

# SC16: Student Administration Policy & Procedure

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## Purpose

The purpose of this policy and procedure is to outline Australian Academy of Nursing (AAON) 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

**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. AAON:

- Has sound administrative practices and processes to ensure the secure and effective management of student information and data.

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- Has set processes managing student administration requirements – this includes processes for managing course applications and enrolments, student file, entering results and attendance, course completions and withdrawals.
  - Records all student information on its AVETMISS-compliant 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. AAON 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 AAON 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.

### Procedures

#### 1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3

Procedure	Responsibility
<p><b>A. Assessment of suitability</b></p> <ul style="list-style-type: none"> <li>• Upon receipt of an application/enrolment form, AAON will review the documentation for suitability of enrolment. This includes checking:               <ul style="list-style-type: none"> <li>– All required information has been provided.</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.</li> </ul> </li> <li>• As per the <i>Training and Assessment Procedure (TA7)</i> for Student Support, AAON will check if the student has identified that they have any additional support needs on the form. If some have been identified, this will be discussed with Director of Studies about the School's ability to provide support.</li> <li>• If suitability has not been confirmed through documentation, AAON will follow up with the applicant to provide further information or provide reasons for the course being unsuitable. Follow up will be in writing/email.</li> <li>• Once it has been confirmed from documentation that applicant the may be</li> </ul>	<p>Administration team / Admissions team</p>

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Procedure	Responsibility
<p>suitable, a verbal interview will be conducted with the applicant. The discussion will be documented. Ensure the applicant receives information about the course and its suitability to their needs during the interview.</p> <ul style="list-style-type: none"> <li>AAON will ensure the applicant has received the Student Handbook, Course Outline, and Student Agreement.</li> </ul>	
<p><b>B. Addition of the student to the student management system</b></p> <ul style="list-style-type: none"> <li>If suitability has been determined after the interview, enrolment will be processed by adding the student to the student management system. Addition includes <ul style="list-style-type: none"> <li>Personal details</li> <li>Statistical data from enrolment form (if available)</li> <li>Name to roster of the relevant course</li> <li>Addition to timetable</li> <li>Granting of student access to online portal</li> </ul> </li> </ul>	Administration team / Admissions team
<p><b>C. Student identifier</b></p> <ul style="list-style-type: none"> <li>AAON will 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 AAON to create a USI on their behalf. Where no information on the USI has been provided by the student, the student will 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, the process for online generation of a USI for the student will be undertaken.</li> </ul>	Administration team/ Admissions team
<p><b>D. Credit application</b></p> <ul style="list-style-type: none"> <li>If Credits are applicable, Credit assessment will be conducted in accordance with the <i>Credit Policy and Procedure</i>.</li> </ul>	Administration team / Admissions team
<p><b>E. COE Letter, Student Agreement and Invoice</b></p> <p>The process will be as follows:</p> <ul style="list-style-type: none"> <li>Creation of Confirmation of Enrolment Letter and Student Agreement.</li> <li>Creation of a deposit invoice.</li> <li>Postage of these items to the student</li> <li>Copies of all documents and file will be stored in student file – refer next section.</li> </ul>	Administration team / Admissions team

### 2. Student files

Procedure	Responsibility
<b>F. Creation of student files</b>	Administration team /

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Procedure	Responsibility
<ul style="list-style-type: none"> <li>As a new student enrolls in a course, a new file is created for them. Files will be labelled with:               <ul style="list-style-type: none"> <li>SURNAME, First name</li> </ul> </li> <li>All documents and copies of letters etc relevant to admission and enrolment will be stored in the file.</li> <li>File in the filing cabinet/ compactor/other in alphabetical order by surname.</li> </ul>	Admissions team
<p><b>G. Manage/ update student files</b></p> <ul style="list-style-type: none"> <li>Throughout the student's course, all documents relating to the student in the student file will be filed once they have been processed accordingly. This might include results, assessment evidence, letters to the student, contact records etc.</li> </ul>	Administration team / Admissions team
<p><b>H. 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> </ul>	Administration team / Admissions team

### 3. Results, attendance and other progress

Procedure	Responsibility
<p><b>I. Record results</b></p> <ul style="list-style-type: none"> <li>As training and assessment activities are completed, trainers will send in completed documents such as outcome records, task cover sheets, visit reports, training plans, contact records, attendance rolls and other documents. These will be reflected in the student management system (SMS) as relevant.</li> <li>Documents showing an assessment outcome will trigger an update to the result for the relevant unit against the student's enrolment in the SMS.</li> <li>Training events may also need to be stored in the SMS in another section. AAON will record this as relevant (e.g. Workplace Visit and its date etc recorded as an Event, Checklist etc)</li> <li>AAON will keep a copy of the documents in the student's file.</li> </ul>	Administration team
<p><b>J. 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>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, unit outcomes codes will be updated as relevant for units covered during the class.</li> <li>File attendance rolls in the <i>Class Attendance Roll</i> folder.</li> </ul>	Administration team

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<p><b>K. 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>Records of all documents will be kept in the student file.</li> </ul>	Administration team

### 4. Correspondence and fees

Procedure	Responsibility
<p><b>L. Copies of correspondence and fees</b></p> <ul style="list-style-type: none"> <li>Copies of any correspondence sent to a student will be kept 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.</li> <li>Copies of invoices sent to the student will be kept in the student's file.</li> </ul>	Administration team
<p><b>M. Changes to agreement</b></p> <ul style="list-style-type: none"> <li>If there are any changes to agreement with students during their course, such as changes to training arrangements, assessment arrangements, changes to agreements with third parties, the student will be advised in writing in accordance with Clause 5.4 of the Standards.</li> </ul>	Administration team

### 5. Withdrawals

Procedure	Responsibility
<p><b>N. 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>Withdrawal Form</i>.</li> <li>Upon receipt, AAON will withdraw a 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> </ul> </li> <li>AAON will ensure all fees have been charged. AAON will notify accounts team to follow up outstanding amounts. AAON assess refund eligibility if applicable in line with <i>Fees &amp; Refund P&amp;P</i>.</li> <li>Eligibility for a Statement of Attainment will be identified. This will be</li> </ul>	Administration team

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<p>issued in accordance with <i>AQF Certification P&amp;P</i> if eligible.</p> <ul style="list-style-type: none"> <li>AAON conducts a Student File Audit and follow up on any issues identified or makes recommendations for improvement if systemic issues have been identified.</li> <li>AAON archives student file as per section above.</li> </ul>	

### 6. Completions

Procedure	Responsibility
<p><b>O. Process completions</b></p> <ul style="list-style-type: none"> <li>Completions will 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>AAON checks that all required units for the qualification/course have been completed and recorded in the SMS.</li> <li>AAON then checks whether all fees have been paid by the student to give an indication of timeframes required. Outstanding fees will be followed up if applicable.</li> <li>AAON checks that the records held in the SMS match the records in the student file.</li> <li>A Student File Audit and follow up of any issues identified will be conducted or recommendations will be made for improvement if systemic issues have been identified.</li> <li>Updates will 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>AAON will ensure the student's USI is recorded.</li> <li>A testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&amp;P</i> will be issued (as long as all fees have been paid).</li> <li>AAON will archive student files as per section above.</li> </ul>	Administration team

### Document Control

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**Standards:** 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.