Information Statistical Standard

**ESOS Act** means Education Services for Overseas Students Act 2000

**PRISMS** means Provider Registration and International Students Management System

**SMS** means an AVETMISS-compliant Student Management System

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

**Student Identifier** means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014

**USI** means Unique Student Identifier, and has the same meaning as 'Student Identifier'



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## Policy

### 1. OUR INSTITUTE:

- Has sound administrative practices and processes to ensure the secure and effective management of student information and data.
- Has set processes managing student administration requirements – this includes processes for managing course applications and enrolments, student files, entering results and attendance, course completions and withdrawals.
- Maintains electronic file for each enrolled student and stores these Student Management System. Each student file includes copies of all relevant documents relating to the student's enrolment. Student files are archived at the end of a student's course and kept for a minimum of 2 years past the date of completion or withdrawal.
- Records all student information on student management system. Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results, correspondence, and issuance of qualifications, certificates and statements of attainment.
- Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.

2. OUR INSTITUTE complies with the requirements of the Student Identifier Scheme as required by Clause 3.6 of the standards.
3. A sample of student files will be internally audited regularly to ensure they are accurate and up to date. The outcomes of these audits will be used to identify any systemic areas that require improvement.
4. Students are able to access the records that OUR INSTITUTE holds about them by putting a request in writing using the *Access to Records Request Form*.
5. Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our student contact officer/ training administrator. This process is described in OUR INSTITUTE Deferral, Suspension and Cancellation Policy and Procedure



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## Procedures

### 1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3, National Code 2007 Standard 2, 3, 12



Procedure	Responsibility
<p><b>A. Assessment of suitability</b></p> <ul style="list-style-type: none"> <li>• Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment.</li> <li>• For both domestic and international students this includes checking:               <ul style="list-style-type: none"> <li>– All required information has been provided.</li> <li>– Authenticity of any relevant academic documents by contacting the institution that issued the certification. Where the institution cannot be contacted because it no longer exists or because no response is received, OUR INSTITUTE staff will conduct the following where necessary: interview the student regarding the authenticity, contact a referee, research the institution on-line and/or through social media. Where the authenticity of the academic document provided is found to be false or fraudulent the student’s application will be immediately rejected.</li> <li>– The applicant meets entry requirements and has required pre-requisites</li> <li>– The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant?</li> <li>– Suitability of delivery model for the applicant. E.g. If workplace based, do they have a suitable workplace? If class-based, are classes in a suitable location for them to travel to etc.</li> <li>– For workplace based courses, is there approval from the workplace?</li> </ul> </li> <li>• For international students only, this includes checking:               <ul style="list-style-type: none"> <li>– Where the student is under 18 that the enrolment form has been signed by the parent of guardian and other relevant forms relating to students under 18 have been completed including the younger student form with attached required evidence.</li> <li>– Whether the student has stated that they are already enrolled with another provider and have not yet finished 6 months of their principal course of study. Refer to Course Transfer Policy and Procedure for actions</li> </ul> </li> </ul>	<p>Admin team</p>



Procedure	Responsibility
<p><b>B. Add to student management system</b></p> <ul style="list-style-type: none"> <li>• If suitability has been determined after interview, process enrolment by adding student to student management system.               <ul style="list-style-type: none"> <li>– Add personal details</li> <li>– Add statistical data from enrolment form</li> <li>– Add to relevant course</li> <li>– Add to timetable</li> <li>– Give student LAN access</li> <li>– Provide student with student ID card</li> <li>– Give student access to online portal</li> <li>– Provide student with access to online learning</li> </ul> </li> </ul>	Admin team
<p><b>C. Student identifier</b></p> <ul style="list-style-type: none"> <li>• Ensure student has provided a verified USI. This may be provided by the student providing their number on the form or by the student giving permission for OUR INSTITUTE to create a USI on their behalf. Where no information on the USI has been provided by the student, the student should be notified that their enrolment is on hold until this has been provided.</li> <li>• Where the student has provided approval for the RTO to generate the USI, follow the online process for generation of a USI for the student.</li> </ul>	Admin team
<p><b>D. Credit application</b></p> <ul style="list-style-type: none"> <li>• If Credits are applicable, conduct Credit assessment in accordance with the <i>Credit Policy and Procedure</i> and/or RPL procedure in <i>Training and Assessment Policy and Procedure</i>.</li> <li>• On receipt of signed acceptance of credit, place this on the student's file.</li> </ul>	Admin team





Procedure	Responsibility
<p><b>E. COE Letter, Student Agreement and Invoice</b></p> <ul style="list-style-type: none"> <li>• For domestic students:               <ul style="list-style-type: none"> <li>○ Create Confirmation of Enrolment Letter and Student Agreement.</li> <li>○ Create deposit invoice.</li> <li>○ Post to student</li> </ul> </li> <li>• For international students:               <ul style="list-style-type: none"> <li>○ Create Letter of Offer and Student Agreement to meet requirements of National Code 2007 Standard 3</li> <li>○ Create invoice</li> <li>○ Where credit awarded, notify student of reduced course duration.</li> <li>○ Once signed written agreement received, create Confirmation of Enrolment.</li> <li>○ Provide Confirmation of Enrolment to student</li> <li>○ Enter student details into PRISMS</li> </ul> </li> <li>• Keep copies of all documents and file in student file – refer next section.</li> </ul>	Admin team
<p><b>F. Orientation</b></p> <ul style="list-style-type: none"> <li>○ Students must attend orientation prior to course as scheduled</li> </ul>	Admin team

## 2. Student files

Refer National Code 2007 Standard 12, ESOS Act Section 21

Procedure	Responsibility
<p><b>G. Create student files</b></p> <ul style="list-style-type: none"> <li>• As a new student enrolls in a course, create a new file for them.</li> <li>• Scan and store all documents and copies of letters etc relevant to admission and enrolment in on student management system.</li> </ul>	Admin team



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Procedure	Responsibility
<p><b>H. Manage/ update student files</b></p> <ul style="list-style-type: none"> <li>• Throughout the student’s course, file all documents relating to the student in the student file once they have been processed accordingly. This might include results, assessment evidence, letters to the student, contact records etc.</li> <li>• Where an international students’ course duration is reduced or increased after their visa is granted, vary course duration on PRISMS/</li> <li>• Contact all international students every 6 months to confirm contact details via email request.</li> <li>• Students access SMS and update their details or email us back to update their contact details as required.</li> </ul>	<p>Manager</p>
<p><b>I. Archive student files</b></p> <ul style="list-style-type: none"> <li>• Once a student has completed or withdrawn from their course, the file can be archived.</li> <li>• Files must be kept in archives for at least 2 years before being destroyed.</li> </ul>	<p>Admin team</p>

### 3. Results, attendance and other progress

Refer National Code 2007 Standard 10,11



Procedure	Responsibility
<p><b>J. Record results</b></p> <ul style="list-style-type: none"> <li>• As training and assessment activities are completed, trainers will submit completed documents such as outcome records, task cover sheets, visit reports, training plans, contact records, attendance rolls and other documents. These must be reflected in the student management system (SMS) and LMS.</li> <li>• Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student's enrolment in the SMS and LMS.</li> <li>• Training events may also need to be stored in the SMS and LMS in another section. Record as relevant (e.g. Workplace Visit and its date etc. recorded as an Event, Checklist etc.)</li> <li>• For international students, monitor course progress as per Course Progress.</li> <li>• Keep a copy of the documents in the student's file.</li> </ul>	Admin Team
<p><b>2. Record attendance</b></p> <ul style="list-style-type: none"> <li>• For attendance rolls for classes, mark whether each student in the class was present or absent in the SMS.</li> <li>• For international students, monitor course progress as per Course Progress.</li> <li>• File attendance rolls in the <i>Class Attendance Roll</i> register.</li> </ul>	Admin Team
<p><b>3. Record other progress as relevant</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Keep records in the student file of all documents.</li> </ul>	Admin Team

#### 4. Correspondence and fees

Refer National Code 2007 Standard 3,10, 11



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Procedure	Responsibility
<p><b>4. Keep copies of correspondence and fees</b></p> <ul style="list-style-type: none"><li>• Keep copies of any correspondence sent to a student on SMS. This might include letters about progress, attendance reminders, emails to the student etc.</li><li>• Keep copies of invoices sent to the student on SMS.</li></ul>	Admin Team
<p><b>5. Changes to agreement</b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• Provide the student with a new Student Agreement as required.</li></ul>	Admin Team

## 5. Withdrawals

Refer National Code 2007 Standard 10, 11, 13



Procedure	Responsibility
<p><b>6. Process withdrawals</b></p> <ul style="list-style-type: none"> <li>• To withdraw from a course, a student must fill in and return a <i>Student Request Form</i>.</li> <li>• Upon receipt, withdraw the student from the course on the SMS. This includes: <ul style="list-style-type: none"> <li>– Changing enrolment status to Withdrawn/Cancelled.</li> <li>– Adding an end date to the enrolment.</li> <li>– Changing any commenced units to a withdrawn outcome code and changing unit end date to date of withdrawal.</li> <li>– Removing the student from any classes they were booked into.</li> <li>– Removing the student from portal or online learning access (if applicable).</li> <li>– Advising trainer/assessor</li> <li>– For international students, notify DET via PRISMS – see Deferral, Suspension and Cancellation Policy and Procedure.</li> </ul> </li> <li>• Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with <i>Fees &amp; Refund P&amp;P</i>.</li> <li>• Identify eligibility for a Statement of Attainment. Issue in accordance with <i>AQF Certification P&amp;P</i> if eligible.</li> <li>• Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified.</li> <li>• Archive student file as per section above.</li> </ul>	<p>Admin Team</p>

## 6. Completions

Refer Standard 3 - Clause 3,1, 3.2, 3.3, 3.4 and 3.6, ESOS Act Section 21



Procedure	Responsibility
<p><b>7. Process completions</b></p> <ul style="list-style-type: none"> <li>• Completions must be processed within 30 calendar days of the date of completion, or the date of all final fees being paid, whichever is latest.</li> <li>• First check that all required units for the qualification/course have been completed and recorded in the SMS.</li> <li>• Check whether all fees have been paid by the student to give an indication of timeframes required. Follow up outstanding fees if applicable.</li> <li>• Check that the records held in the SMS match the records in the student file.</li> <li>• Conduct a Student File Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified.</li> <li>• Updates must be made in the SMS. This includes: <ul style="list-style-type: none"> <li>– Changing enrolment status to Completed.</li> <li>– Adding an end date to the enrolment – this should be the date of the final assessment.</li> <li>– Removing the student from portal or online learning access (if applicable).</li> </ul> </li> <li>• Ensure the student’s USI is recorded.</li> <li>• Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&amp;P</i> (as long as all fees have been paid).</li> <li>• Archive student file as per section above.</li> </ul>	<p>Admin Team</p>

## Document Control

**Quality Area:** SC Students & Clients

**Status:** Approved



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<b>Approved By:</b>	<b>CEO</b>
<b>Approval Date:</b>	01/04/2015
<b>Standards:</b>	<b>Clauses 1.7 and 1.8 of Standard 1, Clause 3.6 of Standard 3, Clauses 5.1, 5.2, 5.3 and 5.4 of Standard 5, Clause 7.5 of Standard 7 and National Code Standard 2, 3, 12.</b>
<b>Legislation:</b>	<b>ESOS Act 2000</b>