



STUDENT CONTACT AND NEXT OF KIN DETAILS POLICY AND PROCEDURE

POLICY NUMBER: 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 (within the last two (2) years) 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.



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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 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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2.11 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 and requested to inform WAIFS of any information that has changed from the following:

- (i) Full Name
- (ii) Contact Details – Email address, mobile phone number
- (iii) Contact Details – Address in Australia
- (iv) Contact Details – Address in home country
- (v) Contact Details – Next of kin name and contact number.