

SC16-I: Student Administration Policy & Procedures

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Purpose

The purpose of this policy and procedure document is to outline Bayside International College's approach to ensuring effective management of student records and administration.

Along with other policies and procedures, this contributes to ensuring compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

AQF means Australian Qualifications Framework, which can be accessed at <https://www.aqf.edu.au/>.

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.

Credit means recognition of the previous studies a student has completed for reducing the units or modules required to be completed in their currently enrolled program.

ESOS Act means Education Services for Overseas Students Act 2000.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

PRISMS means Provider Registration and International Students Management System.

RPL means Recognition of Prior Learning.

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.

TPS means Tuition Protection Service.

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

Policy

Recruitment of an overseas student

1. Prior to accepting an overseas student or intending overseas student for enrolment in a course, Bayside International College makes comprehensive, current and plain English information available to the overseas student or intending overseas student on:

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- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements and assessment methods
 - course duration and holiday breaks
 - the course qualification, award or other outcomes
 - campus locations and facilities, equipment and learning resources available to students
 - the details of any arrangements with another provider, person or business who provides the course or part of the course - not applicable
 - indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and Bayside International College cancellation and refund policies
 - the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
 - the ESOS framework, including official Australian Government material or links to this material online
 - where relevant, the policy and process Bayside International College has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5) - not applicable.
 - accommodation options and indicative costs of living in Australia.
2. Bayside International College has and implements a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.
 3. Bayside International College has and implements a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit preserves the integrity of the award to which it applies and complies with requirements of the underpinning educational framework of the course.
 4. If Bayside International College grants RPL or course credit to an overseas student, Bayside International College gives a written record of the decision to the overseas student to accept and retains the written record of acceptance for two years after the overseas student ceases to be an accepted student.
 5. If Bayside International College grants the overseas student RPL or course credit that reduces the overseas student's course length, Bayside International College:
 - informs the student of the reduced course duration following granting of RPL and ensures the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
 - reports any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

Formalisation of enrolment and written agreements

1. Bayside International College enters into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. The written agreement can be in any form (electronic or hard copy) provided it meets the requirements of the ESOS Act and the National Code.

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2. If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student is signed or otherwise accepted by the student's parent or legal guardian. (Not applicable)
3. In addition to all requirements in the ESOS Act, the written agreement is in plain English and:
 - outlines the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - outlines any prerequisites necessary to enter the course or courses, including English language requirements
 - lists any conditions imposed on the student's enrolment
 - lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
 - provides details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
 - sets out the circumstances in which personal information about the student may be disclosed by Bayside International College, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*
 - outlines Bayside International College internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals) of the National Code
 - states that the student is responsible for keeping a copy of the written agreement as supplied by Bayside International College, and receipts of any payments of tuition fees or non-tuition fees
 - only uses links to provide supplementary material.
4. Bayside International College includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and Bayside International College default:
 - amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of Bayside International College)
 - processes for claiming a refund
 - the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
 - a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - 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".
5. Bayside International College includes in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with Bayside International College, must notify Bayside International College of his or her contact details including:

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- the student's current residential address, mobile number (if any) and email address (if any)
 - whom to contact in emergency situations
 - any changes to those details, within 7 days of the change.
6. Bayside International College retains records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Administrative practices and processes

1. Bayside International College has sound administrative practices and processes to ensure the secure and effective management of student information and data.
2. Bayside International College 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.
3. Bayside International College 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 at least 2 years after the person ceases to be an accepted student.
4. Bayside International College 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.
5. Bayside International College stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.
6. Bayside International College complies with the requirements of the Student Identifier Scheme as required by Clause 3.6 of the Standards.
7. 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. Improvements will be made in accordance with Bayside International College's *Quality Assurance Policy and Procedures CG3*.
8. Students can access the records that Bayside International College holds about them by putting a request in writing using the *Access to Records Request Form*.
9. Students who wish to withdraw from their course are required to fill in an *Application for Withdrawal Form* and return it to our head office. This process is described in Bayside International College's *Deferral, Suspension and Cancellation Policy and Procedures SC34-I*.
10. As required by the National Code, Bayside International College retains students' records related to (but not limited to) the following matters for at least 2 years after the person ceases to be an accepted student:
 - Recognition of Prior Learning (RPL) and/or course credit request, including the assessment of and decisions regarding those requests (National Code Standard 2.4)
 - Written agreements (National Code Standard 3.6)
 - Receipts of payments (National Code Standard 3.6)
 - Critical incidents and remedial actions taken (National Code Standard 6.8)
 - Student release requests, including the assessment of and decisions regarding those requests (National Code Standard 7.7)
11. Additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment

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- Bayside International College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student
 - the student's failure to pay an amount the student was required to pay Bayside International College to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.
- The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
- Further to this, Bayside International College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes are completed, and the decision or recommendation supports Bayside International College, or
 - the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
 - the overseas student chooses not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying Bayside International College in writing.

Procedures

1. Entry and admissions

Refer to Standard 1 – Clauses 1.7 and 1.8, Standard 3 – Clause 3.6, Standard 5 – Clauses 5.1, 5.2 and 5.3, and Standards 2 and 3 of the National Code

Procedure	Responsibility
<ul style="list-style-type: none">• Assessment of suitability<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">– That all required information has been provided.– The 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, Bayside International College staff will conduct the following:<ul style="list-style-type: none">▪ interview the student regarding the authenticity▪ contact a referee▪ research the institution online and/or through social mediaWhere the authenticity of the academic document provided is found to be false or fraudulent the student's application will be immediately rejected.– That the applicant meets entry requirements and has required pre-	Administration and Head Trainer and Assessor

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<p>requisites</p> <ul style="list-style-type: none"> – 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? – The student's LLN capabilities and referring to English classes if required. <ul style="list-style-type: none"> • For international students only, 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 Procedures</i> for actions.) – That 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 English Language tests other than IELTS, these are also verified through the relevant processes. – Where there are doubts about the applicant's English language levels, the applicant will be required to complete a <i>Bayside International College Language, Literacy and Numeracy Test</i>. Applicants may also be issued with a <i>Conditional Letter of Offer and Student Agreement</i> subject to meeting the required English language levels and providing evidence of such. • As per the <i>Training and Assessment Policy and Procedures (TA7-I)</i> for Student Support, check if the student has identified that they have any additional support needs on the form. If any have been identified, discuss with Head Trainer and Assessor 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, over the phone, or via Skype or similar software. Ensure that the applicant receives information about the course and its suitability to their needs during the interview. Document the discussion. • Ensure that the applicant has received the <i>Student Handbook</i>, <i>Course Outline</i> and the <i>Letter of Offer and Student Agreement</i>. • Where an applicant is deemed not suitable for the course, notify the student in writing using the <i>Enrolment Application Rejection Letter</i> stating that the applicant has not been successful, including the reasons for this. • Retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person 	
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ceases to be an accepted student.	
<ul style="list-style-type: none"> • Add to student management system <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
<ul style="list-style-type: none"> • Student identifier <ul style="list-style-type: none"> • Ensure that student has provided a verified USI. This may be provided by the student entering their USI on the enrolment form, or by the student giving permission for Bayside International College to create a USI on their behalf using the <i>Unique Student Identifier (USI) Form</i>. • 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
<ul style="list-style-type: none"> • Course credit and RPL applications <ul style="list-style-type: none"> • If course credit and/or RPL is applicable, conduct assessment in accordance with the <i>Course Credit Policy and Procedures SC12-I</i> and/or the <i>Recognition of Prior Learning Policy and Procedures SC36-I</i> • If fees and/or course duration • On receipt of signed acceptance of credit/RPL, place this in the student's file. • Retain records of all course credit and RPL requests, including the assessment of and decisions regarding those requests, for at least 2 years after the person ceases to be an accepted student. 	Administration and Head Trainer and Assessor
<ul style="list-style-type: none"> • COE Letter, Letter of Offer and Student Agreement, and Invoice <ul style="list-style-type: none"> • For domestic students: (Not applicable) <ul style="list-style-type: none"> ○ Create Confirmation of Enrolment and <i>Letter of Offer and Student Agreement</i>. ○ Create deposit invoice. ○ Where credit and/or RPL awarded, notify student of reduced course duration (if applicable) ○ Give to student • For overseas students who have demonstrated the minimum English language requirements: <ul style="list-style-type: none"> ○ Create <i>Letter of Offer and Student Agreement SC16.5</i> to meet the requirements of National Code 2018 Standard 3 	Administration

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<ul style="list-style-type: none"> ○ Create invoice ○ Where credit and/or RPL awarded, notify student of reduced course duration (if applicable) ○ Once signed written agreement received and invoice paid, create <i>Confirmation of Enrolment</i>. <ul style="list-style-type: none"> ▪ If student has paid these invoiced fees to an education agent, do not create the <i>Confirmation of Enrolment</i> until the agent has transferred those fees in full to Bayside International College ○ Provide <i>Confirmation of Enrolment</i> to student ○ Enter student details into PRISMS • For overseas students who have not demonstrated the minimum English language requirements: <ul style="list-style-type: none"> ○ Create <i>Conditional Letter of Offer and Student Agreement</i> to meet the requirements of National Code 2018 Standard 3 ○ Await proof of student having met minimum English language requirements ○ Once proof has been received, proceed as above • Retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. 	
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2. Student files

Refer to Standards 2 and 3 of the National Code.

Procedure	Responsibility
<ul style="list-style-type: none"> • Create student files <ul style="list-style-type: none"> • As a new student enrolls in a course, create a new file for the student. Files should be labelled with: SURNAME, First name • Files are 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 appropriate filing cabinet in alphabetical order by surname. 	Administration
<ul style="list-style-type: none"> • Manage/update student files <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 person (in class) using the <i>Change of Details Form</i>. • Update contact details as required. 	Administration / PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> Retain students' records related to (but not limited to) the following matters for at least 2 years after the person ceases to be an accepted student: <ul style="list-style-type: none"> Recognition of Prior Learning (RPL) and/or course credit request, including the assessment of and decisions regarding those requests (National Code Standard 2.4) Written agreements (National Code Standard 3.6) Receipts of payments (National Code Standard 3.6) Critical incidents and remedial actions taken (National Code Standard 6.8) Student release requests, including the assessment of and decisions regarding those requests (National Code Standard 7.7) 	
<ul style="list-style-type: none"> 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 after the person ceases to be an accepted student, before being destroyed. 	Administration

3. Results, attendance and other progress

Refer to Standard 1 – Clause 1.8, plus Standards 2 and 3 of the National Code.

Procedure	Responsibility
<ul style="list-style-type: none"> 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 rolls and other documents. These must be reflected in the student management system (SMS) as relevant. 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 per <i>Course Progress and Attendance Monitoring Policy and Procedures SC33-I</i>. Keep a copy of all documents in the student's file. 	Head Trainer and Assessor / PEO
<ul style="list-style-type: none"> Record attendance <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 per the <i>Course Progress and Attendance Monitoring Policy and Procedures SC33-I</i>. 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. 	Trainers / Assessors

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Procedure	Responsibility
<ul style="list-style-type: none"> File attendance rolls in the <i>Class Attendance Roll</i> folder. 	
<ul style="list-style-type: none"> 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 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

Refer to Standard 5, plus Standards 2 and 3 of the National Code.

Procedure	Responsibility
<p>L. Keep copies of correspondence and fees</p> <ul style="list-style-type: none"> Keep copies of any correspondence sent to a student in the student's 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 and payments in the student's file. Retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. 	Administration
<p>M. Changes to agreement</p> <ul style="list-style-type: none"> If there are any changes to the agreement with the student during their course (e.g., 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. Retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. 	Administration

5. Special conditions related to provider-initiated suspension or cancellation of an overseas student's enrolment

Refer to Standards 8, 9 and 10 of the National Code.

<p>A. Any provider-initiated suspension or cancellation of an overseas student must abide by the following special conditions:</p> <ul style="list-style-type: none"> Bayside International College may suspend or cancel a student's enrolment including, but not limited to, on the basis of: <ul style="list-style-type: none"> misbehaviour by the student the student's failure to pay an amount the student was required to pay Bayside International College to undertake or continue the course as stated in the written agreement a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student 	PEO
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<p>visa requirements) of the National Code 2018.</p> <ul style="list-style-type: none"> The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk Further to this, Bayside International College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> the internal and external complaints processes are completed, and the decision or recommendation supports Bayside International College, or the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or the overseas student chooses not to access the external complaints and appeals process, or the overseas student withdraws from the internal or external appeals processes by notifying Bayside International College in writing. 	
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6. Student-initiated changes to enrolment

Refer to Standard 5 – Clauses 5.3 and 5.4, plus Standards 2, 3, 7, 8, 9 and 10 of the National Code.

Procedure	Responsibility
<p>A. Refer to Bayside International College's <i>Deferral, Suspension and Cancellation Policy and Procedures</i> and <i>Course Transfer Policy and Procedures</i> for detailed information related to student-initiated changes of enrolment (deferral, suspension/ leave of absence, cancellation/ withdrawal, transfers)</p> <ul style="list-style-type: none"> Ensure that student is aware of the potential impact on their student visa and refer the student to the Department of Home Affairs for more information about this Note special conditions related to a student seeking to transfer to another Australian registered provider prior to the student's having completed six months of their primary course at Bayside International College, as described in the <i>Course Transfer Policy and Procedures</i> Note special conditions related to a student under the age of 18, as described in the <i>Deferral, Suspension and Cancellation Policy and Procedures</i> and <i>Course Transfer Policy and Procedure</i> (not applicable) 	Administration / PEO

7. Provider-initiated changes to enrolment

Refer to Standard 5 – Clauses 5.3 and 5.4, plus Standards 2, 3, 8, 9 and 10 of the National Code.

Procedure	Responsibility
<p>B. Refer to Bayside International College's <i>Deferral, Suspension and Cancellation Policy and Procedures</i> and <i>Course Progress and Attendance Monitoring Policy and Procedures</i> for detailed information related to provider-initiated changes of</p>	Administration / PEO

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Procedure	Responsibility
<p>enrolment (suspension, cancellation)</p> <ul style="list-style-type: none"> Ensure that student is aware of the potential impact on their student visa and refer the student to the Department of Home Affairs for more information about this Note special conditions related to provider-initiated suspension and cancellation of an overseas student's enrolment, as described above and in the <i>Deferral, Suspension and Cancellation Policy and Procedures</i> and <i>Course Progress and Attendance Monitoring Policy and Procedures</i> 	

8. Completions

Refer to Standards 2 and 3 of the National Code.

Procedure	Responsibility
<p>N. 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 later. First, check that all required units for the qualification/course have been completed and recorded in the SMS. Check that 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 identified, in accordance with <i>Quality Assurance Policy and Procedures CG3</i>. Updates must be made in the SMS. These 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 that 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 Policy and Procedures</i>. Archive student file as per section above. Retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. 	Administration / Head Trainer and Assessor / PEO

Document Control

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