

Student Administration Support Procedures

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Version:	<p>Version 2: incorporates student agreement updates and associated administrative changes (Jan-14).</p> <p>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.</p> <p>Version 4: incorporates student agreement and Complaints Procedure PR7.1 updates</p> <p>Version 5: Changes to reflect VET FEE HELP update. Version 5 Endorsed by ETAB 8 July 2015.</p> <p>Version 6: Removed reference to PR4.6 Special Consideration Procedure and included PR10.1 Cancellation and Refund Policy and Procedure</p>

Scope:	Course Type:	Nationally Recognised Training
	RTOs:	Open Colleges Pty Ltd Integrated Care and Management Training Pty Ltd College of Fashion Design Pty Ltd
	Partner RTOs:	Yes

Communication:

All Policies, Procedures, Forms and Guidelines are loaded into the Quality Management System (QMS) in Firefly. This will automatically update documents in OCTIVE and OpenSpace. Updates are communicated to staff through Firefly Chatter, Trainers and Assessors through OCTIVE News and students through the Student Lounge in OpenSpace.

1. What is Student Administration Support?

Student Administration Support refers to the provision of advice and guidance to learners, trainers and assessors in relation to:

General Administration Queries, which refers to updating student records, such as:

- Privacy and Security of Student Records;
- Change of Name and Address;
- Contact details;
- Date of Birth; and
- Third party authority.

Course Variations, which refers to course change enquiries and requests, such as:

- Course extensions;
- Course deferment;
- Course changes;
- Change to mode of delivery;
- Course transfers;
- Course cancellations
- Unit of Study withdrawals; and
- Special circumstances (application for a credit of a VET FEE HELP balance); or
- Special consideration.

Academic Administrative Support, which refers to the provision of academic administrative advice and support to learners in relation to:

- Learning support;
- Course materials;
- Assessments;
- Verbal assessments;
- Electives;
- Communications with the Trainers and Assessors
- Course improvements; and
- Certificate re-issue.

Work Placement Support, which includes administrative support to workplace learners, in relation to:

- Workplace approval form;
- Work placement or Assessment Centres;
- Workshops;
- Work Placement Support; and
- First aid certificates.

Complaints Support, which includes advice to learners, in relation to:

- Feedback and Issues; and
- Student Administration Escalations.

Student Administration Support is also distinct from Academic Support (see PR4.1), Learning Support (see PR4.2), Peer Support (see PR4.3), and Work Placement Support (see PR4.4).

2. General Administration Queries

2.1 Privacy and Security of Student Records

The Australian Privacy Act (1988) is designed to protect personal information that organisations hold and relates to the storing, collection and use of personal information. Open Colleges' Privacy Policy PO 15.1 has been updated in line with the amendments made to The Australian Privacy Act (1988). Reasonable steps must be taken, before using personal information, to ensure that it is still accurate, up-to-date, relevant, complete, and not misleading.

In line with the Privacy Policy the Student Support Officer (SSO) will check the following security questions for accuracy on all verbal communications with students:

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

Students are to advise Open Colleges (OC) of any corrections or change to personal details including name, phone numbers, and residential or postal address within 7 business days.

Payment Details

At times students may be required to provide payment details in writing by completing one of the various requests for course variation forms. To ensure the security of the student's payment details after the request has been processed 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.

2.2 Change of Name

Students changing or correcting names are required to provide evidence of the name change with the provision of one or more of the following documents:

- Birth certificate;
- Drivers licence;
- Marriage certificate;
- Change of name certificate;
- Passport.

Once the documentation is received the SSO will make the relevant changes to the student's records.

2.3 Change of Address

Correct address details are important as incorrect details can have an impact on delivery of course materials, and ultimately certificate and academic transcripts on completion. It is the responsibility of the SSO to check these details on each verbal communication with students and amend, if required.

When course materials are not received the SSO is to check on the dispatch of the materials on the SOS Print and Media Group Processing and Tracking System website. If recorded as posted by SSO the student is to check with their local post office as in many cases the materials are awaiting pickup. Materials are generally stored for 10 business days prior to return to Open Colleges when uncollected. Once students have checked at the post office and the materials have not been received Open Colleges requires the student to provide a statutory declaration before materials will be reissued.

2.4 Contact Details

It is important that student contact details including landline, mobile phone numbers and email address are kept up to date as these are Open College's main means of communication with our students. The SSO is responsible for checking and amending these details when necessary.

Correct email addresses are of particular importance as access to OpenSpace, the online campus is created using the student's email address. Additionally, official communications with the student will be conducted via email and through OpenSpace as per the *DC1.2 Student Agreement and FR1.1 Enrolment Form*.

2.5 Date of Birth

Date of Birth is a main means of identification and securing students privacy of information and therefore must be checked prior to discussing student's records. If the date of birth is incorrect we require the student to provide one of the following forms of identification prior to discussion of student's records:

- Birth Certificate;
- Drivers Licence;
- Passport.

2.6 Third Party Authority

Under the Australian Privacy Act 1998 Open College's requires written consent from the student if they wish to allow a third party to act on the student's behalf. The third party will be able to access the student's records dependent on the level of access authorised on the completed Third Party Authority form.

The following are the various levels of access provided to third party authorities:

- Payment of course fees and invoicing only (may make a payment or request an invoice);
- Account balance (permission for Open Colleges to discuss account status including arrears);
- Update payment details (amend/remove credit card & bank details; request

must be received in writing);

- General course administration enquiries (not covered in other options);
- Enrolment status (confirm enrolled, pending, deferred, cancelled, transferred);
- Study progression (confirm student study progress, study load completed);
- View/ Update personal details (address, contact numbers);
- Request documentation (transcripts, confirmation of enrolment, forms)
- Parent/Guardian (If an underage student. Parent/Guardian will have access to all details). An underage student is a student under the age of 18 years.

Upon receipt of the completed *FR 4.11 Third Party Authority form* the SSO update the Third Party Authority details in the Related People field within Firefly. The form is uploaded to Firefly under S3 attachments using the correct document type from the drop list. Unless authorised the SSO are unable to discuss the student's records with anyone other than the student.

3. Course Variations

3.1 Course Duration and Extension Requests

a) Non VET FEE HELP Enabled Courses

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

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

- have paid all Course Fees; and
- submit a Course Extension Request Form to Open Colleges prior to the course expiry date; and
- pay an additional fee as outlined in the DC1.3 Schedule of Administrative Fees.

A maximum extension of up to six months may be granted. Please note extensions are subject to availability and Open Colleges retains the right to refuse an extension at its absolute discretion.

b) VET FEE HELP Enabled Courses

The maximum duration of a Unit of Study is specified on the Confirmation of Enrolment. In the event that a student does not complete the Unit of Study within the maximum duration, the enrolment expires without refund.

If a student wishes to extend the Unit of Study beyond the expiry date, the student must submit an Extension Request Form to Open Colleges prior to the expiry date.

A maximum extension of up to two months per Unit of Study may be granted. Please note extensions are subject to availability and Open Colleges retains the right to refuse an extension at its absolute discretion.

Extension Procedures

On receipt of the FR4.6 Course Extension Request form the SSO will check that an extension can be granted. Extensions may not be granted under the following conditions:

- course or Unit of Study fees have not been paid in full;
- there are no material changes to the training package in respect to your course;
- 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 extension conditions have been met the SSO will process the course extension fee through receipt as an admin fee, if applicable, in Firefly. The extension is processed in Firefly through Course Changes related list Extension selecting 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 drop list. The original request form with payment details is removed from the student's email.

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

3.2 Course Deferral

a) Non VET FEE HELP Enabled Course

Open Colleges understands that students may encounter difficulties or changed circumstances that directly impacts on their ability to undertake their studies, they may request a deferral of study by completing the FR4.7 Course Deferment Request Form along with supplying documentation, such as, a medical certificate to support the request for deferment.

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

- the student or a member of their immediate family have been hospitalised or become seriously ill for an extended period of time (a minimum of four weeks) and such hospitalisation or serious illness is 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 if a Course Deferral was not granted (for example, if the student has met with a serious accident, event or misadventure that is of such severity or gravity that it will impact adversely on their ability to continue with the course for a significant period of time).

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

- extend the Maximum Duration of the course within the teach out period;
- agree with the student an alternative payment plan, which may include deferral of instalments for up to six (6) months; and/or

- provide additional academic and learning support services. No refund of Course Fees will apply to a course deferral and students' remain liable for all payments due under the Student Agreement.

No refund of Course Fees will apply to a course deferral and students' remain liable for all payments due under the DC1.2 Student Agreement.

b) VET FEE HELP Enabled Course

OC understands that students may encounter difficulties or changed circumstances that directly impacts on their ability to undertake their studies. In this instance the student must indicate an expected return date, no more than six (6) months from the deferral date. Please note, students who defer after census date will remain liable for the fees associated with the unit of study.

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

- extend the Maximum Duration of the course within the teach out period;
- provide additional academic and learning support services. No refund of Course Fees will apply to a course deferral and students' remain liable for all payments due under the Student Agreement.

Deferral of Study Procedures

a) Non VET FEE HELP Enabled Course

On receipt of a course deferment request form the SSO will check the authenticity of documents provided including the timeframes of any medical condition. The medical certificate must be on the doctor's letterhead and state the doctor's provider number. The deferral is processed in Firefly through Course Changes related list Deferral selecting the deferral timeframe 'from and to' periods when the student was unable to study.

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

b) VET FEE HELP Enabled Course

On receipt of a Unit of Study deferral request form the SSO will check the Unit of Study census date, if pre-census the student will be withdrawn, without penalty, and will be enrolled in a future Unit of Study based on their intended return of date.

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

3.3 Course Changes

OC is a Registered Training Organisation and is governed by regulations with which OC must comply. OC may be required to make changes to the course (including units, learning materials and assessments) and the OC Student Policies and Procedures from time to time.

If a material change is made by OC, then OC will:

- Provide the student with 14 days' notice by email of the change; and

- Work with the student to address any potential disadvantage as a result of the change, which may include:
 - Extending the Maximum Duration of the course;
 - Providing additional learning support services;
 - Facilitating a transfer to a different OC course; or
 - Providing the student with the option to complete an older version of the course (subject to availability and compliance with relevant regulations).

If a material change is made and that change results in disadvantage which is unable to be addressed students may apply for Special Consideration. (Refer to section 3.7)

OC may also update the DC1.3 Schedule of Administrative Fees where such updates will be:

- Made in February each year;
- Provided to students with 14 days' notice by email; and
- Limited to a maximum increase of 5% in any one calendar year.

Course Change Procedures

Student Support is responsible for the communication to students of any course changes. Student Support will follow any relevant procedures to apply any offers made such as, extension or course transfers as a result of potential disadvantage. For further information refer to *PR3.3 Course Transition Procedures*.

3.4 Course Change of Mode of Delivery Requests

Students may wish to request a change to the mode of delivery between online and printed course materials by submitting a course change of mode request at any time throughout the course. If the request is successful the student will be required to pay a Change of Mode Fee upfront as outlined in the *DC1.3 Schedule of Administrative Fees*. The change of mode fee levied in addition to the Course Fee for the provision of printed materials includes postage and handling within Australia. An additional postage and handling surcharge is required for dispatch to an international address.

Delivery of the printed course materials will be within 5 - 7 business days. Delivery times may vary dependent on the delivery address location. Course materials are released by study period as student's progress through the required assessments.

There is no refund of the print surcharge should a student wish to transfer from print back to online after the dispatch of materials. Open Colleges reserves the right to refuse a Course Change of Mode Request. Please note some courses do not have a print option available.

Change of Mode of Delivery Procedures

On receipt of the *FR4.8 Course Change of Mode Request form* the SSO will check that a change of mode can be granted. Some courses are available as online mode only or print mode only.

When the change of mode conditions have been met the SSO will process the change of mode fee through receipt as an admin fee in Firefly. The change of mode is processed 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 form 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.

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

3.5 Course Transfer Requests

If students who are enrolled in a Non VET FEE HELP enabled course wish to transfer to another course offered by Open Colleges the following conditions apply:

- A 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 student must withdraw prior to census and re-enrol accordingly.

Course Transfer Procedures

On receipt of the *FR4.9 Course Transfer Request form* the SSO will check that a course transfer can be granted.

The pre-enrolment checklist is conducted by the SSO by phone with the student to confirm all admission checks and entry requirements are met for the new course.

When the course transfer conditions and admission checks have been met the SSO 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 Accounts Supervisor (SAS) will transfer the payments to the new enrolment and notify Debit Success of the new balance once the new course enrolment has been processed. The original course is 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 the original enrolment. If the student has paid the original course in full and the new course is 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 Debit Success is notified.

The request form 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.

A confirmation email advising the course transfer request outcome is forwarded to the student.

3.6 Course Cancellation Requests

a) Students who are not enrolled in a VET FEE HELP Enabled Course:

If a student wishes to terminate their studies before the completion of the course, the student must notify OC in writing; referred to as the Cancellation Request. Students may choose to complete the *FR 4.5 Course Cancellation Request form* or simply email their request to the Student Support Team at studentsupport@opencolleges.edu.au

A refund of the Course Fee, less the applicable administrative fees (as outlined in the *DC1.3 Schedule of Administrative Fees*), will only be issued if OC receives the Cancellation Request within the Refund Period.

The Refund Period 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. A student accepts the terms and conditions of their Student Agreement;

- b. Open Colleges has received a student's deposit or full payment, if paying in full;
- c. 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.

- b) Students who are 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 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.

Cancellation Procedures

On receipt of a cancellation request the SSO will make every effort to try to save the student from withdrawing from their course by considering the following offers:

- Transfer to a more suitable course if within the Course Transfer period;
- Extension to the course duration;
- Deferment of study or payment;
- Possible changes to instalment plans. Students are to contact Debit Success on 1800 148 848 to discuss.

If the SSO is unsuccessful in saving the cancellation the SSO will refer the request via email through the Firefly case to the Course and Careers Advisor (CCA) who recruited the student to make one final attempt to save the cancellation.

If the student's enrolment falls within the refund period or the census date for the Unit of Study and the student has declined offers made by the SSO and/or CCA, the cancellation request will be forwarded to the Student Support Team Leader (SSTL) to process.

It is important that the SSO first determines the root cause of the cancellation request by discussing with the student when making the attempt to save the enrolment from cancellation. The applicable type and sub-type should be indicated in the case within FF. This step is of utmost importance so that management can explore these root causes with the outcome towards continuous improvement.

The SSTL will advise the SAS to process any refunds and advise Debit Success of the account closure. If the account is managed by Debit Success any additional fees that may be payable will be processed by Debit Success on the next scheduled instalment date. If

managed by OC (Pre-external Referral) payment may be made by contacting the Collections Officer (CO) stated on the enrolment screen in Firefly. SSO's are also able to take payment if the account is managed by OC. The SSTL will cancel the enrolment using the Stage and Close Reason fields on the enrolment page in Firefly.

Confirmation of withdrawal from the course will be sent to the student in writing via email advising of any additional fees payable or timeframes for refund, if applicable.

a) Students who are not enrolled in a VET FEE HELP Enabled Course:

If a student wishes to cancel outside the cooling off period they are liable for payment of the full course fees within 14 calendar days of the cancellation being processed.

b) Students who are enrolled in a VET FEE HELP Enabled Course:

If a student wishes to withdraw post census date they are liable for the tuition fees associated with the Unit of Study.

3.7 Special Circumstances Application for Re-credit of a VET FEE HELP balance

Refer to PR4.7 Special Circumstances Procedures.

3.8 Special Consideration

Refer to PO10.1 Cancellation and Refund Policy and procedure which includes Special Consideration Procedures.

4. Academic Administrative Support

4.1 Learning Support

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

- A welcome and induction to 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 the 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.

4.2 Course Materials

Open Colleges will provide students with course materials, assessments and support for subsequent study periods/Units of Study of the course as they:

- Successfully complete a prior study period/Units 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 periods 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 procedures.

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 as outlined in the *DC1.3 Schedule of Administrative Fees*. Once the fees have been paid the SSO will re-issue the materials in Firefly.

4.3 Assessments

Students may wish to check on their progress throughout the course and request a record of grades completed and assessments still to complete. The SSO can email the student 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.

If assessment grades are missing in Firefly and are recorded in OpenSpace the SSO can request the OpenSpace team to check why the records have not correctly downloaded and rectify. The SSO will send a case to the OpenSpace queue in Firefly.

If assessment grades are missing in OpenSpace and are recorded in Firefly the SSO can request the Firefly team to check why the records have not correctly uploaded to OpenSpace and rectify. The SSO will send a case to the Firefly CRM queue in Firefly.

4.4 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

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.

4.5 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

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.

4.6 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.

4.7 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 PR3.1 Course Continuous Improvement Procedures.

4.8 Certificate Issue and Reissue

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 may have reason to request a re-issue of their awarded certificate and academic transcript due to loss or damage. The SSO is to request the student provide a statutory declaration and pay the required certificate re-issue fee as outlined in the *DC1.3 Schedule of Administrative Fees*. The student is required to complete the *FR 4.10 Certificate Re-issue form* with payment details. Once the fee is paid 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 the student's email.

If the student advises 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.

5. 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.

5.1 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.

5.2 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.

5.3 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 Portfolio provide at the workshop.

5.4 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.

5.5 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.

6. 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.

7. Complaints Support

7.1 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. This will be noted as Feedback or Issue and will be managed by the Student Support Team. For further information refer to the Complaints Procedure (PR7.1).

7.2 Student Administration Escalation

Where Student Administration 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.

Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
Procedures			
PR3.3 Course Transition Procedures	X	X	X
PR4.1 Academic Support Procedures	X	X	X
PR4.2 Learning Support Procedures	X	X	X
PR4.3 Peer Support Procedures	X	X	X
PR4.4 Work Placement Support Procedures	X	X	X
PR4.7 Special Circumstances Procedures	X	X	X
PR5.4 Student Code of Conduct Procedure	X	X	X
PR7.1 Complaints Procedure	X	X	X
PR10.1 Cancellation and Refund Policy and Procedures	X	X	X
PO15.1 Student Privacy Policy	X	X	X
Related Documents			
DC1.2 Student Agreement	X	X	X
DC1.3 Schedule of Administrative Fees	X	X	X
Guidelines			
GL4.1 Structured Workplace Learning Support Kit	X	X	X
Forms			
FR4.2 Learning Support Online Referral Form	X	-	X
FR1.1 Enrolment Form	X	X	X
FR4.5 Course Cancellation Request Form	X	X	X
FR4.6 Course Extension Request Form	X	X	X
FR 4.7 Course Deferment Request Form	X	X	X
FR 4.8 Course Change of Mode Request Form	X	X	X
FR 4.9 Course Transfer Request Form	X	X	X
FR4.10 Certificate Re-issue Form	X	X	X
FR 4.11 Third Party Authority Form	X	X	X
FR 4.14 Assessment Centre Application Form	X	X	X
FR 4.16 Special Consideration Request Form	X	X	X
FR 4.17 Withdrawal Application Form for VET FEE HELP	X	X	X
FR 4.19 Deferral Application Form for VET FEE HELP	X	X	X
FR7.1 Formal Complaint Form	X	X	X

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