



Australasian International Academy

RTO Code 41144, CRICOS Code 03480K

Student Administration Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline Australasian International Academy'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 2017 Standards 2, 3, 12 and 13.

Definitions

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

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

ESOS Act means the Education Services for Overseas Students Act 2000

LMS means an AVETMISS-compliant Learner Management System

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018 which can be accessed from www.legislation.gov.au

PRISMS means Provider Registration and International Students Management System of Department of Education, Skills and Employment

RTO means Registered Training Organisation, a provider and assessor of nationally recognised vocational education and training.

SRTO 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 Registrar, in accordance with the Student Identifiers Act 2014

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module

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



Policy

1. Australasian International Academy:
 - 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 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 AVETMISS-compliant learner management system (LMS). 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 learner management system.
2. Australasian International Academy 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 Australasian International Academy holds about them by putting a request in writing using the *Student Request Form*.
5. Students who wish to withdraw from their course are required to fill in a *Student Request Form* and return it to our head office. This process is described in Australasian International Academy *Deferral, Suspension and Cancellation Policy and Procedure*.



Procedures

1. Entry and admissions

Relevant to:

- Standard 5 – Clauses 5.1, 5.2 and 5.3
- National Code: Standards 2,3 and 12

Procedure	Responsibility
<p>A. Assessment of suitability</p> <ul style="list-style-type: none"> – Upon receipt of an enrolment form, review the documentation for suitability of enrolment. – For all 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 contacted because it no longer exists, no response is received or overseas location, Australasian International Academy admin staff will conduct a range of checks which may include interviewing the student regarding the authenticity, contacting a referee, researching the institution online and/or through social media. However, later visa approval will also indicate overseas qualifications' authentication. – 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. This includes LLN requirements which the applicant is required to demonstrate through completion of an LLN test. – The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant? For this, each applicant must complete and submit the <i>Course Entry Interview Form</i>. – Suitability of delivery model for the applicant. – For international students particularly this includes checking: <ul style="list-style-type: none"> – 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 <i>Course Transfer Policy and Procedure</i> for actions. – The applicant has the required English language level as specified in the entry requirements in the respective course' <i>Training and Assessment Strategy</i> document. – Applicants are also required to complete an LLN test to confirm that they have sufficient LLN skills. – Applicants may also be issued with a conditional letter of offer subject to meeting the required English language levels and providing evidence of such. – Check if the student has identified that they have any additional support needs on the application form. If some have been identified, discuss with the Head of Administration 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. – A verbal interview may be conducted with applicant if more information is required. This could be face to face or over the phone or via a Skype/ Zoom call. Discussion will be documented. Ensure the applicant receives information about the course and its suitability to their needs during the interview. – Ensure applicant has received the <i>International Student Handbook, Course Brochure</i> and <i>International Student Letter of Offer and Agreement</i>. 	<p>Administration team</p>



Procedure	Responsibility
<ul style="list-style-type: none"> - 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. - All responses regarding enrolment must be processed and the response sent to the student within 5 working days. 	
<p>B. LLN (Language, Literacy and Numeracy) Assessment:</p> <p>Australasian International Academy (AIA) requires international applicants to complete a mandatory Language, Literacy and Numeracy (LLN) skills assessment as part of the enrolment process to determine and demonstrate their readiness and learning capacity to undertake their desired course.</p> <p>This will be applicable when they are applying to enrol into an Australian RTO e.g. Australasian International Academy (AIA) for the first time. LLN assessment will not be required:</p> <ul style="list-style-type: none"> ▪ when the student transfers their course; or ▪ when the student completes a course and enrol into another course in AIA; or ▪ when the student has completed at least six (6) months of formal education in an accredited institution (school/ RTO/ university) inside Australia within the last two (2) years. <p>This assessment will occur by appointment after the prospective student's enrolment application has been received and assessed. Applicants will be notified and provided with the details of LLN assessment process, if applicable, as a conditional attachment to their <i>International Student Letter of Offer and Agreement</i>. In that case, only a successful completion of the LLN assessment will result in the implementation of that corresponding agreement.</p> <p>Those responsible for the conduct of this assessment must refer to the <i>General Assessor Guidance for LLN Assessment</i> and the LLN section in the <i>Student Administration Policy & Procedure</i>.</p> <p>Australasian International Academy's LLN assessment consists of 5 (five) domains; learning, writing, reading, oral communication and numeracy. Applicants must achieve at least ACSF (Australian Core Skills Framework) level 3 in all domains to fulfill this requirement.</p> <p>The assessment commences with an LLN assessment which includes learning, writing, reading and numeracy tests. This assessment will be carried out either in paper or through online form.</p> <p>This assessment is followed by an oral interview, either face-to-face or through an online platform, which is designed to collect information from the learner and also to assess their communication skills. However, all collected information in this domain is included in the Course Entry Interview Form. Therefore, following test scores, if valid in the time of application assessment, will satisfy the LLN oral communication domain requirement:</p> <ul style="list-style-type: none"> - IELTS speaking 5.0 or higher - TOEFL speaking 14 or higher - PTE speaking 35 or higher <p>The <i>General Assessor Guidance for LLN Assessment</i> includes guidance for the assessor in terms of the desired responses. The assessor will record their findings from the assessment and make any appropriate recommendations with regard to the need of improvement or the learner's suitability for the program. Detailed instructions along with ACSF levels mapping are provided within the assessor guidance document.</p>	
<p>C. Add to the LMS (Learner Management System)</p> <ul style="list-style-type: none"> ▪ If suitability has been determined after interview, process enrolment by adding student to the learner management system. <ul style="list-style-type: none"> - Add personal details - Add statistical data from enrolment form (if available) 	Administration team



Procedure	Responsibility
<ul style="list-style-type: none"> – Add to relevant course – Add to timetable (if applicable) – Give student access to online portal (if applicable) – Provide student with access to online learning resources (if applicable) 	
<p>D. 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 Australasian International Academy 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. ▪ 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 team
<p>E. Credit application</p> <ul style="list-style-type: none"> ▪ If Credits are applicable, conduct Credit assessment in accordance with the <i>Course Credit Policy and Procedure</i> and/or RPL procedure in <i>Training and Assessment Policy and Procedure</i>. ▪ On receipt of signed acceptance of credit, place this on the student's file. 	Administration team
<p>F. COE Letter, Student Agreement and Invoice</p> <ul style="list-style-type: none"> ▪ For international students: <ul style="list-style-type: none"> – Create <i>International Student Letter of Offer and Agreement</i> to meet requirements of National Code 2018 Standard 3 – Create invoice – Where credit awarded, notify student of reduced course duration. – Once signed written agreement received, create <i>Confirmation of Enrolment</i>. – Provide <i>Confirmation of Enrolment</i> to student – Enter student details into PRISMS ▪ Keep copies of all documents and file in student file – refer next section. 	Administration team

2. Student files

Relevant to:

- National Code 2018 Standard 12, ESOS Act Section 21

Procedure	Responsibility
<p>A. 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: <ul style="list-style-type: none"> – SURNAME, First name ▪ 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 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 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. ▪ Update students' contact details if applicable. 	Administration team



Procedure	Responsibility
C. Archive student files <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 team

3. Results, attendance and other progress

Relevant to:

- National Code 2018 Standard 10,11

Procedure	Responsibility
A. Record results <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 reports, training plans, contact records, attendance lists and other documents used as training and assessment evidences. Administration team will store and maintain these records digitally and/or manually. Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student's enrolment in the LMS. For international students, monitor course progress as per <i>Course Progress and Attendance Monitoring Policy and Procedure</i>. Keep a copy of the student-specific documents in the student's file. 	Administration team
B. Record attendance <ul style="list-style-type: none"> Students' attendance will be recorded by the trainer and provided to the administration team at the end of term. For international students, monitor course progress as per <i>Course Progress and Attendance Monitoring Policy and Procedure</i>. In some cases, an attendance list 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. Keep attendance lists' record digitally and/or manually. 	Administration team/ Trainer and assessor
C. Record other progress as relevant <ul style="list-style-type: none"> Other records of progress, events or activities may be provided that require an update in the learner management system – e.g. record contacts as an event, checklist etc. Keep student-specific records in the student file of all documents. 	Administration team

4. Correspondence and fees

Relevant to:

- National Code 2018 Standard 3,10, 11

Procedure	Responsibility
A. Keep copies of correspondence and fees <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 LMS or sent items of the specific email addresses used for student communication. 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
B. Changes to agreement <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, 	Administration team



Procedure	Responsibility
<p>the student must be advised in writing in accordance with Clause 5.4 of the Standards.</p> <ul style="list-style-type: none"> Provide the student with a new student agreement as required. 	

5. Withdrawals

Relevant to:

- National Code 2018 Standard 10,11, 13

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 withdrawal form (<i>Student Request Form</i>). Upon receipt, withdraw the student from the course on the LMS. 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 DESE via PRISMS – see <i>Deferral, Suspension and Cancellation Policy & Procedure</i>. Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with <i>Fees and Refund Policy & Procedure</i>. Identify eligibility for a Statement of Attainment. Issue in accordance with <i>AQF Certification Policy & Procedure</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

Relevant to:

- Standard 3 - Clause 3.1, 3.2, 3.3, 3.4 and 3.6, ESOS Act Section 21

Procedure	Responsibility
<p>B. 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 LMS. 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 LMS match the records in the student file and assessment evidences. 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 the LMS. This includes: <ul style="list-style-type: none"> Changing enrolment status to Completed. 	Administration team



Procedure	Responsibility
<ul style="list-style-type: none">- 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.▪ Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification Policy & Procedure</i> (as long as all fees have been paid).▪ Archive student file as per section above.	



Document control

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Standards (SRTOs)	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
National Code	Standard 2, 3, 12.
Legal Framework	ESOS Act 2020

Summary of changes

Date	Change
15.04.2015	Full Version Student Administration Policy and Procedure Version ID: <i>SC6-I - Student Administration P&P V2.0</i>
28.09.2020	Version ID: <i>AIA Student Administration Policy & Procedure V2020.1</i> Revised version V2020.1 Version naming convention changed to keep consistency across all policies and procedures as well as other AIA documents. Reviewed and updated against the current SRTOs and National Code Standards. Reviewed and updated according the current administrative and legal frameworks in practice. Reviewed and updated in alignment with the current administrative documents and materials used.

Note

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