

SC6: Student Administration Policy

Policy

1. Systems and processes

- SHIC:
 - 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.
 - Maintains an admin/enrolment file for each enrolled student on wisenet and maintains an academic files (Training and assessments evidence) 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, delivery and certification. Student files are archived at the end of a student's course and kept for a minimum of 6 months past the date of completion or withdrawal. The admin/enrolment file is maintained for a minimum of 2 years.
 - Records all student information on its AVETMISS-compliant student management system, (Wisenet). Information stored in this system includes mandatory statistical enrolment questions, 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 Wisenet.
 - 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.
 - Ensures that, in accordance with PRISMS Conditions of Use and Access, only authorized PRISMS users:
 - a) Only access data on a need to know basis (i.e. only those officers requiring access to their work) with any use of data to be consistent with the APPs (Privacy Act, section 14);
 - b) Regard personal passwords as sensitive and will actively protect personal passwords from disclosure and compromise;
 - c) Only access facilities which they have been authorised to use;
 - d) Not attempt to bypass or defeat the security systems or to obtain the use of privileges issued to other users;
 - e) Immediately report to PRISMS Security Administrators any known or suspected attempts to obtain unauthorised access to PRISMS or any other departmental computing facilities or other attempts to bypass or defeat security;
 - f) Are authorised in accordance with a contractual or other arrangement with another Provider (which has obtained prior approval from the relevant State education authority) where any access is granted to an Authorised User who is at that Provider;
 - g) Complete any prescribed training requirements.

2. Record keeping

- Student records will be kept for the following minimum periods of time:

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- **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.
- For international students: The following records are kept for a minimum of 2 years past the date the student ceases to be enrolled with SHIC:
 - **Outcome of assessment for each unit (including RPL or course credit decisions)**
 - **Student contact details**
 - **Student Agreements**
 - **Receipts for all payments received from a student in Reckon software.**
 - **Records of student transfer requests and request assessments and decisions**
 - **Critical incidents involving the student and remedial action taken**
- Students are able to access the records that SHIC holds about them by putting a request in writing using the *Access to Records Request Form* as per the *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 SHIC can do so by following the procedures outlined on the relevant Course Outline and in our Student Handbook.
- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Outline.
- 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.
- Fees will only be accepted following acceptance of the agreement by the student.
- The Student Agreements for International Students will only use links to provide information other than that listed below, and include the following details, written in plain English:
 - Course and enrolment details including:
 - Course or courses in which the student is to be enrolled including the expected course start date, the location at which the course will be delivered, and the mode/s of study for the course.
 - Any prerequisites necessary to enter the course or courses, including English language requirements.
 - Any conditions imposed on the student's enrolment.
- In accordance with Training Product Transition & Expiry Policy & Procedure SHIC will not enrol students in a superseded Training Product unless:
 - the student is expected to complete the course before the end of the transition period

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- SHIC is approved to deliver the replacement Training Product and has a plan to transition the student within before the end of the transition period.
- SHIC will not enrol students in a deleted or removed Training Product unless the student is expected to complete the course before the end of the teach out period.
- Where a student is enrolled in a Training Product that is no longer current, transition arrangements or teach out arrangements will be detailed on the Student Agreement.
- Fee information including:
 - All tuition fees and non-tuition payable by the student for the course, the periods to which those fees relate and payment options (including that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
 - Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
 - Processes for claiming a refund.
 - The specified person/s other than the student, who can receive a refund in respect of the overseas student identified in the written agreement.
 - A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
- Terms and Conditions including:
 - The circumstances in which personal information about the student may be disclosed by the registered provider, the commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*.
 - Internal and external complaints and appeals processes, in accordance with standard 10 (complaints and appeals).
 - State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.
 - A statement that “this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian consumer law* if the *Australian consumer law* applies”.
 - A requirement that the student while in Australia and studying with that provider, must notify the registered provider of his or her contact details including the student’s current residential address, mobile number (if any) and email address (if any), who to contact in emergency situations and any changes to those details, within 7 days of the change.
- Students will be provided with a Letter of Offer along with their Student Agreement.
- Students will receive their Confirmation of Enrolment (CoE) following receipt of the signed Student Agreement.

4. Student code of conduct

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- All students are expected to abide by the *Student Code of Conduct* during their course and involvement with SHIC. Where students do not abide by the conduct, disciplinary action may be taken in line with SHIC'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

- SHIC 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 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 where applicable.

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** and/or via email reception@shic.vic.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*.
- Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

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