

SC16-I - Student Administration P&P

SC16-I: Student Administration Policy & Procedure Domestic and International Students

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Purpose

The purpose of this policy and procedure is to outline OUR INSTITUTE’s approach to ensuring it manages student records and administration effectively.

Along with other policies and procedures, this contributes to ensuring compliance with Standards for RTOs 2025: 1 & 2 along the Compliance Standards for NVR Registered Training Organisations – Part 2 Compliance Requirements Division 2 (Integrity of Nationally Recognised Training Products)

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 2018 Standards 2, 3, 6 & 8

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

ESOS Act means Education Services for Overseas Students Act 2000

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) 2025 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’

Smart & Skilled Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Policy

1. OUR INSTITUTE:
 - 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 electronic file for each enrolled student and stores these Student Management System 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 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. OUR INSTITUTE complies with the requirements of the Student Identifier Scheme as required
3. A sample of student files on SMS & LMS 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 OUR INSTITUTE holds about them by putting a request in writing using the [Document Request form](#) or [Enquiry Taken by SSBT Staff](#)
5. Students who wish to withdraw from their course are required to complete on our website the [COURSE VARIATION – CHANGE COURSE/CHANGE CAMPUS/EXTEND COURSE DURATION/DEFERRAL/SUSPENSION/CANCELLATION](#). This process is described in OUR INSTITUTE Deferral, Suspension and Cancellation Policy and Procedure
6. **LLND**: LANGUAGE LITERACY NUMERACY DIGITAL skill assessment

Procedures

1. Entry and admissions

Refer Standard 1.7, 1.8 & 2.1 – 2.8

National Code 2018 Standard 3, 5, 6

Procedure	Responsibility
A. Assessment of suitability <ul style="list-style-type: none"> • Upon receipt of an application/enrolment form & LLND assessment result, 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. 	Admissions team Marketing team

Procedure	Responsibility
<ul style="list-style-type: none"> – 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, OUR INSTITUTE staff will conduct the following where necessary: 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. Eg. 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? – For Smart and Skilled eligible students <ul style="list-style-type: none"> ○ Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and ○ aged 15 years or older, and ○ left school, and ○ live or work in New South Wales (or a defined NSW border) ○ Any student registered as a NSW Apprentice or New Entrant Trainee ○ LLND assessment • For international students only this includes checking: <ul style="list-style-type: none"> – Where the student is under 18 that the enrolment form has been signed by the parent of guardian and other relevant forms relating to students under 18 have been completed including the younger student form with attached required evidence. – 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. – The applicant has the required English language level as specified in the entry requirements. All IELTS results submitted or approved equivalent are verified on the 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 OUR INSTITUTE direct entry test. The direct entry test is a further test to check English language levels, you can refer to it by any other title. Applicants may also be issued with a conditional letter of offer subject to meeting the required English language levels and providing evidence of such. 	

Procedure	Responsibility																
<ul style="list-style-type: none"> – Check student LLND assessment results to determine suitability before offering a place in the course • As per the <i>Training and Assessment Procedure (TA7)</i> for Training Administrator, check if the student has identified that they have any additional support needs on the form. If some have been identified discuss with Training Manager about ability to provide this additional support. • Mature age students with no formal qualifications need to do the required LLN test and be interviewed by the Training Manager. • If suitability has not been confirmed through documentation or LLND, 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 their needs during the interview. • Ensure applicant has received the 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. 																	
<table border="0"> <thead> <tr> <th data-bbox="236 1093 411 1193">Smart & Skilled Eligibility Requirements</th> <th data-bbox="523 1093 730 1120">Evidence Required</th> </tr> </thead> <tbody> <tr> <td data-bbox="193 1238 371 1265">Proof of Identity</td> <td data-bbox="475 1238 1018 1265">USI – validity checked with Office of USI Registrar</td> </tr> <tr> <td data-bbox="193 1294 411 1352">Australian (or New Zealand) Citizenship</td> <td data-bbox="475 1294 1123 1420">Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Citizenship Certificate)</td> </tr> <tr> <td data-bbox="193 1449 411 1541">Permanent resident or Humanitarian Visa holder</td> <td data-bbox="475 1449 1050 1637">One of the following must be sighted: Certificate of Evidence of Residency Status (CERS) Passport Humanitarian Visa or substantiate using The Dept. of Home Affairs Visa Entitlement Verification Online (VEVO)</td> </tr> <tr> <td data-bbox="193 1666 331 1693">Date of birth</td> <td data-bbox="475 1666 1129 1724">Valid USI check and participant signature (completed by the Department)</td> </tr> <tr> <td data-bbox="193 1753 419 1812">Place of residency or employment NSW</td> <td data-bbox="475 1753 879 1780">Participant declaration and signature</td> </tr> <tr> <td data-bbox="193 1841 432 1933">If registered as a NSW apprentice or new entrant trainee</td> <td data-bbox="475 1841 1082 1933">Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database</td> </tr> <tr> <td data-bbox="193 1962 432 1989">Previous Qualification</td> <td data-bbox="475 1962 879 2020">Participant declaration and signature (Department will check)</td> </tr> </tbody> </table>	Smart & Skilled Eligibility Requirements	Evidence Required	Proof of Identity	USI – validity checked with Office of USI Registrar	Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Citizenship Certificate)	Permanent resident or Humanitarian Visa holder	One of the following must be sighted: Certificate of Evidence of Residency Status (CERS) Passport Humanitarian Visa or substantiate using The Dept. of Home Affairs Visa Entitlement Verification Online (VEVO)	Date of birth	Valid USI check and participant signature (completed by the Department)	Place of residency or employment NSW	Participant declaration and signature	If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database	Previous Qualification	Participant declaration and signature (Department will check)	Admissions team/Marketing team
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Procedure	Responsibility
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature
Smart & Skilled	Concession Exemptions Evidence
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> - A medical practitioner - An appropriate government agency or - Relevant specialist allied health professional or - Centrelink evidence – dependent child of a recipient of a Disability Support Pension
Exemption: Social Housing recipient (aged 15- 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Out-of-home Care	For Young People 15- 17yo (one of the following must be presented): A copy of the Children’s Court Care order A copy of the Confirmation of Placement letter A letter from Family and Community Services or the OOHC Designated Agency verifying that the young person is in statutory or supported care Any other evidence which clearly shows that the young person is in out-of-home Care For young people 18-30yo (one of the following must be presented): A copy of the expired Children’s Court Care order A copy of the Leaving Care letter form the Minister for Family and Community Services letter A letter from Family and Community Services verifying that the young person was previously in statutory or supported care Any other evidence which clearly shows that the young person was previously in out-of-home Care
Exemption: Long term unemployed	Letter from Service Provider
B. Add to student management system	Marketing team/ Admissions team

Procedure	Responsibility
<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 – Add to relevant course – Add to timetable – Give student LAN access – Provide student with student ID card – Give student access to online portal – Provide student with access to online learning 	
<p>C. Student identifier (USI)</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 OUR INSTITUTE 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. • Prior to student giving permission (In writing) to SSBT to create USI on their behalf they must be given a copy of “Privacy Notice” https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf 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. <p><u>Privacy Notice</u></p> <p>Consent for collection, use or disclosure of personal information</p> <p>The following is provided to you on behalf of the Student Identifiers Registrar (Registrar). You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):</p> <ul style="list-style-type: none"> • is collected by the Registrar as authorised by the <i>Student Identifiers Act 2014</i>. • is collected by the Registrar for the purposes of: <ul style="list-style-type: none"> ○ applying for, verifying and giving a USI; ○ resolving problems with a USI; and <ul style="list-style-type: none"> ○ creating authenticated vocational education and training (VET) transcripts; <p>may be disclosed to:</p> <ul style="list-style-type: none"> ○ Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for: <ul style="list-style-type: none"> ▪ the purposes of administering and auditing VET, VET providers and VET programs; ▪ education related policy and research purposes; and ▪ to assist in determining eligibility for training subsidies; ○ VET Regulators to enable them to perform their VET regulatory functions; ○ VET Admission Bodies for the purposes of administering VET and VET programs; ○ current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET 	<p>Marketing team/ Admissions team</p>

Procedure	Responsibility
<p>standards and government contracts and assist in determining eligibility for training subsidies;</p> <ul style="list-style-type: none"> ○ schools for the purposes of delivering VET courses to the individual and reporting on these courses; ○ the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics; ○ researchers for education and training related research purposes; ○ any other person or agency that may be authorised or required by law to access the information; ○ any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and <p>will not otherwise be disclosed without your consent unless authorised or required by or under law.</p> <p>The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.</p> <p>Privacy policies and complaints</p> <p>You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.</p> <p>You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the <i>Privacy Act 1988</i>, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.</p>	
<p>D. Credit application</p> <ul style="list-style-type: none"> ● If Credits are applicable, conduct Credit assessment (Credit application can only be made within 1 Month of course start date & at a cost) in accordance with the <i>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. 	<p>Marketing team/ Admissions team</p>
<p>E. COE Letter, Student Agreement and Invoice</p> <ul style="list-style-type: none"> ● For domestic students: <ul style="list-style-type: none"> ○ Check LLND assessment to determine suitability ○ Create Confirmation of Enrolment Letter and Student Agreement. ○ Create deposit invoice. ○ Post to student ● For international students: <ul style="list-style-type: none"> ○ Check LLND assessment to determine suitability ○ Create Letter of Offer and Student Agreement to meet requirements of National Code 2018 	<p>Marketing team/ Admissions team</p>

Procedure	Responsibility
<ul style="list-style-type: none"> ○ Create invoice ○ Where credit awarded, notify student of reduced course duration. ○ Once signed written agreement received, 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. 	
<p>F. Additional Information for Smart & Skilled Students</p> <ul style="list-style-type: none"> ● Declarations: You will also be required to sign the following documents: <ul style="list-style-type: none"> ○ Your enrolment application form will include a consent to Use And Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies which must be confirmed ○ Privacy Form if you would like us to apply for USI on your behalf. ● If student is applying for RPL or Credit Transfer for any units, it is best if student let us know prior to enrolment as student fee will be adjusted according to how many units they are awarded Recognition for. Student can still apply during the course and may be entitled to a refund. (Refer to Fees and Refunds P&P) ● On completion of this process a copy of the Notification of Enrolment Report will be given to student and another copy be generated and kept on student file. A Student Commitment ID will also be issued. ● Student will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance. ● Prior to starting training student will be given a copy of the Training Plan 	
<p>G. Orientation</p> <ul style="list-style-type: none"> ○ Students must attend orientation prior to course as scheduled 	Marketing team/ Admissions team

2. Student files

Refer National Code 2018, ESOS Act Section 21

Procedure	Responsibility
<p>H. Create student files</p> <ul style="list-style-type: none"> ● As a new student enrolls in a course, create a new file for them. ● Scan and store all documents and copies of letters etc relevant to admission and enrolment in on student management system. 	Admissions team
<p>I. 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. 	Training Administrator

Procedure	Responsibility
<ul style="list-style-type: none"> • Where an international students' course duration is reduced or increased after their visa is granted, vary course duration on PRISMS/ • Contact all international students every 6 months to confirm contact details via email request. • Students access SMS and update their details or email us back to update their contact details as required. 	
<p>J. 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. 	Training Administrator

3. Results, attendance and other progress

Refer National Code 2018 Standard 10,11

Procedure	Responsibility
<p>K. Record results</p> <ul style="list-style-type: none"> • As training and assessment activities are completed, trainers will submit 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) and LMS. • Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student's enrolment in the SMS and LMS. • Training events may also need to be stored in the SMS and LMS 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. • Keep a copy of the documents in the student's file. 	Training Administrator
<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. • File attendance rolls in the <i>Class Attendance Roll</i> register. 	Training Administrator
<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. 	Training Administrator

4. Correspondence and fees

Refer National Code 2018 Standard 3,10, 11

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 on SMS. This might include letters about progress, reminders, emails to the student etc. Keep copies of invoices sent to the student on SMS. 	Training Administrator
<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. Provide the student with a new Student Agreement as required. For Smart & Skilled students, any change need to be notified and approved with the department. A new training plan will be then issued. 	Training Administrator

5. Withdrawals

Refer National Code 2018 Standard 10, 11, 13

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>Student Request 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. For Smart & Skilled students, any change need to be notified 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. 	Student/contact officer/Training Administrator

Procedure	Responsibility

6. Completions

Compliance Standards for NVR Registered Training Organisations – Part 2 Compliance Requirements Division 2 (Integrity of Nationally Recognised Training Products)

ESOS Act Section 21

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 identified. • 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). – For Smart & Skilled students, any change need to be notified • Ensure the student’s USI is recorded. • Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&P</i> (as long as all fees have been paid). • Archive student file as per section above. 	Training Administrator

Document Control

Revised by:	Roy Bahri
Revision Date:	30.06.2025
Standards:	Standards for RTOs 2025 Compliance Standards for NVR Registered Training Organisations – Part 2 Compliance Requirements Division 2 (Integrity of Nationally Recognised Training Products)
Legislation:	ESOS Act 2000