

Student Information Handling Procedure

Australis College Pty Ltd
RTO Number 31518

1. PURPOSE

- 1.1 To collect, gather and store student information in accordance with the College's Privacy Policy, Australian Privacy Principles and specific VET Student Loan or Queensland funding regulations.
- 1.2 To implement processes to ensure student details and records are kept confidential and secure while allowing the student to access and update their information or records when their identity has been verified, or when the student has authorised Australis College to disclose their information to a third party.
- 1.3 To ensure student information is accurately recorded and retained for reporting and claiming to state and federal regulatory bodies and where required may be disclosed to the College's Tuition Assurance Scheme Operators.

2. SCOPE AND APPLICATION

- 2.1 Collecting information and identification from the student ensuring it meets the [ID and Evidence Requirements](#) for recording the information into Australis College student management systems.
- 2.2 Ensuring confidentiality and security of information including checking identification of students who access their records.
- 2.3 Accurate records management and retention of student information.
- 2.4 Entering student details and data according to timeframes specified in [enrolment procedures](#).
- 2.5 Procedure for updating student details.

3. ABBREVIATIONS

- 3.1 ATLAS – Australis College Student Management System.
- 3.2 JobReady – Student Management System.
- 3.3 ID – Identification.
- 3.4 LMS – Learning Management System.

4. ENVIRONMENT, HEALTH AND SAFETY

- 4.1 Australis College is committed to ensuring employees and students work and learn in an environment that is safe and promotes their health and wellbeing.
- 4.2 All training will be conducted in adherence to workplace health and safety requirements.
- 4.3 All employees will be provided with appropriate resources to allow them to perform their job roles.

5. RESPONSIBILITIES

5.1 Student Services Manager:

- Ensures information collected and retained is recorded accurately and meets requirements stipulated by regulatory bodies.
- Reviews effectiveness of this procedure against legislation and internal systems and updates accordingly.

5.2 Quality:

- Updates staff on legislative changes to Privacy and Information Acts.

5.3 Student Services Officer:

- Manages and maintains all student academic records in Student Management Systems.
- Provides students with timely access to their personal information.
- Verifies students' identities prior to releasing personal information.

5.4 Course Consultants (CC):

- Collects student personal information as outlined on the application form and/or relevant loan or funding forms.
- Collects personal information for AVETMISS requirements and State funding requirements.


5.5 Trainers/Assessors (T/A):

- Liaises with Student Services to amend any inaccuracies identified with student information.
- Follows procedures for emailing students and uploading student information on Learning Management Systems.

6. INSTRUCTIONS

6.1 REQUEST TO ACCESS OR UPDATE STUDENT INFORMATION.

- 6.1.1 Students will be granted access to their records on request, providing their identity can be verified to protect the privacy of that information.
- 6.1.2 Identify if the student requires access to their information/records or if they need to update their information and records on file.
- 6.1.3 Type student's name into the search box in JobReady.
- 6.1.4 Click on correct student's surname if the student's party record doesn't open, continue to step [6.1.6](#).
- 6.1.5 Ask the student to confirm the following details:
 - Student Identifier Number.
 - Email Address.
 - Contact Number.
 - Residential Address.
 - Name of Course.

 Party > Green, Alwyn > Details > PAINT03681

Title	Mr	Gender	Male
Surname	Green	Date of Birth	24 March 1977
First Name(s)	Alwyn	Contact Method	Email
Middle Name(s)	Bryan	Known By	
Student Access	<input checked="" type="checkbox"/>	Identifier	PAINT03681

Login Credentials	
Login:	alwyngreen4@gmail.com
Temporary Password:	G@G8nuqG

Address	Phone
<input checked="" type="radio"/> (Home) UNIT 1 54 BERNAYS RD WYNNUM WEST Queensland 4178 Australia	<input checked="" type="radio"/> (Mobile) (Home): 0481278401
Email	<input checked="" type="radio"/> alwyngreen4@gmail.com

Bank Account
No bank account details have been recorded

Identification
Tax File Number: 209668855

Party Created 2 June 2014 9:54 AM tyson.adams Party Updated 4 June 2014 11:14 AM brianne.auger

6.1.6 If the student is unable to confirm details as at [6.1.5](#), advise the student the information they provided does not match the information on file. To proceed, they must email student.services@australiscollege.edu.au a copy of their photo identification and complete the relevant [Change of Details Form](#) or [Request to Release Student Information and Records Form](#). These forms are mandatory to update personal details or request records for students who have enrolled in the VET Student Loan or Queensland funding program as evidence must be retained.

6.1.7 Once confirmation is provided, or necessary forms and identification are provided by the student, process within forty-eight (48) hours.

6.1.18.1 For updating records:

- Find records/information to be updated in JobReady.
- Update the records accordingly and save.
- Advise the student over the phone or by email that this information has now been updated.

6.1.18.2 Enter file note:

- Select 'File Notes' from the left menu bar in JobReady.
- Select 'Create New'.
- Enter 'Phone Call' into Title field.
- Outline, in the 'Description Field', the phone discussion that took place, the confirmation received from the student & the records updated.

6.1.18.3 Sending information/records:

- On receipt and completion of the [Request to Release Student Information and Records Form](#) and supporting ID, compile the documentation and email or post as per student's preference.

6.1.18.4 Enter File Note:

- Select 'File Note's from the left menu bar in JobReady.
- Select 'Create New'.

- Enter either 'Records Emailed/Posted' into Title field.
- Outline in the Description Field what has been sent to the student with a copy of the email if relevant.

6.2 REQUEST FOR STUDENT INFORMATION TO BE DISCUSSED WITH A THIRD PARTY.

- 6.2.1** Verify the student's identity e.g. Student or Unique Identifier number, date of birth, etc.
- 6.2.2** Email the student the Australis College [Privacy Consent Form](#).
- 6.2.3** Check completed consent form, dates and signatures.
- 6.2.4** Check identification and that the application form has been completed in full.
- 6.2.5** Save the document in student's file and record all notes in JobReady.

6.3 REQUEST FOR STUDENT INFORMATION BY REGULATORY BODIES AND TUITION SCHEME OPERATORS.

- 6.3.1** Australis College will provide regulatory bodies student information for loan or funding claims and when requested to comply with applicable legislation. Refer to Interactions with Regulatory Bodies Procedure and Reporting Policy.
- 6.3.2** In the event that Australis College ceases to provide a course or part of a course in which a student has enrolled but has yet to complete, student information will be supplied to our Tuition Scheme Operators to provide the student with an equivalent course, or repay a student's tuition fees where it is impractical for a student to complete. Refer to VET Student Loan Tuition Assurance Policy.

6.4 CALL CENTRE PROCEDURE.

6.4.1 Collecting Student Information.

6.1.18.5 Preliminary student information is captured in the following formats:

- Agent applications for Fee for Service enrolments only.
- Online applications received through the Australis College website.
- Online enquiries received through the Australis College website.
- Inbound telephone or email enquiries directly to the College.
- Inbound leads from Cost per Lead providers where the student has provided expressed consent to be contacted by Australis College.

6.1.18.6 The student's contact details, type of enquiry and personal information is recorded in ATLAS. Pre-enrolment discussions with students are recorded on the Discussion notes template and attached to the student's file in ATLAS. Refer to the Pre-enrolment Application Procedure.

6.1.18.7 The student information is confirmed during the pre-application conversation and recorded on an application form including any additional information required that has not been captured in the preliminary data collection. It is a requirement that every field on the application form is complete.

6.1.18.8 Other personal student information retained for the purposes of delivering training and assessment services may include:

- Student's resume, employer details or third party details for entry into specific qualifications and, or RPL applications.
- Qualification and Statement of Attainment evidence.

- Results from Core Skills Assessment activities.
- Participation and attendance logs, training and support plans and progress reports.

6.4.2 Storing of Information.

6.1.18.9 Student information is stored in the following locations:

- Customer Relationship Management systems.
- Student Management systems.
- Learning Management systems.
- The info@australiscollege.edu.au inbox in a corresponding subfolder (company profile required).
- The company shared drive Z:\AUSTRALIS COLLEGE\ADMIN (company profile required).
- ATLAS.
- Mail chimp.
- Australis Facebook account.
- Dropbox for paper-based assessments.

6.5 TRAINERS AND ASSESSORS PROCEDURE.

6.5.1 Storing of assessment answers and correspondence:

- Students have access to Learning Management System(s) to upload all assessments. Traineeship evidence may also be collected by the Trainer/Assessor and uploaded into the Learning Management system.
- Assessment declarations, assessment feedback, and correspondence and contact the Trainer/Assessor has, or attempts to have with the student is also recorded on Learning and Student Management systems.

6.6 EMAILING STUDENT PROCEDURE.

6.6.1 To send an email to a group of students or clients, prevent others from viewing the email addresses of other persons included in the email communication by:

- Clicking on the CC tab which will open your address list.
- Select each individual name.
- Click on the BCC field as per the screen shot below.

To ->	<input type="text"/>
Cc ->	<input type="text"/>
Bcc ->	<input type="text"/>

7. COMMUNICATION, TRAINING AND RECORDKEEPING

7.1 *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure.

8. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS/LEGISLATIVE CONTEXT

- 8.1 A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 8.2 Australis College Privacy Policy.
- 8.3 [Privacy Consent Form](#).
- 8.4 [Change of Details Form](#).
- 8.5 [Request to Release Student Information and Records](#).
- 8.6 VET Pre-qualified Supplier Agreement, Section 15. Personal Information.
- 8.7 Student Enrolment Procedure.
- 8.8 Pre-enrolment Application Procedure.
- 8.9 Finalising VSL Procedure.
- 8.10 ID and Evidence Requirements.
- 8.11 Document and Data Retention Policy.
- 8.12 Data Back-up Procedure.
- 8.13 Interactions with Regulatory Bodies Procedure.
- 8.14 Reporting Policy.
- 8.15 VET Student Loan Tuition Assurance Policy.

APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this procedure.

	Name	Job title	Date
Prepared by	Natasha Skelly	Student Services Manager	22/10/2014
Owned by	Natasha Skelly	Student Services Manager	22/10/2014
Approved by	Marshall Newton	Chief Operations Officer	22/10/2014

SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Quality Management Register.

This procedure will be reviewed two (2) years from its effective date or sooner as required.

Effective Date	Name	Job Title	Version Number
22/10/2014	Natasha Skelly	Student Services Manager	1.0
29/01/2015	Sharleen Ejlertsen	Quality Officer	1.1
23/07/2015	Sharleen Ejlertsen	Quality Officer	2.0
07/06/2016	Sharleen Ejlertsen	Quality Officer	2.1
13/03/2017	Sharleen Ejlertsen	Quality Officer	3.0
09/08/2018	Sharleen Ejlertsen	Quality Officer	3.1