



MAINTAINING STUDENT CONTACT AND NEXT OF KIN DETAILS POLICY

POLICY NUMBER: NC18-PP016
RESPONSIBILITY: Head of Administration

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Note: *WAIFS Head of Administration* is responsible for ensuring any additional information required by the Regulations is updated on the requests sent to students and within this policy and procedure. **WAIFS Head of Administration** should check the Regulations 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 (within the last two years), current and future students of WAIFS. In accordance with the requirements of the ESOS Act 2000 (as amended from time to time) and the RTO standards, 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.

The records must consist of the following details for each accepted student:

- The student's current residential address;
- The student's mobile phone number (if any);
- The student's email address (if any);
- Any other details prescribed by the regulations.

WAIFS must ensure that, at least every 6 months, while the student remains an accepted student of the provider:

- WAIFS confirms, in writing, the details referred to in subsection (2) with the student; and
- The records are updated accordingly.

2. Procedure

2.1. At enrolment

At enrolment, a student provides their address (both overseas and in Australia, if applicable), email address, phone number, next of kin contact details.

2.2. When enrolled into a first course with WAIFS:

These details are to be entered in full into WISENET in the student's individual record no later than the student's first day of class, this will usually have been done prior to this at the student's orientation.

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

The Head of Administration is to ensure this is to be done by the appropriate WAIFS' admin staff member they nominate. In their absence, the Head of Administration is to ensure this is undertaken by an alternative, appropriate admin staff member.



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2.3. Student details checking when timetable issued:

Pre-course commencement, WAIFS emails a timetable notification to all students.

This timetable notification also states the following:

For international students only:

*WAIFS reminds you that it is a requirement of your student visa that you provide WAIFS with up to date contact details **within 7 days of any change.***

For both international and domestic students:

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;
- 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.
- 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) Through the Student Portal in MYWISENET – you can update any of these details yourself there and WAIFS will be notified of the change
- (ii) By downloading the “Change of Student Details” form and emailing it to admissions@waifs.wa.edu.au (the form is also available here: www.waifs.wa.edu.au/forms/)
- (iii) By completing a “Change of Student Details” Form at WAIFS reception.

2.4. Monthly Reports and Omissions Completion

WAIFS’ Head of Administration will ensure:

- A report is generated from the student management database (currently WISENET) monthly which details all omissions in the information fields noted above for all current students of WAIFS;
- All missing information is updated – this may require students to be contacted for up to date information by email. Again, WAIFS’ Head of Administration will ensure this is completed.
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***Note:** It is the preference of WAIFS’ management team that the running of the reports and updating of the information is undertaken by an evening or weekend admin staff member and that the satisfactory completion of these tasks is reviewed by the Head of Administration each month.*

2.5. In January and July of each calendar year:

In January and July of each year, **ALL current students** of WAIFS are emailed the following text (as stated on page 3), through the student management system (currently WISENET):



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Dear #Client.FirstName# #Client.LastName#,

Thank you for studying at WAIFS!

Personal Details

First name: #Client.FirstName#
Middle name: #Client.MiddleName#
Last Name: #Client.LastName#
Preferred Name: #Client.PreferredName#
Date of Birth: #Client.DOB#

Contact Details

Primary email address: #Client.Email#
Alternative email: #Client.EmailAlternative#
Mobile: #Client.Mobile#

Address Details

See attached document

Next of Kin Contact Details

See attached document (address, email, phone number)

Please review the information above AND in the attached document, **if it is NOT correct**, then you must provide your updated details to WAIFS in one of the following ways:

1. Through the Student Portal in MYWISENET – you can update any of these details yourself there and WAIFS will be notified of the change

You should log into your WISENET learner app and update it by following this link:

<https://learner.mywisenet.com.au/wai/Account/LogOn?ReturnUrl=/wai>

Username: #Client.Email#

Please note you can reset your own password if needed.

If you have any problems logging in to your WISENET student account please ask.

2. By downloading the “Change of Student Details” form and emailing it to admissions@waifs.wa.edu.au . The form is available here: <http://waifs.wa.edu.au/forms/>

3. 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.

- This is up until WAIFS confirms that your release has been approved and your release recorded in PRISMS.
- Up until this date, you remain a current student of WAIFS and **MUST** provide up to date details to WAIFS.
- This includes if you are looking to move or have moved interstate. You **MUST** still provide your current contact and Next of Kin details to WAIFS if the move takes place/will take place before your release request is approved.

Thank you for your support in this matter

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