

Procedures

1. Entry and admissions

Refer Standard 5 – Clauses 5.1, 5.2 and 5.3

| Procedure | Responsibility |
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| <p>A. Assessment of suitability</p> <ul style="list-style-type: none"> • Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment. • For both domestic and international students this includes checking: <ul style="list-style-type: none"> – All required information has been provided. – Authenticity of any relevant academic documents by contacting the institution that issued the certification where there is a doubt. Where the institution cannot be contacted because it no longer exists or because no response is received, IBMA staff will conduct the following: interview the student regarding the authenticity. Where the authenticity of the academic document provided is found to be false or fraudulent the student’s application will be immediately rejected. – The applicant meets entry requirements and has required pre-requisites – The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant? – Suitability of delivery model for the applicant. • For international students only this includes checking: <ul style="list-style-type: none"> – Whether the student has stated that they are already enrolled with another provider and have not yet finished 6 months of their principal course of study. Refer to Course Transfer Policy and Procedure for actions. – Whether an International onshore student has the required vocational education visa subclass 500. Check the new visa subclass 500 visit https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 – The applicant has the required English language level as specified in the entry requirements. All IELTS results submitted are verified on the IELTS Test Report Form (TRF) To demonstrate possession of adequate English language proficiency, students must provide valid evidence of attainment of at least one of the followings: <ul style="list-style-type: none"> • Academic IELTS (International English Language Testing System) overall band score: 6.0 (test results must be no more than 2 years old). • PTE Academic (Pearson Test of English) test score band: 50 • CAE (Cambridge English Advanced) test score band: 162 • OET (Occupational English Test) test score band: Minimum B for each test component <p>Note – Exceptions: Students from Level 1 countries, & students from English speaking countries (both, as determined by the DHA), may be granted exceptional consideration. This consideration is based on the judgement of the CEO, Director of Academic Affairs or other</p> | <p>Administration team / Admissions team</p> |

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| <p>IBMA High Managerial Agent via an interview with the applicant on an online platform.</p> <ul style="list-style-type: none"> – Applicants may also be issued with a conditional letter of offer subject to meet the required English language levels and providing evidence of such. If the student cannot produce the necessary documentation to prove English Proficiency, they can attend a VET Placement test (See <i>VET Placement Test Procedure</i>). • IBMA shall conduct a mandatory <i>RTO Suitability Test for LLND Assessment</i> for every new applicant to assess their Language, Literacy, Numeracy and Digital Literacy (LLND) levels. This is to identify whether the student possesses the necessary skills to enroll and study in their chosen course at IBMA. If a student is deemed to require further support in any of the LLND skills, IBMA shall conduct the necessary LLND Assessment and provide support to ensure the student's skill levels are sufficient to continue studies in their desired qualification. • The details of all new applicants and their respective LLND Suitability and Assessments outcomes are recorded in the <i>IBMA LLND Tracking</i> spreadsheet. • As per the <i>Training and Assessment Policy & Procedure</i> for Student Support, check if the student has identified that they have any additional support needs on the form. If some have been identified discuss with Director of Academic Affairs about ability to provide this additional 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. 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 (Offer Letter). • Where an applicant is deemed not suitable for the course, send a rejection letter stating that the applicant has not been successful, including the reasons for this. | |
| <p>B. Add to AVETMISS compliant student management system (AXCELERATE)</p> <ul style="list-style-type: none"> • If suitability has been determined after interview, process enrolment by adding student to student management system. <ul style="list-style-type: none"> – Add personal details – Add statistical data from enrolment form – Add to relevant course – Add to timetable – Give student access to online portal • Report Total VET Activity AVETMISS data for each year to NCVET by due date. Procedure consists of: <ul style="list-style-type: none"> – From Nov/Dec, generate AVETMISS reports - which is automatically generated from the AXCELERATE Student Management System. | <p>Administration team / Admissions team</p> |

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| <ul style="list-style-type: none"> – Once the raw reports are obtained, check for any irregularities in the records. (Note: this is more clearly outlined once validation of data is attempted through the NCVER portal). Irregularities will appear as errors and they could have numerous variations, for example: extra space in an email ID, a typo in a post code, or a Middle Name missing for a student etc. The admin staff are to make a list of these irregularities and commence correcting them in the records. – If for any reason there is a problem faced while making amendments, the AXCELERATE Service providers are consulted to address the issue and help the admin staff to fix them. – The AXCELERATE Service providers also update the system whenever necessary following NCVER Guidelines. – Run numerous validations through the online NCVER portal, until all irregularities have been corrected in the system and records, and the data is reportable. – The CEO is to check all data, alongside the Director of Academic Affairs and if all is accurate and the data aligns with our records, the report is submitted. | |
| <p>C. Student identifier</p> <ul style="list-style-type: none"> • 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 IBMA 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/ Admissions team |
| <p>D. Credit application</p> <ul style="list-style-type: none"> • If Credits are applicable, conduct Credit assessment in accordance with the <i>Course Credit_RPL Policy and Course Credit Procedure</i>. Also referred to in <i>Training and Assessment Policy and Procedure</i>. • On receipt of signed acceptance of credit, place this on the student’s file. | Administration team / Admissions team |
| <p>E. COE Letter, Student Agreement and Invoice</p> <ul style="list-style-type: none"> • For domestic students: <ul style="list-style-type: none"> ○ Create Confirmation of Enrolment Letter and Student Agreement. ○ Create deposit invoice. ○ Post to student • For international students: <ul style="list-style-type: none"> ○ Create Letter of Offer and Student Agreement to meet requirements of National Code 2018 Standard 3 ○ Create invoice ○ Where credit awarded, notify student of reduced course duration. | Administration team / Admissions team |

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| <ul style="list-style-type: none"> ○ Enter student details into PRISMS ○ Once signed written agreement received, create Confirmation of Enrolment. ○ Provide Confirmation of Enrolment to student ● Keep copies of all documents and file in student file – refer next section. | |

2. Electronic Student files

| Procedure | Responsibility |
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| <p>F. Create student files</p> <ul style="list-style-type: none"> ● As a new student enrolls in a course, create a new file for them. Files should be labelled with: <ul style="list-style-type: none"> – First name, SURNAME ● Store all documents and copies of letters etc relevant to admission and enrolment in the file. ● File as per instructed by RTO Manager/Students Services Manager | Administration team / Admissions team |
| <p>G. Manage/ update electronic student files</p> <ul style="list-style-type: none"> ● 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. ● Where an international students’ course duration is reduced after their visa is granted, vary course duration on PRISMS. ● Contact all international students every 6 months to confirm contact details. Form provided to student via trainer and/or email request. ● Update contact details as required. | Administration team / Admissions team |
| <p>H. Archive electronic student files</p> <ul style="list-style-type: none"> ● Once a student has completed or withdrawn from their course, the file can be archived. ● Files must be kept in archives for 2 years before being destroyed. ● Where a student requires a document after a two-year period, retrieve file from archive. Note: check student fees have been paid. | Administration team / Admissions team |

3. Results, attendance and other progress

| Procedure | Responsibility |
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| <p>I. Record results</p> <ul style="list-style-type: none"> ● As training and assessment activities are completed, trainers will send in result sheets to Director of Academic Affairs. They will review and then send the result sheets to administration team. These must be reflected in the student management system (SMS) 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 SMS. ● For international students, monitor course progress as per Course Progress Policy and Procedure. ● Keep a copy of the documents in the student’s file. | Administration team |

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| <p>J. Record attendance</p> <ul style="list-style-type: none"> For attendance rolls for classes, mark whether each student in the class was present or absent in the SMS. For international students, monitor course progress as per Course Progress Policy and Procedure. | Administration team |
| <p>K. Record other progress as relevant</p> <ul style="list-style-type: none"> 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. | Administration team |

4. Correspondence and fees

| Procedure | Responsibility |
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| <p>A. Keep copies of correspondence and fees</p> <ul style="list-style-type: none"> Keep copies of any correspondence sent to a student in the electronic students file. Keep copies of invoices sent to the student in the electronic student's file. | Administration team |
| <p>B. Changes to agreement</p> <ul style="list-style-type: none"> If there are any changes to agreement with student 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 |
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| <p>A. Process withdrawals</p> <ul style="list-style-type: none"> To withdraw from a course, a student must fill in and return a <i>Course Variation Form</i> along with all supporting document. Upon receipt, withdraw the student from the course on the SMS. This includes: <ul style="list-style-type: none"> 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. For international students, notify DET via PRISMS – see Deferral, Suspension and Cancellation Policy and Procedure. Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with <i>Refund Policy & Procedures</i>. Identify eligibility for a Statement of Attainment. Issue in accordance with <i>Qualification and Statement Issuing Checklist</i> if eligible. Conduct a student file check and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. | Administration team |

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| <ul style="list-style-type: none"> Archive student file as per section above. | |

6. Completions

| Procedure | Responsibility |
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| <p>A. Process completions</p> <ul style="list-style-type: none"> 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. First check that all required units for the qualification/course have been completed and recorded in the SMS. 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 SMS match the records in the student file. Conduct a student file check and follow up any issues identified or make recommendations for improvement if systemic issues have been identified. Updates must be made in the SMS. This includes: <ul style="list-style-type: none"> Changing enrolment status to Completed. Adding an end date to the enrolment – this should be the date of the final assessment. Ensure the student’s USI is recorded. Ensure the USI number is NOT recorded on the testamur or statement of attainment Issue testamur, statement of attainment and/or record of results in accordance with <i>Qualification and Statement Issuing Checklist</i> and the <i>Student Administration Policy</i> (as long as all fees have been paid). Archive student file as per section above. | Administration team |

Document Control

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