

## PR4.5 Student Administration Support Procedures

<b>Responsible Officer</b>	Chief Education and Experience Officer
<b>Functional Owner</b>	Head of Shared Services
<b>CaR Owner</b>	Manager of Compliance

### 1. Scope

PR4.5 contains the procedures that are relevant for the administrative support of students and covers the following – General Administrative Queries:

- Privacy and security of student records
- Payment details
- Changes to student's personal details
- Course duration and extension requests
- Course and study deferral
- Change of mode of delivery
- Course transfer requests
- Course cancellation requests
- Academic administrative support
- Structured workplace learning (SWL)
- Integrity of data
- Informal issues support

### 2. Privacy and security of student records

In conjunction with the Privacy Policy, the Student Support Officer (SSO) will check and verify at least three of the following security questions for accuracy on all verbal communications:

- Address
- Date of Birth
- Phone numbers, including landline and mobile
- Email address

### 3. Payment details

If a student is required to provide payment details, it must be in writing by completing one of the various requests for course variation forms. The SSO will redact the credit card details; delete the form that includes the payment details; and save the redacted form to the student's records in the S3 attachments in Firefly

### 4. Changes to student's personal details

#### *Change of Name*

When a student wishes to change or correct their name they are required to provide evidence of the change or correction using the following legal documents:

- Birth certificate
- Driver's licence
- Marriage certificate
- Change of name certificate

- Passport

The SSO will make the relevant changes to the student's records.

#### *Change of address and contact details*

The SSO will check the details on each verbal communication with the student and amend, if required.

#### *Date of Birth*

The SSO will check prior to discussing the student's records, that Date of Birth is correct, if not the student will be required to provide prior to discussions:

- Birth certificate
- Driver's licence
- Passport

#### *Third Party Authority*

Under the Australian Privacy Act 1998, Open Colleges requires written consent from the student with regard to Third Party Authority. This authority will be dependent on the level of access authorised on the FR4.11 Third Party Authority Form.

The third party will be able to access the student's records dependent on the level of access authorised.

Upon receipt of FR4.11 Third Party Authority the SSO will upload to Firefly. Unless authorised the SSO is unable to discuss the student's records with anyone other than the student.

## **5. Course duration and extension requests**

The maximum duration of the course is specified on the Open Colleges website and Confirmation of Enrolment. If a student does not complete the course within the maximum duration time, the enrolment expires without refund.

If a student wishes to extend the course beyond the expiry date, the student must:

- Have paid all course fees;
- Submit a Course Extension Request Form prior to expiry date; and
- Pay an additional fee as outlined in DC1.3 Schedule of Administrative Fees.

An extension of up to 6 months may be granted subject to availability of course and Open College retains the right to refuse an extension.

For VET FEE HELP Enabled Courses, a maximum of up to two months per Unit of Study may be granted, subject to availability and Open Colleges retains the right to refuse an extension.

#### *Extension procedure*

Upon receipt of the FR4.6 Course Extension Request form, the SSO will check that an extension can be granted. Extensions may not be granted if:

- Course or unit of study fees have not been paid in full;
- There are material changes to the training package
- The current course is in a teach-out period;
- The maximum extension period has been exceeded; or

- The course or unit of study has expired.

When conditions have been met, the SSO will process the course extension fee through receipt as an admin fee, if applicable, in Firefly via Course Changes related list Extension and will select the extension timeframe from the dropdown.

The request form payment details are redacted and the redacted form saved to the enrolment S3 attachments using the correct document type from the dropdown list. The original request form with payment details is removed from the student's email.

A confirmation email advising the outcome of the extension request is forwarded to the student.

## 6. Course and Study Deferral

If a student encounters difficulties or changed circumstances that directly impacts their ability to study, they may request a deferral of study using FR4.7 Course Deferment Request Form along with appropriate documentation, such as a medical certificate to support request.

A Course Deferral of up to six (6) months will be granted in circumstances where:

- The student or a member of their immediate family has been hospitalised or become seriously ill for an extended period of time (a minimum of 4 weeks) and such events are supported by a medical certificate; or
- The student, spouse or de-facto has given birth; or
- OC is of the opinion that the student would be unreasonably disadvantaged (e.g. if a student has met with a serious accident, event or misadventure that will impact adversely on their ability to continue the course for a significant period of time)

If a Course Deferral is approved, OC may without limitation:

- Extend the maximum duration of course within the teach out period
- Agree with the student on an alternative payment plan (which may include deferral of payments for up to 6 months); or
- Provide additional academic and learning support services.

Note: no refund of course fees applies to a course deferral and students' remain liable for all payments due under the DC1.2 Student Agreement.

For VET FEE HELP Enabled Courses, a student must indicate an expected return date, no more than six (6) months from the deferral date. Students who defer after the census date will remain liable for the fees associated with the unit of study.

Upon receipt of a Course Deferral Request – the SSO will process the deferral in Firefly through Course Changes related list Deferral selecting the deferral timeframe “from and to” periods when the student is unable to study.

A confirmation email will be forwarded to the student advising the deferral request outcome.

## 7. Change of mode of delivery request

Students may wish to request a change to the mode of delivery between on-line and printed course materials by submitting a Course Change of Mode Request anytime throughout the course.

If the request is successful, the student will be required to pay a Change of Mode Fee upfront (refer to DC1.3 Schedule of Administrative Fees). This fee incorporates postage and handling within Australia. Additional fees apply to international addresses.

There is no refund of the print surcharge should a student wish to transfer from print back to online. OC reserves the right to refuse a Course Change of Mode Request and some courses do not have a print option available.

- Upon receipt of request SSO will check if a change can be granted. The SSO will process the fee through receipt as an admin fee in Firefly through Course Changes selecting the Change of Mode Button.
- The course materials must be reissued against the study period through the Manage button in Firefly by changing the Study Option dropdown from online to Correspondence (Print).
- The request payment form details are redacted and the redacted form saved to enrolment S3 attachments. The original request form with payment details is removed from the student's email. A confirmation email advising outcome is sent to the student.

## 8. Course Transfer Requests

For students enrolled in a course who wish to transfer to another course offered by Open Colleges the following conditions apply:

- A Course Transfer Request Form (FR4.9 Course Transfer Request Form) is to be completed and returned within three months of the course Enrolment Date;
- Open Colleges reserves the right to refuse a Course Transfer Request. If the Course Transfer Request is successful, the student will be required to pay a Transfer Fee as outlined in the DC1.3 Schedule of Administrative Fees;
- Course fees are up to date and there are no arrears on the account or record of previous bad debt;
- If the new course is of greater value than the current course, then the student will need to pay the additional Course Fees to the value of the new course;
- If the new course is of lesser value than the current course, then:
  - the student will need to continue to pay the current Course Fee;
  - the student may use the difference between the current Course Fee and new Course Fee towards a future course with Open Colleges; and
  - any such future course must be commenced within 6 months of the completion of the new course;
- Cross-institute course transfers are not allowed (excluding, Open Colleges to partner RTO or partner RTO to Open Colleges);
- Only one course transfer is permitted;
- Course Fees will not be refunded as a result of a course transfer.
- A Course Transfer Request will be approved if:
  - The above conditions are met;
  - The entry requirements for the course are met, and;
  - The course being transferred to is taking new enrolments.

Students who are enrolled in a VET FEE HELP enabled course are not eligible to transfer courses, these students must withdraw prior to census and re-enrol accordingly.

Upon receipt of the FR4.9 Course Transfer Request Form, the SSO will check that a course transfer can be granted. The SSO will conduct the following processes:

- The Student Resolution Officer will conduct a pre-enrolment check with the student to confirm all admission checks and entry requirements are met for the new course.
- When check is completed the Student Resolution Officer will process the course transfer fee through receipt as an admin fee in Firefly on the original enrolment. The course fee

will be credited on the original course leaving the payments made as a credit on the account.

- The Student Account Supervisor (SAS) will transfer the payments to the new enrolment and notify Debt Success of the new balance once the new course enrolment has been processed.
- The original course will be cancelled with a close reason of “Cancel Transferred”.
- The new enrolment is processed through the normal enrolment process in Firefly, matching the same payment schedule as original. If the student has paid original course in full and the new course of lesser value, the current pay in full discount can be applied.
- The new enrolment owner is changed to the original owner. The following fields on the enrolment screen are ticked:
  - Is Transfer?
  - Enrol Form
  - Admission checks such as Pre-requisites and Guardian Signature are checked, where applicable.
- If the new course is of higher value, the difference in the course price is added as a debit to the Transactions screen through the Manage button in Firefly.
- The payment schedule is placed on Hold. The SAS will initialise once adjustments are made and Debt Success is notified.
- The request for payment details are redacted and the redacted form saved to enrolment S3 attachments. The original request form with payment details is removed from the student’s email.
- A confirmation email advising the course transfer request is forwarded to the student.

## 9. Course cancellation requests

If a student wishes to terminate their studies before completion of course, the student is required to notify OC in writing using either the FR4.5 Course Cancellation Request Form or simply by emailing their request to the Student Support Team at [studentsupport@opencolleges.edu.au](mailto:studentsupport@opencolleges.edu.au)

A refund of course fees, less the applicable administrative fees (refer DC1.3 Schedule of Administrative Fees) will only be issued if OC receives the Cancellation Request within the Refund Period which is defined as **seven (7) calendar days** from the day that the student’s enrolment conditions have been met. The enrolment conditions have been met when:

- A student accepts the terms and conditions of their Student Agreement;
- Open Colleges has received a student’s deposit or full payment, if paying in full;
- Open Colleges sends a student their login details.

The Refund Period commences from the date that Open Colleges issues the student with their login details.

If the student fails to notify OC of the Cancellation Request within the Refund Period, the student will be liable to pay the Course Fees in full.

### **For students enrolled in a VET FEE HELP Enabled Course**

Students who wish to withdraw from a VET Unit of Study or VET Course of Study need to contact Open Colleges either by emailing [studentsupport@opencolleges.edu.au](mailto:studentsupport@opencolleges.edu.au) or calling student support. Please note we encourage students to complete the Withdrawal Form (FR4.17) which can be found on the Open Colleges website.

The Student Agreement (DC1.2) outlines the terms and conditions governing the cancellation of a course and whether any refund is payable.

A fee may be applied to a student who withdraws within the census or refund period and fails to return any issued course material within 20 days of withdrawal/cancellation. This fee is applied to cover the cost of the materials. Where materials are returned in non-serviceable condition, this fee may also apply.

## 10. Academic administrative support

### *Learning Support*

Learning support includes the provision of the following services to learners:

- A welcome and induction into Open Colleges
- An orientation to OpenSpace
- Access to specialist learning support resources
- Additional support services for “at risk” learners, and
- Additional support services to re-engage inactive learners

If an SSO identifies students who require a welcome and induction or are at risk learners, the SSO is to complete the FR4.2 Learning Support Referral Form and forward to the Learning Support Team or create a Learning Support case in Firefly.

### *Course materials*

Open Colleges will provide students with course materials, assessments and support for subsequent modules / units of study as they:

- Successfully complete a prior module/unit of study; and
- Pay all requisite Course Fees

At times students may request subsequent course materials and the SSO is required to ensure the above conditions have been met before releasing further study period to the student.

If a student advises that they have not received the course materials that have been posted, the SSO will follow the procedures above under the Change of Address.

When a student advises that course materials have been lost the materials may be re-issued on payment of the postage, handling and replacement costs (refer DC1.3 Schedule of Administrative Fees). Upon payment of the fees, the SSO will re-issue the materials.

### *Assessments*

Students who wish to check on their progress throughout the course may request a record of grades completed and assessments still to complete. The SSO can email the students the following records from Firefly:

- Order of Study;
- Grades record;
- Academic transcript, if not with an auspice partner; and/or
- Record of outstanding assessments.

Students may see a record of grades, a course overview and an order of study in OpenSpace. The student can however, request Student Support email a full grades record.

### *Verbal Assessments*

When there is a verbal assessment requirement within the student’s course and the student is ready to complete they are to send an email request to [studentsupport@opencolleges.edu.au](mailto:studentsupport@opencolleges.edu.au)

On receipt of the email the SSO is to send an email request to the assessor to contact the student to arrange a mutually acceptable time to conduct the assessment.

Once the assessment is completed the assessor will record the grade in OpenSpace for download to Firefly to be added to the student’s grades record.

### *Electives*

Some Open Colleges courses offer students a choice of elective units. When this is the case students will be provided with a choice of elective form customised to their course of study to make their desired choice. Once completed the student is to send the form by email to [studentsupport@opencolleges.edu.au](mailto:studentsupport@opencolleges.edu.au)

Once the completed form is received, the SSO will enrol the student into the required elective units by study period in Firefly by choosing the study option (online or print) and Start Now 'N'. Once selected the study periods will show in Current Modules as 'Pending'. When the student progresses through the assessments and are ready for their next study period the SSO will enrol the student into the next pending study period.

### *Communications with the training and assessment team*

Students may contact the Student Support team to request contact with their Trainer and/or Assessor. The SSO will advise the student to contact the Trainer and/or Assessor through the message link within the unit being studied in OpenSpace.

In an instance where the Trainer and Assessor is not responding the SSO will email the Trainer and/or Assessor to make contact with the student as the SLA has not been met. Under no circumstances will the SSO provide the student with the Trainer and/or Assessor's direct phone number.

If further contact or issues arise with the student's study or course progression and further academic assistance is required, the SSO will email the Program Manager to make contact with the student to provide the necessary assistance.

### *Course Improvements*

Students will at times provide feedback on possible course improvements. The SSO will forward this feedback through a case to the Course Improvement queue in Firefly. Refer to PO3 Course Management and Continuous Improvement.

### *Certificate Issue and Re-issue*

Students deemed competent in all requirements of the enrolled course, have paid their course fees in full and have supplied OC with their Unique Student Identifier (USI) will be awarded a certificate and academic transcript within 30 days of completion of their course.

Graduated students who may have a reason to request a re-issue of their awarded certificate and academic transcript will need to provide the SSO with a Statutory Declaration and pay the required certificate re-issue fee (refer to DC1.3 Schedule of Administrative Fees). The student is required to complete the FR4.10 Certificate Re-Issue Form with payment details. Upon payment of the fee, the SSO will send a request to the Certificate queue in Firefly.

When the Certificate Re-issue form is received, the payment details are redacted and the redacted form saved to the enrolment S3 attachments. The original request form with payment details is removed from student's email.

Should a student advise that the certificate was not received, the SSO would request a Statutory Declaration and when received send a request to the Certificate queue in Firefly. There is no fee payable in this case.

If the received certificate or academic transcript has incorrect spelling of the student's name, SSO will request the student returns the certificate and academic transcript before a corrected certificate can be re-issued. There is no fee payable in this case.

A confirmation email advising the certificate re-issue request outcome is forwarded to the student.

## 11. Structured Workplace Learning Support

Structured Workplace Learning (SWL) is an important component of some courses delivered by Open Colleges. A critical component of SWL is the completion of Workplace Assessments. (Refer to GL4.1 Structured Workplace Learning Support Kit)

### *Workplace Approval Forms*

When the student has arranged a work placement they are required to fill in and have their potential workplace supervisor complete the Workplace Approval Form (WPA). The WPA is located in the OpenSpace Work Placement Resources Home. The completed form should be scanned, uploaded to the Workplace Approval (WPA) Form assessment link in OpenSpace. The WPA form must be submitted more than 10 days prior to the expected commencement date of the work placement.

When the completed WPA is received by Student Support the SSO will enter the workplace and supervisor details in the Related Person field from the enrolment screen in Firefly. A Workplace Assessor will be assigned by the SSO who will confirm the allocated assessor from the View Teaching Staff link on the enrolment screen in Firefly. The SSO will send an email to the assessor through the Cases WA link in Firefly to determine if the workplace is suitable and to conduct a Pre-Assessment Interview. Included in the email will be a record of the student's current completed grades and competencies for the assessor's information. The Workplace Assessor will make contact with the student and supervisor to discuss a Workplace Training and Assessment plan.

If the student does not complete a mandatory work placement within the duration of the course, Open Colleges is not permitted to issue the qualification.

### *Work Placement Centres*

Open Colleges provides a number of Work Placement Centres. If the student wishes to attend they are to complete the FR 4.14 Assessment Centre Application Form and forward to the Student Support Team to process the applicable fees as outlined in the DC1.3 Schedule of Administrative Fees.

When the Application Form is received the payment is processed, if applicable. The payment details are redacted and the redacted form saved to the enrolment S3 attachments. The original request form with payment details is removed from the student's email. The SSO emails a confirmation to the student and advises that the assessor will make contact to confirm their booking.

The SSO emails the Work Placement Support Officer (WPSO) that the application has been received and processed. The WPSO contacts the student to advise of the next available assessment centre and confirm the student's booking.

### *Skill Development Workshops*

Open Colleges at times provide skill development workshops led by industry professionals and Open Colleges' staff and Trainers and/or Assessors. Portfolio advise students via email which details the times, locations and costs including a booking form. If a student wishes to attend they are to complete the form along with payment details and forward to the student support team to process.

When the Workshop Application Form is received the payment is processed. The payment details are redacted and the redacted form saved to the enrolment S3 attachments. The original request form with payment details is removed from the student's email.

The SSO is to process the booking from the Enrolment 'New Event' field from 'Open Activities' through Firefly selecting the date, time and location of the selected workshop. The SSO is to update the description field with 'PAID' and add the Transaction ID number from the receipted payment. The SSO sends the student an email to confirm their booking has been processed.



For Beauty courses, if the student is nearing study period (SP) 3 the SSO can release the SP so that the student receives the beauty kit for use at the workshop. If the student has not yet reached SP3 the student may borrow from the beauty kit that Portfolio provides at the workshop.

### *Work Placement Support*

When students require additional support in locating a work placement the SSO can direct the student to follow the guidelines outlined in the GL4.1 Structured Workplace Learning Support Kit located in the Student Lounge in OpenSpace. For further information, refer to PR4.4 Work Placement Support Procedures.

### *First Aid Certificates*

There is a requirement in some Open Colleges courses for students to complete an external First Aid course at their own expense and to provide a certified copy of their current First Aid Certificate to cover the relevant first aid competency within their course. When received the SSO is to ensure the certificate is certified by a Justice of the Peace and certificate expiry date covers the duration of the course the student is enrolled to.

When confirmed the certificate meets requirements the SSO is to enter the certificate to the student records as Credit Transfer. The SSO then enters the certificate expiry date and saves the certificate to the S3 attachments on the student enrolment screen. The S3 attachment is linked to the assessment ID in Firefly.

## **12. Integrity of data**

All student records will be maintained in an accurately and timely manner and will be comprehensive of the interaction with OC to date. All student records will be created, maintained and managed systematically. All updates or changes to student records will be recorded.

As part of OC's commitment to the integrity of data and accurate records, the SSTL will perform a monthly audit of each SSO's record entries into a student account. Additionally, the SSTL will perform a monthly audit of phone calls and emails against the student record to ensure accuracy and compliance with the policy and procedure. The monthly audit outcomes are provided in the Monthly Student Support and Records Quality Review that is available in QMS.

## **13. Informal issues support**

### *Issues*

Where a student would like to provide feedback or they believe that their learning experience with Open Colleges has not met their expectations, they are encouraged to raise their concerns with the Student Support Team directly through the Issues Procedure (PR4.8). This will be noted as an Issue and will be managed by the Student Support Team.

For the avoidance of doubt, the Issues process is not part of the formal complaint management process. Students will be advised of the status of the Issues Procedure and how to submit a complaint should they wish to have the issue managed via the formal Complaints Policy (PO7) and procedures.

### *Student issues – escalation*

Where Student Issues cases have not been completed or resolved within the SLA of 2 business days the case will be escalated to the SSTL through an escalation notification from Firefly.

Where the SSTL is unable to respond to the case within 3 business days the case will be escalated to the Divisional Head of Student Support.

#### 14. Quality and Continuous Improvement

This procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders.

#### 15. Related Forms and Documents

- PO3 Course Management and Continuous Improvement Policy
- PO15 Student Privacy Policy
- PR4.4 Work Placement Support Procedures
- PR4.8 Student Issues procedure
- FR4.2 Learning Support Referral Form
- FR4.5 Course Cancellation Request
- FR4.6 Course Extension Request Form
- FR4.7 Course Deferral Request Form
- FR4.9 Course Transfer Request Form
- FR4.11 Third Party Authority Form
- FR4.14 Assessment Centre Application Form
- FR4.17 Withdrawal Application Form for VET FEE Help
- DC1.2 Student Agreement
- DC1.3 Schedule of Administrative Fees
- GL4.1 Structured Workplace Learning Support Kit
- [PG4.2 Guideline for Student Administration Support](#)

For internal use only: [QMS1.8 Location of QMS related documents](#)

#### How can we improve this document?

If you can identify opportunities for us to improve this document, please email [improvements@opencolleges.edu.au](mailto:improvements@opencolleges.edu.au). This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.

<b>QAS Owner</b>	Manager, Quality and Compliance			
<b>Version</b>	<b>Approved by</b>	<b>Endorsed by</b>	<b>Effective date</b>	<b>Review date</b>
9	GM, Student Experience 13/03/17	Functional Owner 13/03/17	13/03/17	FEB 2020
<b>Version History</b>	Version 2: incorporates student agreement updates and associated administrative changes (Jan-14). Version 3: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015. Version 3 did not require ETAB approval. Version 4: incorporates student agreement and Complaints Procedure PR7.1 updates Version 5: Changes to reflect VET FEE HELP update. Version 5 Endorsed by ETAB 8 July 2015. Version 6: Removed reference to PR4.6 Special Consideration Procedure and included PR10.1 Cancellation and Refund Policy and Procedure Version 7: Minor change in the role of functional owner and update to Issues Support Section V8: March 2017 updated to new format with minor changes to procedure. V9: February 2019 Title changes			

<b>Course Type</b>	All
<b>RTOs:</b>	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)
<b>Partner RTOs:</b>	Yes