Brighten Institute Australia

Student Enrolment and Administration Policy

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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

WISENET 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

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

Purpose

The purpose of this policy and procedure is to outline BIA'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.

Context

Brighten Institute Australia (BIA) RTO ID 41148, as a Registered Training Organisation must comply with the NVR Standards for Registered Training Organisations 2015; 5.1 – 5.4.

The following policy states the principles and rules that ensures each potential learner is properly informed and protected about the services they are to receive, govern application, enrolment and cancellation of enrolment at Brighten Institute Australia accordance with the VET Quality Framework.

Scope

This policy applies to the enrolment and cancellation of students in:

- Vocational education and training (VET) courses; and
- Accredited and non-accredited short courses as defined below.

Eligibility for course enrolment

a) There is a formal application process for a person seeking enrolment in an Accredited VET and or Accredited Short course with Brighten Institute Australia.

b) A person is eligible to enrol as a student in a course at Brighten Institute Australia if they:

- have met the criteria for admission as specified by the course requirements (e.g. course pre-requisites, work experience, eligibility requirements and signed enrolment form.
- Where a person is seeking enrolment into an AQF Qualification with Brighten Institute Australia they are required to undertake a formal application process into the course which involves a Pretraining Review and a Language, Literacy and Numeracy Assessment, this is to ensure the student is equipped with the necessary knowledge and skills to undertake the identified course of study, and if rejected on any grounds, Brighten Institute Australia will allow the person access to the appeals process.

c) Refer to SC14.0 – Complaint and Appeal Policy & Procedure for further detail

Requirements of enrolment

a) A person enrolled in a course of study is subject to the relevant regulations, policies and procedures of Brighten Institute Australia which can be located on the website.
b) All students enrolled in an AQF qualification must be provided with a Training Plan, and only on successful completion of the Pre-Training Review and LLN.
c) The original signed Training Plan must be retained in the students file, with a copy provided to the student at time of enrolment or before commencement of training.

Unique Student Identifier (USI)

a) All students enrolled in an AQF qualification or nationally accredited Unit of Competency, must provide their USI number at the time of enrolment or provide the USI number to Brighten Institute Australia prior to issuance of a certificate or statement of attainment.
b) When a student provides us with their USI, we MUST at the same time sight and retain a copy of an approved identity document with a photograph e.g. Driver's Licence or any other approved photo ID to be retained on the students file for audit purposes.
c) Where the student is unable to create their own USI, Brighten Institute Australia can create a USI on their behalf. The student must complete BIA Enrolment form and provide the required documentation outlined in the USI – personal identification document section
d) Entitlements and attendance responsibilities of students enrolled in a course of study at Brighten Institute Australia.
e) A student enrolled in a course of study is entitled to gain access to student services offered by Brighten Institute Australia if training is undertaken on BIA premises.
f) Subject to Brighten Institute Australia rules, a student enrolled in a course of study at Brighten Institute Australia is entitled to:

- attend and participate in training sessions and other scheduled activities
- assessment(s) of their learning (where applicable)
- receive results (where applicable).

Completion of course requirements

Where a student enrolled in a course of study is deemed by Brighten Institute Australia to have completed the requirements for that course is then eligible for the relevant Testamur, Record of Results or Statement of Attainment. Refer to SC11 – Certification Policy and Procedure for further details.

Cancellation of enrolment by the student

- A student may cancel their enrolment in a course of study prior to their course commencing or at any time during their course.
- Students who wish to cancel their enrolment in a course of study should notify Brighten Institute Australia accordingly.
- A student who cancels their enrolment in a course ceases to be a student of Brighten Institute Australia. Such a person must reapply for admission should they wish to resume study at Brighten Institute Australia.
- Where a student has cancelled their enrolment, they may be eligible for a partial or full refund of course fees paid. Refer to the SC15.0 – Fees and Refund Policy & Procedure for further details.

Cancellation of enrolment by Brighten Institute Australia

a) Brighten Institute Australia may cancel a student's enrolment prior to course commencement or at any time during their course where the student has:
   - failed to pay the prescribed course fees by the payment date
   - ceased being an employee of an employer where an apprenticeship or traineeship is being delivered under contract with that employer and has not resumed employment in the same role for which that apprenticeship/ traineeship was for
   - failed to attend classes for an extended duration without reason, and the allocated duration to complete the course has expired
   - serious misbehaviour or any other behaviour, criminal or otherwise, that places Brighten Institute Australia, or other persons or property at risk of physical, mental, financial or reputational damage
   - For online delivery students where no evidence has been submitted for a period of 8 weeks

b) Where Brighten Institute Australia has advised the student intent to cancel their enrolment, Brighten Institute Australia must allow the student access to the appeals process before cancelling their enrolment. Refer to SC14.0 - Complaints & Appeals Policy for further details.

c) Where Brighten Institute Australia `has cancelled a student's enrolment, the student will be notified accordingly. The student may not be eligible for refund of course fees paid. Refer to SC15.0 – Fees and Refund Policy and Procedure for further details.

d) Brighten Institute Australia may cancel a student's enrolment prior to course commencement where it has been identified that there are insufficient numbers to commence a course, the student will be notified accordingly and offered an alternative arrangement or refund (if applicable). In the case of refunds, refer to SC15.0 – Fees and Refund Policy and Procedure for further details.

e) If Brighten Institute Australia is unable to fulfil its obligations to a student enrolled in a funded training contract, it will abide by the relevant Department's ruling to transfer students to another registered training organisation that has the same funding arrangements in place e.g. Smart and Skilled NSW.

Procedures

1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3

Procedure	Responsibility
A. Assessment of suitability • Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment. This includes checking: ○ All required information has been provided. ○ The applicant meets entry requirements and has required pre-requisites ○ Suitability of delivery model for the applicant. • Administration team checks 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 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. Document discussion. Ensure the applicant receives information about the course and its suitability to their needs during the interview. • Ensure applicant has received the Student Handbook, Course Outline and Student Agreement letter.	Administration team
B. Add to student management system • If suitability has been determined after interview, process enrolment by adding student to student management system. ○ 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)	Administration team

○ Provide student with access to online learning (if applicable)	
C. Student identifier • 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 BIA 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. • 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 team
D. Credit application • If Credit Transfers are applicable, conduct Credit Transfers assessment in accordance with the *Credit Transfers Policy and Procedure*.	Administration team
E. Student Agreement Letter, followed by Enrolment Confirmation letter • Issue Student Agreement letter contains student's enrolment information, student's details, demography and other information related to the student's learning requirements. The student Agreement letter also specify contains information of course fees and payment plan when applied. • Issue Enrolment Confirmation letter • Issue Payment deposit invoice. • Notify the applicant via email • Keep copies of all documents and file in student file – refer next section.	Administration team

2. Student files

Procedure	Responsibility
F. Create student files • As a new student enrols in a course, create a new file for them. Files should be labelled with: ○ SURNAME, First name | Date of Birth (dd/mm/yyyy) | Course offer • Store all documents and copies of letters etc relevant to admission and enrolment in the file. • File in the filing cabinet in alphabetical order by surname.	Administration team
G. 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 might include results, assessment evidence, letters to the student, contact records etc.	Administration team

H. Archive student files • Once a student has completed or withdrawn from their course, the file can be archived. • Files must be kept in archives for at least 6 months before being destroyed.	Administration team

3. Results, attendance and other progress

Procedure	Responsibility
I. Record results • 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 (WISENET) 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 WISENET. • Training events may also need to be stored in the WISENET in another section. Record as relevant (e.g. Workplace Visit and its date etc recorded as an Event, Checklist etc) • Keep a copy of the documents in the student's file.	Training team
J. Record attendance • For attendance rolls for classes, mark whether each student in the class was present or absent in the WISENET. • 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. • File attendance rolls in the *Class Attendance Roll* folder.	Training team
K. 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.	Training team

4. Correspondence and fees

Procedure	Responsibility
• 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	Administration team

WISENET. 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.	
L. Changes to agreement • If there are any changes to agreement with students 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.	Administration team

5. Withdrawals

Procedure	Responsibility

M. Process withdrawals
• To withdraw from a course, a student must fill in and return a *Withdrawal Form.*
• Upon receipt, withdraw the student from the course on the WISENET. This includes:
  ○ 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
• Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with *Fees & Refund P&P.*
• Identify eligibility for a Statement of Attainment. Issue in accordance with *AQF Certification P&*P 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.
	Training team

6. Completions

Procedure	Responsibility
N. 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.	Training team

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• First check that all required units for the qualification/course have been completed and recorded in the WISENET.
• 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 WISENET 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 WISENET. This includes:
    o Changing enrolment status to Completed.
    o Adding an end date to the enrolment – this should be the date of the final assessment.
    o Removing the student from portal or online learning access (if applicable).
• Ensure the student's USI is recorded.
• 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.	