

STUDENT RECORDS

ENROLMENT, INDUCTION, ORGANISATIONAL DEVELOPMENT

6.02

Policy Rationale

- Ensure CCAE communication on enrolment, induction and program developments are appropriate, accurate and timely.

Policy Aims

- Ensure communication complies with legal requirements and CCAE staff are aware of their legal, professional and ethical obligations in regard to communications.
- Ensure **The Information Privacy Act (2000) and Health Records Act (2001)** are appropriately implemented to protect the individual's right to control how their personal information is used, and for what purpose.
- Ensure CCAE only collects consensual information, and only discloses such information for the purposes it was collected.
- Ensure internal communication is communicated to the right personnel in a logical, sequential, tracked, recoverable manner.

Procedure - Enquiries

- Reception is the first point of contact with enquiries either: face-to-face; phone; email; fax; mail.
- Reception will process mail, fax, email as per Administration: Communication Policy [Internet, Email, Mail Inwards/Outwards]
- Reception will direct incoming phone and counter enquiries that cannot be addressed by Reception to the relevant personnel or record the enquiry and direct the contact details to the relevant personnel for their response.

Procedure – Pre-enrolment Interviews

- Reception may direct enquiries to the relevant personnel or record the enquiry and direct the contact details to the relevant personnel for their response
- The relevant Facilitators of Community Services, Education Services, Commercial Services or Life and Leisure programs, together with specialist facilitator where needed, will interview prospective student and assess their literacy and numeracy skills.
- The student Pre-Training Assessment is used by the respective facilitator to evaluate and anticipate the Language Literacy & Numeracy ability of each student prior to the student making an informed choice on their course and enrolment.

Procedure - Enrolments

- Reception will ask students to complete Student Data Form and enrolment forms related to the students selected program.
- Reception will handle all course enrolments and inform respective facilitators by email of all new students.
- Reception will inform the student's facilitator and the Welfare Coordinator of the need for induction.
- Reception will generate invoices and forward details to Finance Officer.

Procedure - Inductions

- The facilitator [or Welfare Coordinator] will induct the student into CCAE and their selected course.
- As part of the induction process, students complete extensive Induction checklist.
- At end of Induction, the signed Student Induction Checklist is given to reception and included in student folder.

Procedure - Organisational Development

Curriculum Development

- Curriculum issues to be raised with the relevant Coordinator **and** Manager as a Continuous Improvement (CI) matter.
- Student and Community/Industry consultation to be obtained by surveys, questionnaires, interviews and/or public meetings.
- Issue taken to Program-Marketing Committee/Staff Meeting for discussion and recommendations.

Administration Development

- Administration issues are raised with the Office Administrator **and** CCAE Manager as a CI matter.
- Issues raised with appropriate administration staff and/or at a Staff Meeting to obtain broader input, discussion and recommendations.

Role of Board of Management in Curriculum and Administration Development

- The Manager **makes recommendations** to the Board of Management (The Board) on curriculum/administration that **alters CCAE's focus and policy parameters**. The Boards' decision will either contract or expand the focus of operations for CCAE staff and potential students.
- The Manager **makes operational decisions** on curriculum/administration to implement Board approved operations. The Board is kept informed via email or in the Manager's report at Board meetings.

Evaluation

This policy will be reviewed bi-annually

Adoption Date: 13/12/2013

Review Date: 01/12/2015

Version Control: V1-05/08/06

V2-20/08/07

V3-21/07/08

V4-01/06/10

V5-01/06/12

V6-06/12/13