COURSE ADMINISTRATION POLICY

SCOPE

Applies to all staff.

POLICY STATEMENT

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will use a systematic and efficient administration process to support all aspects of the RTO operations and to ensure that students receive the certification documentation to which they are entitled at the completion of their course.

PURPOSE

The purpose of this policy is to:

- Ensure the RTO issues qualifications and statements of attainment that comply with the scope of registration and the AQF Qualifications Issuance Policy.

  Ensure the RTO complies with Standards for Registered Training Organisations 2015.

PRINCIPLES AND DEFINITIONS

- The AQF Qualifications Issuance Policy can be found in the AQF Qualifications Framework publication available on the following website link: www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

- LIBERTY INSTITUTE OF HEALTH AND EDUCATION will only issue
- Qualifications for the completion of a full AQF qualification or accredited course and Statements of Attainment (for the completion of units of competency from an AQF qualification or accredited course) that are within its scope of registration.

- LIBERTY INSTITUTE OF HEALTH AND EDUCATION will issue a certificate and a record of results within 30 days of student successfully completing the course.

- LIBERTY INSTITUTE OF HEALTH AND EDUCATION will use a template to produce all certificates and record of results that complies with the AQF Qualifications Issuance Policy.

- Unique Student Identifier (USI) has the meaning given in the Student Identifiers Act 2014.

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CONSEQUENCES OF NON-COMPLIANCE WITH POLICY

Any breach of this policy could impact on the RTO's registration and will be managed in accordance with Human Resources Policy.

PROCEDURES

ENROLMENT AND APPLICATION STAGE

Administration/Student Support/Marketing Officer	- Take enquiry from prospective client, employer or student - Supply the following information as appropriate: - An email thanking the person for the enquiry and a reference to the website for further information - Course flyer - Enrolment form - Special offers or other relevant marketing material - Check that prospective client understands the eligibility requirements of the courses and where to find further information on LIBERTY INSTITUTE OF HEALTH AND EDUCATION website - Refer detailed questions regarding courses to RTO/Training Manager if required.

ENROLMENT ANDCONFORMATION STAGE

Administration/Student Support/Marketing Officer	- Receive confirmation of course booking from a client and the relevant fee. - Student completes the Enrolment Form with the trainer and completes the LLN test. - Check Enrolment Form to ensure complete information is provided. - If student does not have a Unique Student Identifier (USI) advise student of the process to follow to obtain one, via https://www.usi.gov.au/students/create-your-usi - Verify USI and maintain USI in RTO's student management system.

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- Make notes of any missing information on the RTO's student management system and follow up to gather missing information.
- Enter student details into RTO's student management system
- Send student confirmation of enrolment and any additional course information, including course commencement date, site and equipment requirements
- Send student receipt of course fees paid.
- Set up student file and include Student File Checklist

EXTERNAL VENUE SELECTION

RTO Manager or delegate	If external venue is required for delivery of a course, source venue based on the following criteria:
	 1. Is within walking distance to public transport
	 2. Has adequate parking either free or at a minimal cost
	 3. Is available within the time frame required
	 4. Has disability access
	 5. Is able to supply refreshment (i.e. water jugs, morning tea etc)
	 6. Has facilities where lunch may be obtained if required by students
	 7. Is able to supply the necessary equipment (i.e. whiteboard, projector screen etc)
	 8. Seating and tables are satisfactory
	 9. Lighting is adequate
	 10. Has the required space to be able to conduct the training without being cramped
	 11. Is cost effective
	 12. Is in an area suitable to target group
	    • Book venue if above criteria is met.
	    • Use Venue Checklist when setting up and checking the training room.

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COURSE COMPLETION AND ISSUING OF CERTIFICATES

Administration/Student Support Officer	**Maintenance of course and student files**
	• Enter student results into RTO's student management system.
	• Maintain student records including:
	1. Course payment information
	2. LNN testing result
	3. Workspace Agreement (if any)
	4. Assessment results
	5. Reports to employers (if required)
	6. Course evaluations and learner feedback
	7. Complaints register and associated files
	8. Any correspondence to or from the student
	Issuing of certificates
	• Use Qualification and Statement of Attainment Issuing Checklist to ensure student have completed all the units for the qualification, prior to issuing a certificate and request manager to verify it.
	• Make sure student has provided a USI, that has been verified by the USI registry. No certificate will be issued without a verified USI.
	• Generate Certificate, Statement of Attainment or record of results using RTO's student management system Each certificate will be numbered and use the template set up in the system.
	• Print certificate on LIBERTY INSTITUTE OF HEALTH AND EDUCATION certificate paper

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ISSUING	REPLACEMENT CERTIFICATES
Administrati-on Officer	1. Receive Application for Transcript or Replacement Certificate 2. Check details and seek approval from RTO/Training Manager. 3. Process payment of $40 (students are informed in the student handbook) 4. Retain Application for Transcript or Replacement Certificate on student's file. 5. Produce replacement certificate from RTO's student management system. 6. Issue to student.

SCANNING OF STUDENT	RECORDS OF ASSESSMENT
Administration /Student Support Officer	1. Retain all RPL documentation for each student. 2. Scan all other assessment documents and store electronically in RTO computer. 3. Shred all hard copies (other than RPL documents, these may be deleted) of assessment documentation or return to student.

PREPARING	REPORTS FOR REGULATORY BODIES
Training Manager/ Director **Administration Officer**	1. Ensure all information stored in RTO's student management system and on student files is maintained and up to date. Prepare reports as requested to support internal and external audits and other reporting requirements.

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RELATED POLICIES & DOCUMENTS

- Document and Data Management policy
- Venue Checklist
- Enrolment Form
- Student File Checklist
- Qualification and Statement of Attainment issuing checklist
- Sample Certificate and Statement of Attainment and Record of Results Templates

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