STUDENT DATA MANAGEMENT PROCEDURES

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Version Control

Version Number	Version Date	By	Description/Reasons/Comments Approvals
0.1	27/07/2012	SH	Collation of South West College Student Data Management Procedures.
1.0	31/08/2012	SH	Final version in light of review.
1.1	13/08/2013	SH	Sections 4 Student Withdrawal Procedure and 6.2 Refund of Fees in Exceptional Circumstances updated to reflect the procedure followed when a student informs Student Services directly that they are withdrawing and wish to apply for a refund.
1.2	08/10/2013	SH	Section 6.2 points 1 & 2 updated in line with the college Refund Policy. Refund requests in exceptional circumstances to be made to the Finance Officer.
1.3	17/02/2017	SH	Reviewed. Replaced reference to DEL with DfE.

Abbreviations

Abbreviation	Meaning
DfE	Department for the Economy

Related Documents

Document	Location
Course Amendment Procedure (Section 3.1 Cancelling/Postponing Courses)	Gateway -> Policies and Procedures
DfE Circular FE01-0712 Reasons for Leaving Coding Guidance	
DfE Circular FF 03/03 Addendum of 21 June 2011	
DfE Circular FF 03/03 College Document Control Procedures	https://www.economy-ni.gov.uk/publications/fe-0303-college-document-control-procedures
Refund Policy (Appendix 8 of the Fees & Charges Policy)	Gateway -> Policies and Procedures

Related Forms

Form Name	Form Reference	Location
Student Withdrawal / Transfer / Completion / Cancellation / Refund Form	DSF-S1	Gateway -> e-Forms
Student Amendment Form	DSF-S2	Gateway -> e-Forms

1   Introduction

This document sets out the procedures and provides a framework to support all staff with a role in respect of the maintenance of the student and student enrolment data outside of the Student Admissions and Enrolment Process.

2   Student Amendment Procedure

This section sets out the procedures for processing amendments to student personal details. This procedure is in line with that outlined in the *DfE Document Control Procedures FF 03/03 (Section 10 Subsequent Amendments).*

1   If the college subsequently amends (on the system) a date of birth, or any other details obtained at enrolment e.g. address, such amendments should be clearly recorded on the enrolment form or *Student Amendment Form DSF-S2* and duly verified by a member of the college staff by initialling the amendment.

2   A copy of the *Student Amendment Form DSF-S2* will be forwarded to MIS.

3   MIS will verify the amendment on the system and file the *Student Amendment Form DSF-S2* for audit purposes.

3   Student Cancellation Procedure

This section sets out the procedures for processing student cancellations from a course or programme of study and is line with the guidance outlined in the *DfE College Document Control Procedures (Addendum) FF 03/03.*

A student's enrolment on a course should be cancelled in the following circumstances:

- if the course is cancelled – in this case, students will be cancelled as part of the *Course Amendment Procedure (Section 3.1 Cancelling/Postponing Courses)*;
- if the student withdraws from the course prior to the course starting or if the student never attends the course – in this case, the following procedure should be adhered to:

1   The course tutor or co-ordinator will complete a *Student Cancellation Form DSF-S1*. If the student informs the Admissions Office/Student Services directly that they are withdrawing prior to the course commencing, Admissions/Student Services will complete the form.

'N/A' should be entered as the last date of attendance.

2   The completed and signed *Student Cancellation Form DSF*-S1 will be forwarded to MIS.

3   MIS will cancel the student enrolment on the system.

4   The *Student Cancellation Form DSF-S1* will be filed by MIS for audit purposes.

The recording of cancellations has specific implications for funding and college performance statistics so it is important that all cancellations are processed in a timely manner.

If the student withdraws from the course after at least a single attendance, this should be regarded as withdrawal and the *Student Withdrawal Procedure* should be followed (from Step 3).

4   Student Withdrawal Procedure

This section sets out the procedures for processing student withdrawals from a course or programme of study.

It is College policy to actively withdraw students from courses using the definition for withdrawing students as outlined in the *DfE College Document Control Procedures FF 03/03 (Section 11 Recording Withdrawal).*

The recording of withdrawals has specific implications for funding and college performance statistics, therefore all withdrawals should be processed by course tutors and/or co-ordinators in a timely manner adhering to the following procedure:

1   When a student has failed to appear for 3 continuous classes enquiries should be made by the college as to the reasons for non-attendance.

2   It is recommended that the course tutor or co-ordinator makes a decision on whether a student has withdrawn by the longer period of:
   • the 4th class following the student's first non-attendance has taken place; or
   • the 4th week has passed since the student's first non-attendance.

      DfE recognises that in some instances it may be difficult for a college to contact students and ascertain their circumstances. Where the college is unable to contact the student there should be an automatic presumption that the student has withdrawn.

3   If it is decided that a student has withdrawn, the course tutor or co-ordinator will complete a Student Withdrawal *Form DSF-S1* [and the class Register be noted to the effect that a withdrawal has taken place at a particular date].

4   The date from which a student is deemed to have withdrawn from a course *must* be recorded as the last date of attendance – this being the last date which the student attended class**.** This date must reconcile with the marked register.

The reason for the student leaving the course *must* be recorded as the reason for withdrawal.

The student destination should also be recorded.

5   The course tutor or co-ordinator will forward the completed *Student Withdrawal Form DSF-S1* to MIS. DfE recommends that the details of withdrawals be entered on the MIS system within 4-6 weeks from the date on which the student first missed class.

6   MIS will process the withdrawal on the system.

7   MIS will forward a copy of the *Student Withdrawal Form DSF-S1* to the Quality & Performance team so that retention can be monitored and exit surveys can be carried out.

8   Based on the results of the exit survey, Quality & Performance will feed back to MIS any reasons for leaving or destination data not originally captured on the form to be updated to the system.

9   The Student Withdrawal *Form DSF-S1* will be filed by MIS for audit purposes.

If the student informs Student Services directly that they are withdrawing and wish to apply for a refund, the procedure in section 6.2 Refund of Fees in Exceptional Circumstances will be followed.

5   Student Transfer Procedure

This section sets out the procedures for processing student transfers from one course or programme of study to another course or programme of study.

1   The course tutor or co-ordinator will inform MIS/Admissions when a student is to be transferred from one course to another by completing the *Student Transfer Form DSF-S1*. In some cases, the student may inform Admissions directly of transfer, in which case Admissions will complete the form.

The date from which a student is deemed to have transferred from a course *must* be recorded on the *Student Transfer Form DSF-S1* as the last date of attendance – this being the last date the student attended class. If the student never attended, then 'N/A' should be entered as the last date of attendance.

The date from which a student is deemed to have transferred to another course *must* be recorded on the *Student Transfer Form DSF-S1* as the <u>transfer start date</u> – this being the date the student first attended class.

These dates must reconcile with the marked register(s).

2   If the student is transferring from a full-time or training course and is attending essential skills, the course tutor or co-ordinator will notify the appropriate essential skills tutor to determine if the student is to be transferred from their essential skills classes also and complete the relevant section on the *Student Transfer Form DSF-S1*.

3   If the course the student is transferring from/to has fees, MIS/Admissions will complete the relevant section on the *Student Transfer Form DSF-S1*.

4   MIS will transfer the student enrolment on the system.

5   If the course the student is transferring from/to has fees, MIS will forward a copy of the signed *Student Transfer Form DSF-S1*, along with a Cash-Up to Finance.

6   Finance will process refunds through Agresso and issue refund cheques or invoice students for outstanding fees where appropriate.

7   MIS/Admissions will post, upon request, the new enrolment receipt for those students who transferred to an alternative course.

8   The *Student Transfer Form DSF-S1* will be filed by MIS for audit purposes.

6   Student Refund Procedure

It is College Policy (Appendix 8 of the Fees & Charges Policy) that once the appropriate fees have been paid and a student has been accepted on a course, normally a refund will not be issued unless the course is cancelled by the College or in exceptional circumstances.

This section sets out the procedures for processing student refunds in both scenarios.

6.1   Refund of Fees for Cancelled Courses

See *Course Amendment Procedure (Section 3.1 Cancelling/Postponing Courses)*.

6.2   Refund of Fees in Exceptional Circumstances

The following procedure should be followed for those students wishing to request a refund in exceptional circumstances.

1. Students must apply for a refund in writing to the Finance Officer.

2. The Finance Officer will complete relevant section of the *Student Refund Form DSF-S1* and forward to MIS along with a copy of the refund request letter.

3. Where the student had attended class, MIS will check the e-register or liaise with the appropriate tutor as necessary to verify/ascertain last dates of attendance before processing on the system.

4. MIS will amend the stage code on the system.

5. MIS will forward a copy of the signed *Student Refund Form DSF*-S1 along with a copy of the refund request letter to Finance.

6. Finance will process the refund through Agresso and issue refund cheque to student if authorised.

7. The *Student Refund Form DSF-S1* will be retained by MIS and Finance for audit purposes.