



STUDENT RECORDS ADMINISTRATION POLICY

Table of Contents

Purpose	1
Definition.....	1
Policy.....	2
1. Student Records Administration	2
Procedures	3
1. Student files.....	3
2. Results, attendance and other progress	3
3. Correspondence and fees	4
4. Withdrawals.....	5
5. Completions.....	5
Document Control.....	7

Purpose

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

Definition

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

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO’s registering body

Certification document means a Testamur, Statement of Attainment or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO.

ESOS Act means the Education Services for Overseas Students Act 2000

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

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

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

SMS means an AVETMISS-compliant Student Management System

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

Statement of Attainment (SOA) means certification document confirming that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course



STUDENT RECORDS ADMINISTRATION POLICY

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

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.

Unique Student Identifier (USI) means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.

Policy

1. Student Records Administration

- 1.1 Paramount International College:
 - 1.1.1 Has sound administrative practices and processes to ensure the secure and effective management of student information and data.
 - 1.1.2 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.
 - 1.1.3 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.
 - 1.1.4 Records all student information on its AVETMISS-compliant Student Management System (SMS). 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.
 - 1.1.5 Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its Student Management System in digital formats.
- 1.2 Paramount International College complies with the requirements of the Student Identifier Scheme as required by Clause 3.6 of the standards.
- 1.3 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.
- 1.4 Students are able to access the records that Paramount International College holds about them by putting a request in writing using the Student Request Form.
- 1.5 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 Paramount International College Deferral, Suspension and Cancellation Policy and Procedure.



STUDENT RECORDS ADMINISTRATION POLICY

Procedures

1. 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
<p>C. 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. 	Administration team

2. Results, attendance and other progress

Relevant to:

- National Code 2018 Standard 10,11

Procedure	Responsibility
<p>A. Record results</p> <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 SMS. 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. 	Head of Administration Administration team
<p>B. Digital retention and paper disposal</p> <ul style="list-style-type: none"> Once a student completes a training package, all assessment evidence will be scanned and stored digitally. Scanning all evidence for a specific student for a training package is ensured by using <i>Digital Retention and Paper Disposal Checklist</i> to be signed by a staff member, an administrative officer and the Head of Administration. 	Head of Administration Administration team



STUDENT RECORDS ADMINISTRATION POLICY

Procedure	Responsibility
<ul style="list-style-type: none"> Responsible staff member will scan and save the files unit-wise inside course folder for the student in a dedicated network drive. The staff will check every unit's assessment paper and confirm through the checklist. Administrative Officer will recheck every unit's assessment paper and confirm through the checklist, along with ensuring proper organisation with consistent naming convention. The Head of Administration will randomly check at least 20% of the assessment papers for a student and approve the completion of digitalisation of all assessment evidence for the student through the checklist. After completing the abovementioned checklist to ensure proper data retention in digital formats, paper documents can be disposed of/ destroyed by an environment-friendly method. 	
<p>C. Record attendance</p> <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
<p>D. 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 student-specific records in the student file of all documents. 	Administration team

3. Correspondence and fees

Relevant to:

- National Code 2018 Standard 3,10, 11

Procedure	Responsibility
<p>A. Keep copies of correspondence and fees</p> <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 SMS 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
<p>B. 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. 	Administration team



STUDENT RECORDS ADMINISTRATION POLICY

4. 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 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 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

5. 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 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 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 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). Ensure the student's USI is recorded. 	Administration team



STUDENT RECORDS ADMINISTRATION POLICY

Procedure	Responsibility
<ul style="list-style-type: none">▪ 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.	



STUDENT RECORDS ADMINISTRATION POLICY

Document Control

Document Name:	PIC Student Records Administration Policy
Version ID:	PIC-SRA-V1.0
Quality Area:	Enrolment, Support and Progression, Completion, Regulatory Compliance
Authored by:	External Compliance Consultant and Compliance Officer
Reviewed and approved by:	Chief Executive Officer (CEO)
Date of Approval:	01.01.2024

Version	Description of Change	Modified Date
2.0	Full Version Student Administration Policy and Procedure Version ID: <i>PIC-SRA-V1.0</i>	15.04.2015
2020.1	Version ID: <i>PIC-SRA-V1.0</i> Revised version V2020.1 Version naming convention changed to keep consistency across all policies and procedures as well as other PIC documents. Reviewed and updated against the current SRTOs and National Code Standards. Reviewed and updated according to the current administrative and legal frameworks in practice. Reviewed and updated in alignment with the current administrative documents and materials used.	01.01.2024
3.0	Version ID: <i>PIC-SRA-V1.0</i> Followed by a regulatory performance assessment, the policy is reviewed. A separate policy is created for the selection and enrolment processes to emphasis compliance. As a result, this policy focuses on the management of student records.	01.01.2024