



POLICY NUMBER: NC24-PP016
RESPONSIBILITY: Head of Admissions

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Note: The Head of Admissions is responsible for ensuring any additional information required by law/regulation is updated on the requests sent to students and within this policy and procedure. The Head of Admissions should check the regulatory requirements and make all appropriate amendments before emails are sent to all current students in January and July of each calendar year.

1. Policy Scope

This policy applies to all past, current and future students of West Australian Institute of Further Studies Pty Ltd (WAIFS). In accordance with the requirements of the ESOS Act, the National Code, the RTO standards and all appropriate legislation and regulations (as applicable and as amended from time to time), WAIFS must keep records of each accepted student who is enrolled with the provider or who has paid any tuition fees for a course provided by the provider. Particularly:

<https://www.education.gov.au/tps/international-providers-tps#:~:text=A%20registered%20provider%20must%20keep,ceases%20to%20be%20a%20student.>

“Student record keeping requirements

A registered provider must keep records of each accepted student who is enrolled with the provider or who has paid any tuition fees for a course provided by the provider. These records must be kept for two years after the person ceases to be a student. The records must consist of the following details:

- *the student’s current residential address*
- *the student’s mobile phone number (if any)*
- *the student’s email address (if any)*

Every six months the provider must confirm with the student in writing that these details are still correct and update the records accordingly.”

2. Procedure

2.1 At enrolment, a student provides the following information to WAIFS:

- address (both overseas and in Australia, as applicable),
- email address
- phone number,
- next of kin and their contact details.

2.2 These details are to be entered in full into the student management system in the student’s individual record.

2.3 When a student joins WAIFS (and before their course commencement) they are required to attend a student orientation. At orientation a student is provided with a change of details form where a student provides up to date information on all of the requirements at 2.1.

Note: Attendance at orientation is compulsory and students will not be issued with a student ID card until they have attended orientation.

2.4 The change of details forms are given to WAIFS’ reception staff who then update any changes into the student management system and PRISMS. It is critical to update changes in PRISMS at the same time as WAIFS is required to maintain up to date details in PRISMS at all times.

2.5 On an ongoing basis, twice yearly (generally in January and July of each year) the student management system automatically emails all students requesting that they provide up to date information for all items listed in 2.1 by return



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email to admissions@waifs.wa.edu.au

2.6 Before issuing the twice-yearly email, the Head of Admissions ensures that the template information request made to students is complete based on current legislative and regulatory requirements. Any changes required are provided from the Head of Admissions to the Head of Learning Systems who is responsible for overseeing the student management system. Amendments are made to the template email before automatic issuance to students. If the Head of Admissions is not available at any of these times, the information is to be checked by the Campus Manager or Head of Marketing.

2.7 On receipt of any updated details to the admissions@waifs.wa.edu.au inbox, the admissions team forward received information to reception@waifs.wa.edu.au. Reception staff then update the information in the student management system and save the updated information email in the student management system notes area for the specific student as a record of the changes made.

2.8 Reception staff must also update any changed information to PRISMS so that immigration have up to date contact information for students.

2.9 Before course commencement, WAIFS emails a timetable notification to all students. This timetable notification includes the following:

If any of the following have changed:

- The address you live at;
- Your mobile phone number in Australia;
- The email address you currently use and check regularly, and/or;
- Next of kin name and contact details (address, email, phone number)

Then you must provide your updated details to WAIFS in one of the following ways:

- (i) By downloading the "Update Student Contact Details" form and emailing it to admissions@waifs.wa.edu.au (the form is available here: www.waifs.wa.edu.au/forms/)
- (ii) By completing an "Update Student Contact Details" Form at WAIFS reception.

WAIFS recommends that you check your emails regularly for the whole duration of your study at WAIFS. Email will be the main contact method WAIFS uses to get in touch with you about anything to do with your studies.



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2.10 Monthly Reporting

On a monthly basis, the Head of Learning Management Systems ensures:

- A report is generated from the student management system which details all omissions in the information fields listed in 2.1 for all current students of WAIFS;
- The report is sent to reception@waifs.wa.edu.au
- Reception staff contact all students through the student management system by email/SMS requesting updated information is sent to reception@waifs.wa.edu.au . When received updated information is entered into the student management system and PRISMS by reception staff.
- Where email and SMS information is missing, reception are responsible for seeing students when they are attending their next scheduled class and ensuring the student completes a form. When received updated information is entered into the student management system and PRISMS by reception staff.

2.11 Email to students twice yearly

In January and July of each year, **ALL current students** of WAIFS are emailed the following text through the student management system:

Date

Student Number:

Dear Student full name

Thank you for studying at WAIFS!

WAIFS is emailing to ask you to check if the details we hold for you in our student management system are correct.

If you are an international student your details must be correct and you must inform WAIFS of any changes. Iwithin 7 days of the change.

For all our students, it is important we know how to get in touch with you if we need to.

Please take the time now to check the information below and update it with us if you need to.

The information we have about you is as follows:

Personal Details

First name:

Middle name:

Last Name:

Date of Birth:

Contact Details

Email address:

Mobile Number:

Address in Australia Details



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Original Address overseas (student visa holders only)

Next of Kin Contact Details

Name:

Phone Number:

Email address:

Please review the information above and **if anything is NOT correct**, then please immediately provide your updated details to WAIFS in one of the following ways:

1 - By downloading the "Update Student Contact Details" form and emailing it to reception@waifs.wa.edu.au . The form is available here: <http://waifs.wa.edu.au/forms/>

2 - By completing a "Change of Student Details" Form at WAIFS reception.

NOTE:

If you have requested release from your studies at WAIFS, you **MUST** still provide details of any changes to the information above to WAIFS.

Thank you for your support in this matter

WAIFS' Administration Team

West Australian Institute of Further Studies Pty Ltd

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