



SC16-I: Student Administration Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline Australian College of Hospitality and Business Management approach to ensuring it manages student records and administration effectively.

Along with other policies and procedures, this contributes to ensuring compliance with Clauses 3.6, 5.1, 5.2, 5.3, 5.4 of the Standards.

This also ensures compliance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standards 2, 3 and 11.

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

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'



Policy

1. Australian College of Hospitality and Business Management:

- 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 a file for each enrolled student and stores these in lockable filing cabinets at head office. 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 its 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 and other compulsory relevant information.
- Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.

2. Australian College of Hospitality and Business Management complies with the requirements of the Student Identifier Scheme as required by Clause 3.6 of the RTO’s standards 2015.

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 can access the records that Australian College of Hospitality and Business Management 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 head office. This process is described in Australian College of Hospitality and Business Management Deferral, Suspension and Cancellation Policy and Procedure

Procedures

1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3

Procedure	Responsibility
<p>A. Assessment of suitability</p> <ul style="list-style-type: none"> • Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment. • For both domestic and international students, this includes checking: <ul style="list-style-type: none"> – All required information has been provided. – Authenticity of any relevant academic documents by contacting the institution that issued the certification. Where the institution cannot be 	Administration and Course Coordinator



contacted because it no longer exists or because no response is received, Australian College of Hospitality and Business Management staff will conduct the following: 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.

- The applicant meets entry requirements and has required pre-requisites
- The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant?
- 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.
- For workplace-based courses, is there approval from the workplace?
- Assess LLN capabilities and refer to English classes if required.
- For international students only, this includes checking:
 - 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. SC32-1
 - The applicant has the required English language level as specified in the entry requirements. All IELTS results submitted are verified on the IELTS Test Report Form (TRF) Verification Service online and the verification is noted on the students' file. Where the applicant has provided other English Language tests other than IELTS, these are also verified through the relevant process.
 - Where there is doubts about the applicant's English language levels, the applicant will be required to complete an Australian College of Hospitality and Business Management Language, Literacy and Numeracy test. Applicants may also be issued with a conditional letter of offer subject to meeting the required English language levels and providing evidence of such.
- As per the *Training and Assessment Procedure (TA7-I)* for Student Support, check if the student has identified that they have any additional support needs on the form. If some have been identified discuss with Head Trainer about ability to provide this additional support.
- If suitability has not been confirmed through documentation, follow up with applicant to provide further information or provide reasons for the course being unsuitable. Follow up in writing.
- Once it has been confirmed from documentation that applicant may be suitable, conduct verbal interview with applicant. This could be face to face or over the phone or via a Skype call. Document discussion. Ensure the applicant receives information about the course and its suitability to



<p>their needs during the interview.</p> <ul style="list-style-type: none"> • Ensure applicant has received the Student Handbook, Course Outline and Student Agreement. • Where an applicant is deemed not suitable for the course, send a rejection letter stating that the applicant has not been successful, including the reasons for this. 	
<p>B. Add to student management system</p> <ul style="list-style-type: none"> • If suitability has been determined after interview, process enrolment by adding student to student management system. <ul style="list-style-type: none"> – Add personal details – Add statistical data from enrolment form (if available) – Add to relevant course – Add to timetable (if applicable) – Give student access to online portal (if applicable) – Provide student with access to online learning (if applicable) 	Administration
<p>C. Student identifier</p> <ul style="list-style-type: none"> • 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 Australian College of Hospitality and Business Management 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 AQF certification document will not be issued until this has been provided. • 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. 	Administration / PEO
<p>D. Credit application</p> <ul style="list-style-type: none"> • If Credits are applicable, conduct Credit assessment in accordance with the <i>Credit Policy and Procedure SC12-I</i> and/or RPL procedure in <i>Training and Assessment Policy and Procedure TA7-I</i>. • On receipt of signed acceptance of credit, place this on the student's file. 	Administration and Course Coordinator
<p>E. COE Letter, Student Agreement and Invoice</p> <ul style="list-style-type: none"> • For domestic students: (Not applicable) <ul style="list-style-type: none"> ○ Create Confirmation of Enrolment Letter and Student Agreement. ○ Create deposit invoice. ○ Give to student • For international students: <ul style="list-style-type: none"> ○ Create Letter of Offer and Student Agreement SC 16.5 to meet requirements of National Code 2007 Standard 3 ○ Create invoice 	Administration



<ul style="list-style-type: none"> ○ Where credit awarded, notify student of reduced course duration. ○ Once signed written agreement received and invoice paid, create Confirmation of Enrolment. ○ Provide Confirmation of Enrolment to student ○ Enter student details into PRISMS ● Keep copies of all documents and file in student file – refer next section. 	
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2. Student files

Procedure	Responsibility
<p>F. Create student files</p> <ul style="list-style-type: none"> ● As a new student enrolls in a course, create a new file for them. Files should be labelled with: - SURNAME, First name ● Colour coded: - Blue=Diploma (FUTURE), Red=Certificate, Buff=Administration ● Store all documents and copies of letters etc relevant to admission and enrolment in the file. ● File in the filing cabinet/ compactor/other in alphabetical order by surname. 	Administration
<p>G. 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 might include results, assessment evidence, letters to the student, contact records etc. ● Where an international students' course duration is reduced after their visa is granted, vary course duration on PRISMS. ● Contact all international students every 6 months to confirm contact details. Done via email and in class form. ● Update contact details as required. 	Administration / Student Support
<p>H. 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 kept in archives for at least 2 years before being destroyed. 	Administration

3. Results, attendance and other progress

Procedure	Responsibility
<p>I. Record results</p> <ul style="list-style-type: none"> ● As training and assessment activities are completed, trainers will send in completed documents such as outcome records, task cover sheets, visit 	Administration / Student Support



Procedure	Responsibility
<p>reports, training plans, contact records, attendance rolls and other documents. These must be reflected in the student management system (SMS) as relevant.</p> <ul style="list-style-type: none"> Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student's enrolment in the SMS. 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) For international students, monitor course progress as per Course Progress and Attendance Monitoring Policy and Procedure. Keep a copy of the documents in the student's file. 	
<p>2. 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 the SMS. For international students, monitor course progress as per Course Progress and Attendance Monitoring Policy and Procedure. In some cases, an attendance roll may trigger an update to the outcome code for a particular unit for students who attended. In this case, update unit outcome codes as relevant for units covered during the class. File attendance rolls in the <i>Class Attendance Roll</i> folder. 	Trainers / Assessors
<p>3. 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

4. Correspondence and fees

Procedure	Responsibility
<p>4. 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 may also be stored electronically against the student's record in the SMS. 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
<p>5. 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 agreements with third parties, the student must be advised in writing in accordance with Clause 5.4 of the Standards. 	Administration



5. Withdrawals

Procedure	Responsibility
<p>6. 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>. • Upon receipt, withdraw the student from the course on the SMS. 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 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 – For international students, notify DET via PRISMS – see Deferral, Suspension and Cancellation Policy and Procedure. • 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 P&P</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

6. Completions

Procedure	Responsibility
<p>7. Process completions</p> <ul style="list-style-type: none"> • 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. • First check that all required units for the qualification/course have been completed and recorded in the SMS. • 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 	Administration / Course Coordinator / PEO



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Procedure	Responsibility
<p>identified.</p> <ul style="list-style-type: none"> • Updates must be made in the SMS. 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). • Ensure the student's USI is recorded and check fees status. • Issue testamur, statement of attainment and/or academic record of results in accordance with <i>AQF Certification P & P</i>. • Archive student file as per section above. 	

Document Control

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