Enrolment and Completion Policy & Procedure

Purpose

The purpose of this policy and procedure is to outline Bentley College'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, 3.6, 5.1, 5.2, 5.3, 5.4 and 7.5 of the Standards, as well as the Section 19 of ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 2, 3, 7, 8, 9 and10.

Policy

1. Systems and processes

- Bentley College:

    - 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 a file for each enrolled student and stores these in lockable filing cabinet 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 2 years past the date of completion or withdrawal.

    - Records all student information on its AVETMISS-compliant student management system (TEAMS). Information stored in this system includes 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.

    - Ensures that, in accordance with PRISMS Conditions of Use and Access, only authorised 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:

    - **Evidence of assessment decisions for fee-for-service international students** are kept for a minimum of 6 months past the date of competency achieved 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.

    - Evidence of the following is kept for a minimum of 2 years past the date the student ceases to be enrolled (completion/withdrawal/transfer etc):

        o **Outcome of assessment for each unit (including RPL or course credit decisions)**

        o **Student contact details**

        o **Student Agreements**

        o **Receipts for all tuition and non-tuition fee payments received**

        o **Records of student transfer requests and request assessments and decisions**

        o **Critical incidents involving the student and remedial action take**

- Students are able to access the records that Bentley College holds about them by putting a request in writing to the student administration.

- Records will be made available to ASQA and their auditors upon request.

- Ensures that, in accordance with PRISMS Conditions of Use and Access, only authorised PRISMS users:

    h) 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);

    i) Regard personal passwords as sensitive and will actively protect personal passwords from disclosure and compromise;

    j) Only access facilities which they have been authorised to use;

    k) Not attempt to bypass or defeat the security systems or to obtain the use of privileges issued to other users;

    l) 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;

    m) 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;

    n) Complete any prescribed training requirements.

3. Course enrolments, entry and admission

- Individuals wishing to apply to enrol in a course with Bentley College can do so by either applying directly or through an authorised education agent.

- 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:

    o 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.

    o Any prerequisites necessary to enter the course or courses, including English language requirements.

    o Any conditions imposed on the student's enrolment.

  - Fee information including:

    o 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).

    o 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).

    o Processes for claiming a refund.

    o The specified person/s other than the student, who can receive a refund in respect of the overseas student identified in the written agreement.

    o 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:

    o 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.*

    o Internal and external complaints and appeals processes, in accordance with standard 10 (complaints and appeals).

    o 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.

    o 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".

- o 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

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

5. Unique Student Identifiers and Victorian Student Numbers

- Bentley College 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.

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 the student administration.

- Where fees have been paid, a student may wish to apply for a refund following our Refunds Policy & Procedures.

- Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

Procedures

1. Enquiry, application and interview

- SRTOs: Clauses 1.7, 3.6, 5.1, 5.2 and 5.3
- National Code: Standards 2 and 3

Procedure	Responsibility
A. Student enquires about a course • When a student enquires about a course, provide them with full details of the course they are considering enrolling in. This must include the relevant marketing and course information, applicable fees, Student Handbook and the Application Form.	Admissions Officer & Marketing Officer
B. Student applies to enrol • Upon receipt of a completed Application Form, review the documentation for completeness. This includes checking: – Application Form information is complete. – All required information has been provided. – If applying for a course that has entry requirements or pre-requisites, required evidence has been provided (as indicated on the Course Outline) such as verified copies of qualifications, transcripts, CV, English Language documentation (if required for international students) or other as specified. • Once an Application Form is received, enter basic student details in the student management system: – Student name, address and contact details – Forms received	Admissions Officer & Marketing Officer
C. Application screening • Contact the student and check the form to determine their initial suitability. • This can be done over the phone or face to face. • If the student is not suitable for the course, discuss alternative courses with the student. • If the student is ready to proceed, arrange entry interview. • Record the details of the application screening process on the student management system. • Create student file in line with procedure 3.	Admissions Team
D. Entry Interview • Contact the student and/or agent to ask the student to complete the Genuine Student Test Form (GST) to ensure student genuineness into the program. This	Trainer/Assessor or RTO Manager

Procedure	Responsibility

may be conducted as part of a group enrolment session or via phone/zoom/TEAMS if preferred.
 	
• **GST Form:** If required and wherever applicable, conduct an entry interview with the applicant, taking notes about each step where applicable. The GST form completed by the student must demonstrate an understanding that studying in Australia is the primary reason of their student visa. The GST requirement is intended to include students who, after studying in Australia, develop skills Australia needs and who then go on to apply for temporary and/or permanent residence.
 	
• **LLN Assessment:** The student MUST complete the LLN test at the time of enrolment or prior to the commencement of the course.
 	
    − Mark the LLN assessment and determine appropriate LLN levels based on the marking guide. Determine whether the student has suitable skills to enrol in the course and whether or not additional support would be required.
 	
    − If the student requires additional support, ensure this is documented on the LLN assessment.
 	
• Make a decision about whether the student is suitable for the course, based on:
 	
    − The skills and job outcomes the student wants to achieve by completing the course.
 	
• Document the decision on the Entry Interview Form and forward all paperwork to the office within 2 business days.	

E. Finalise Agreements (prior to training commencement)
 	
• Fill in the Student Agreement which includes the Statement of Fees. Ensure it includes an accurate quote of applicable fees and detail any other paperwork required to process enrolment.
 	
• Send to the student along with the following as applicable:
 	
    − If the student is applying for RPL, forward the RPL application kit as per the process outlined in the Training & Assessment Strategy.
 	
    − If the student is applying for Credit, include a Credit application form
 	
    − Deposit/Enrolment Fee invoice (once issued, if paying own fees).
	Admissions Team

F. Raise invoice • Once the signed Student Agreement has been received, create an invoice for deposit or tuition/concession fees and any other applicable fees. • Provide to fee payer along with Student or Employer Agreement as applicable. • Keep copies of all documents and file in student file	Admissions Team & Finance Team

BENTLEY COLLEGE

2. Processing enrolments

- SRTOs: Clauses 7.5, 8.1, 8.2
- National Code: Standard 3

Procedure	Responsibility

A. Processing enrolment paperwork
 	
• Once the Enrolment Fee has been paid, ensure the following documents must be held on student file:
 	
    – Signed and dated Application Form
 	
    – Completed Course Entry Interview Form and LLN Assessment (if applicable. The student may wish to complete this any time prior to the commencement of the intended course).
 	
    – Completed and signed Student Agreement
 	
• Keep copies of all documents and file in student file.
 	
• Where the student has provided approval for the RTO to generate the USI, see below for steps.
 	
• Update student details in student management system:
 	
    – Add personal details
 	
    – Enrol in a relevant course
 	
    – Add commencement date
 	
• Ensure correct funding source identifier is selected:
 	
    – For fee-for-service students, select funding source identifier
 	
• If Credits are applicable, conduct Credit assessment in accordance with the Credit Policy and Procedure.
 	
• For all Credits issued record an AVETMISS outcome code of 60 against units achieved as Credit in student management system
 	
• Log into PRISMS and create the CoE for the student following the instructions in the PRISMS user guide, ensuring correct start and end dates.
 	
• Ensure that the total course duration must not exceed the CRICOS duration. However, the duration can be less depending on the number of credits approved.
 	
• Send the CoE to the student via email within 3 working days of the enrolment being processed.
	Admissions Team and RTO Manager

B. USIs • Ensure the Application Form received previously is accurate, signed and completed in full including the section at the end on USI Authority. • Ensure students have provided or been issued with a verified USI or given permission for Bentley College to create a USI on their behalf, as well as provide a	Admissions Team

Procedure	Responsibility
valid form of identity (as listed on the Application Form). • Where the student has not done one of these options correctly, advise the student that their enrolment is on hold until this has been provided (either the USI or the USI Authority & valid identity 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 – by logging into the USI portal -https://portal.usi.gov.au/org/ − Notify the student in writing of the USI that has been generated on their behalf. • Where the student has provided their USI, validate it using the USI portal or through the student management system. • Once validated, destroy the evidence provided for this purposes by shredding/blacking out all identifying details in the copy provided. Do not destroy original documents, these should not have been provided but if provided by accident, organise to either return via registered mail or in person	
C. Send Course Commencement Letter • Customise to suit the information the student needs prior to commencing training – e.g. timetable information, what to bring to first class along with all relevant enrolment information such as who is their trainer/assessor, how to contact them etc. • Where the student has not completed the LLN test before with Bentley College, advise students about the date and time the student need to attend the LLN test face-to-face or via any other approved alternative mode. • The student must complete the LLN test and the test must be assessed prior to the commencement of the course to identify any support needs.	Admissions Team & Student Support Officer

3. Student files

- SRTOs: Clauses 3, 5.4 and 7.5, 8.1
- National Code: Standard 3, 7, 8, 9, 10
- ESOS Act

Procedure	Responsibility
A. Create student files • As a new student enrolls in a course, create a new file for them. Store all documents and copies of letters/ correspondence relevant to admission, enrolment session and enrolment in the file. • File in the filing cabinet in alphabetical order by surname.	Student Support Officer and RTO Manager
B. Manage/ update student files • Throughout the student's course, file all documents relating to the student in the student file once they have been processed accordingly. This includes:	Student Support Officer and RTO Manager

Procedure	Responsibility
− Assessment evidence and records of assessment outcomes − All student correspondence − Warning letters − Intervention Plans − Requests e.g. for course transfer or deferral or suspension − Contact records − Critical incident reports and remedial action taken involving the student	
C. Keep copies of correspondence and fees • 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. This might include letters about progress, attendance reminders, emails to the students etc. • Keep copies of invoices sent to the student in the student's file.	Student Support Officer
D. Changes to agreement • 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. • Any changes to the agreement must be mutually agreed to by all the parties.	Admissions Team & Student Support Officer Trainer/Assessor
E. Archive student files • Once a student has completed/withdrawn or transfer from their course, the file can be archived, however must be kept for a minimum of 2 years past the date they ceased to be enrolled.	Student Support Officer
F. Disposal of student files • Dispose of student files that have met the above requirements and are out of the timeframes required for retention by placing them in the secure paper disposal bin for collection.	Student Support Officer

4. **Results, attendance and other progress**

• SRTOs: Clause 7.5, 8.1
• National Code: Standard 6

Procedure	Responsibility
A. Record results • As training and assessment activities are completed, trainers will send in completed documents such as outcome records and task cover sheets. These must be reflected in the student management system as relevant. • Accurately record all assessment outcomes in the student management	Student Support Officer

Procedure	Responsibility
system within 5 working days of receipt. • Discuss with manager if data for course and unit commencement is incorrect in the student management system. • Ensure following codes are used when recording results in the student management system. <table><tr><td>**Outcome**</td><td>**Code**</td></tr><tr><td>Competent</td><td>20</td></tr><tr><td>Not yet competent</td><td>30</td></tr><tr><td>Withdrawn</td><td>40</td></tr><tr><td>RPL started but result not yet available</td><td>50</td></tr><tr><td>RPL granted</td><td>51</td></tr><tr><td>RPL not granted</td><td>52</td></tr><tr><td>Credit transfer</td><td>60</td></tr><tr><td>Commenced and due to finish next calendar year</td><td>70</td></tr></table> • Keep a copy of the documents in the student's file.	
B. Record other progress as relevant • 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.	Student Support Officer

5. Withdrawals

- SRTOs: Clauses 7.5, 8.1
- National Code: Standard 9

Procedure	Responsibility

A. Process withdrawals
 	
• To withdraw from a course, a student must fill in and return a Withdrawal Form.
 	
• Upon receipt of the withdrawal form, conduct a student file audit, follow up any issues identified or make recommendations for improvement if systemic issues have been identified.
 	
• Ensure the student management system has all completed units of competency recorded.
 	
• Withdraw the student from the course on the student management system. This includes:
 	
   – Changing enrolment status to Withdrawn/Cancelled.
 	
   – Adding an end date to the enrolment.
 	
   – Changing any commenced units to a withdrawn outcome code of 40 and changing unit end date to date of withdrawal.
	Admissions Team

Procedure	Responsibility
− Removing the student from any classes they were booked into. − Advising trainer/assessor • Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. • Identify eligibility for a Statement of Attainment and issue it in accordance with AQF Certification Policy and Procedures if eligible. • Archive student file as per section above.	

6. Completions

• SRTOs: Clauses 3.3, 3.4, 7.5

Procedure	Responsibility
A. Process completions • 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 student management system. • 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. • Updates must be made in the student management system. This includes: − 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). − Awarding the qualification/ statement in line with the AQF Certification Policy and Procedure. • Ensure the student's has a verified USI on file. The qualification cannot be issued if there is no verified USI. • Ensure the student's VSN is recorded, if applicable. • Issue testamur, statement of attainment and/or record of results in accordance with *AQF Certification P&P* (as long as all fees have been paid). • Archive student file as per section above.	Admissions Officer, Student Support Officer and RTO Manager

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7. Compliance with ESOS Act Section 19

Procedure	Responsibility

A. Giving information about accepted student
 	
• Provide student information (via PRISMS) to the Australian Government for all accepted students such as:
 	
    o student's full name
 	
    o student's gender
 	
    o student's date of birth
 	
    o student's country of birth
 	
    o student's nationality
 	
    o if the student is under 18 years old, the current residential address, mobile phone number (if any) and email address (if any) of a person other than the provider who has the legal authority to act on behalf of the student the relationship of the person to the student (i.e. a parent or guardian)
 	
    o the unique identifier of the student's course and its location (CRICOS course code)
 	
    o the agreed starting date of the course; the date when the student is expected to complete the course
 	
    o the dollar amount of tuition fees that the provider received from the student for the course before confirming the student's enrolment using PRISMS
 	
    o if the student has undertaken a test to determine their level of comprehension of English, the name of the test and the score the student received
 	
    o if the student was in Australia when he or she became an accepted student
 	
    o student's passport details
 	
    o if the student holds an Australian visa, the number of the visa.
 	
• Notify the Department of Home Affairs (DHA) about where a student is, when and where they are studying and if the student ceases their studies.
 	
• Inform the Department of Education, Skills and Employment (DESE) if a student does not commence their course.
 	
• Provide information to DHA and DESE any changes in the student's current residential address, mobile phone number (if any), email address (if any), all the information listed under student information in PRISMS.
 	
• Notify DESE each time an accepted student terminates (Termination of Studies) their enrolment before the completion of their course.
 	
• Include the information: when this occurs is the: the reason for termination,
	Admissions Officer and Student Support Officer

Procedure	Responsibility
the date the students' studies are terminated (whether or not the termination takes effect on that day), the last date of the student's studies, the student's residential address, phone number and email address.	

- If there is any change to an overseas student's identity or the duration of a course, notify DHA immediately.

- Where the student does not commence the course, the student must be reported on non-commencement basis, within 14 days - if the student is under 18 years of age or 30 days - all other international students.

- In the event of early termination of studies, (e.g., due to early completion, non-payment of fees, failure to meet attendance requirements, or academic progress issues), initiate the process of enrolment variation and report such instance on PRISMS within 30 days of the agreed starting date of the course under "Termination of studies prior to the completion of the course" and by selecting appropriating reason from the drop down menu.

- Course duration variations (e.g., extensions or reductions in study period), changes to a student's start or end date, transfers between courses or education providers, report to DHA via PRISMS within 30 days of the occurrence of the change.

B. Student Visa is refused

- Regularly check PRISMS on a fortnightly basis for any updates related to student visas.

- Once VISA refusal is confirmed, advise the student about the same and seek his feedback if the student wishes to continue his/her studies and apply for a review.

- Offer appropriate support to assist with queries or concerns regarding visa refusal, refer them to a registered MARA agent for expert advice (where possible).

- Seek appropriate documentation from the student and/or agent when student has applied for the migration review within 20 business days from the date of refusal and continue monitoring the student's CoE.

- Where there is no feedback and/or appropriate response from the student, the CoE will be canceled in PRISMS within ten (10) working days from the date the student visa is refused.

- Upon cancellation of the CoE, the students will be informed of their eligibility for refunds and the process of applying for refunds.

- All refunds will be processed, and records will be retained in accordance with 'Refund Policy and Procedure'.