

P.18.03

REPORTING INTERNATIONAL STUDENTS VIA PRISMS POLICY AND PROCEDURE

1.0 INTRODUCTION

AVETA must be proactive in maintaining student records, monitoring students and providing information via PRISMS about accepted students and any Student Course Variations as outlined in Section 19 of the Education Services for Overseas Students (ESOS) Act 2000.

AVETA staff using the PRISMS system should also refer to the Department of Education PRISMS User Guide.

- These staff will follow AVETA's procedural guidelines (as outlined below) if required to report International students via PRISMS, which may result in the International student's visa being cancelled by the Department of Home Affairs. The PRISMS Report Form F.16.12 will be used throughout this procedure.

2.0 REFERENCES

- ESOS National Code 2018: Standards 7, 8, 9 & 10 - [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(internationaleducation.gov.au\)](http://internationaleducation.gov.au)
- ESOS Act (2000) - [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](http://legislation.gov.au)
- Department of Education PRISMS User Guide - [Provider User Guide \(education.gov.au\)](http://education.gov.au)

3.0 RELATED AVETA POLICIES AND PROCEDURES

- Deferment, Suspension or Cancellation of Student Enrolment Policy
- Course Progress Policy and Risk Intervention Procedures
- Transfer Between Registered Providers Policy and Procedure (International and Domestic Students)
- Complaints and Appeals Policy

4.0 DEFINITIONS

PRISMS: 'Provider Registration and International Students Management System'. PRISMS is a secure database system operated by Department of Education and Department of Home Affairs which provides Australian education providers with the Confirmation of Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

Student Default: The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows:

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) the student breached a condition of his or her student visa;
 - (iii) misbehaviour by the student.

In all of the aforementioned instances of student default, AVETA will notify the TPS Director and Department of Home Affairs via PRISMS within 5 business days of the default occurring.

Note: a student default may occur only after all internal and external appeals processes have been exhausted.

5.0 PROVIDING INFORMATION TO PRISMS

5.1 POLICY	5.2 PROCEDURE
<p>a) When a student is enrolled at AVETA, the prescribed details according to paragraph 19 (1) (a) of the ESOS Act, given below, will be provided via PRISMS within 14 days of the student's enrolment at AVETA:</p> <ul style="list-style-type: none"> i. The student's full name, date of birth, gender, country of birth and nationality ii. The course name, code and start date of the course in which the student is enrolled iii. The date on which the student is expected to complete the course iv. The initial sum that AVETA has received from the student for the course v. The total amount the student is required to pay for the full course vi. Whether premiums have been paid for Overseas Student Health Cover before the course commences vii. The name, test date and score of the test undertaken to determine the student's level of English comprehension viii. The Department of Home Affairs where the student's application for a student visa was made or is expected to be made ix. The details of the student's passport x. The visa number of the student's Australian visa 	<p>a) The Enrolment Officer will follow instructions detailed in the PRISMS User Guide to enter the information listed in 5.1 a)</p>

6.0 REPORTING INTERNATIONAL STUDENTS VIA PRISMS

6.1 POLICY	6.2 PROCEDURE
<p>a) When a student does not begin the course when expected</p> <p>The following information is required to be reported via PRISMS within 5 working days when an enrolled student does not begin the course when expected (paragraph 19 (1) (c) of the ESOS Act) and is found to have defaulted:</p> <ul style="list-style-type: none"> i. All information specified in section 5.1 of this policy ii. The student's current residential address 	<p>a) Reporting on non commencement:</p> <ul style="list-style-type: none"> i. A fortnightly report on start dates within the last 14 days will be generated on PRISMS by the Enrolment Officer ii. Students who have failed to attend class on the scheduled commencement date and did not notify AVETA of their absence will be identified in accordance with the Course Progress Policy and Risk Intervention Procedure iii. These students will be notified in writing within 14 days of their failure to commence. The written notification will also explain that AVETA is obliged to report their non-commencement to the TPS Director and Department of Home Affairs via PRISMS, and that they have 20 days to appeal this decision iv. If, after any appeals have been exhausted and the student is found to have defaulted, AVETA must notify the Secretary and TPS Director and Department of Home Affairs via PRISMS within 5 working days v. The Enrolment Officer will use AVETA's PRISMS Report Form to record their actions on PRISMS. A

	<p>copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager</p> <p>vi. The Enrolment Officer will notify the student in writing of the cancellation of their CoE within 5 working days</p>
<p>b) Termination of studies before the course is completed The following information is required to be reported via PRISMS within 5 working days when an enrolled student's study is terminated before the course is completed (whether as a result of action by the student or AVETA or otherwise) (paragraph 19 (1) (f) of the ESOS Act):</p> <p>i. All information specified in section 5.1 and 6.1 a) of this policy</p>	<p>b) Reporting on termination of studies: Termination of studies can be initiated by the student or AVETA, as outlined below:</p> <p>i. Where the student advises AVETA that they will not be continuing their studies with AVETA.</p> <p>ii. Where the student does not re-enrol or attend their scheduled class on the recommencement day following an arranged holiday, deferment or a suspension, it is considered an inactive notification by the student of the termination of their studies with AVETA.</p> <p>iii. AVETA may cancel a student's enrolment for any of the following reasons:</p> <ul style="list-style-type: none"> - Non-payment of fees - Disciplinary reasons - Reportable unsatisfactory course progress - Student no longer holding a valid visa - AVETA is unable to deliver the course <p>c) In the event of a termination of studies, enrolment cancellation is performed according to the Deferment, Suspension or Cancellation of Student Enrolment Policy. In addition:</p> <p>i. The Enrolment Officer will ensure that records of all evidentiary and supporting documents for cancellation of enrolment are kept in the student file.</p> <p>ii. The Enrolment Officer will inform the CEO upon the completion of the cancellation procedure and complete an AVETA PRISMS Report Form.</p> <p>vii. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager.</p> <p>iii. The CEO will authorise the cancellation of the student's enrolment, as appropriate, and the Enrolment Officer will inform Department of Home Affairs via PRISMS within 5 working days.</p> <p>iv. The Enrolment Officer will notify the student in writing of the cancellation of their CoE within 5 working days</p>
<p>c) Change in the identity or duration of an accepted student's course The following information is required to be reported via PRISMS within 14 days when an enrolled student changes their course, or whose course changes in duration (paragraph 19 (1) (f) of the ESOS Act):</p> <p>i. All information specified in section 5.1 and 6.1 a) of this policy</p>	<p>d) Reporting on change of identity or duration of the course</p> <p>i. Change of identity or the duration of the course could be on student request or initiated by AVETA.</p> <p>ii. Any request for course variation by the student will be made to the Administrative Department by completing an eCoE Change Form.</p> <p>iii. The Enrolment Officer will make a decision on the course variation request in consultation with the Training Coordinator and consequently complete an AVETA PRISMS Report Form, which must be</p>

	<p>authorised by the CEO.</p> <ul style="list-style-type: none"> viii. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager. iv. Any course variation will be reported to Department of Home Affairs via PRISMS by the Enrolment Officer within 5 working days. v. The student will be informed by AVETA's Administration Department of the changes to their CoE via phone, AVETA student email, or post and will be provided with a copy of the new CoE.
<p>d) Deferment or suspension of studies The following information is required to be reported via PRISMS within 5 working days when an enrolled student's studies have been suspended or deferred at the request of the student or by AVETA (paragraph 19 (1) (f) of the ESOS Act):</p> <ul style="list-style-type: none"> a) The proposed duration of any deferment or suspension of studies b) The change to the proposed end date of the deferment or suspension of studies 	<p>e) Reporting on deferment or suspension of studies</p> <ul style="list-style-type: none"> i. Any deferment or suspension of studies, whether initiated by the student or AVETA, will follow the procedure outlined in the Deferment, Suspension or Cancellation of Student Enrolment Policy ii. According to Standard 9.2 of the ESOS National Code, AVETA may only extend the duration of the student's study where it is clear that the student will not complete their course within the expected duration (as specified in the student's CoE) as the result of one or more of the following circumstances: <ul style="list-style-type: none"> - Where AVETA is unable to offer a pre-requisite unit - Where AVETA has implemented its intervention strategy for an International student who has been deemed to be at risk of not meeting satisfactory course progress - Where AVETA has approved a deferment or suspension of study for compassionate or compelling circumstances - Where an approved deferment or suspension of study has been granted under Standard 9 of the ESOS National Code (In line with this Standard, a student may request a temporary deferment or suspension to their enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student). Note - This Standard allows for three different outcomes for the student's Confirmation of Enrolment (CoE): <p style="margin-left: 40px;">Outcome 1 – AVETA will notify the Department of Education through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs. This information will be kept for future reference.</p>

Outcome 2 – AVETA will notify the Department of Education through PRISMS that it is **deferring or suspending** a student’s enrolment for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer AVETA the opportunity to create a new CoE with a more appropriate end date. If AVETA does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified AVETA of the intended date of return before creating the new CoE.

Outcome 3 – AVETA will notify the Department of Education through PRISMS that it wishes to **permanently cancel (terminate)** the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

- iii. The Enrolment Officer will ensure that records of all evidentiary and supporting documents for cancellation of enrolment are kept in the student file.
- iv. The Enrolment Officer will make a decision on the course variation in consultation with the Teaching Coordinator and consequently complete an AVETA PRISMS Report Form, which must be authorised by the CEO.
- ix. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager
- v. Upon receiving authorisation from the CEO, the Enrolment Officer will inform Department of Home Affairs via PRISMS of any student deferment or suspension within 5 working days of the deferment or suspension.
- vi. According to the Department of Industry, Innovation, Science, Research and Tertiary Education PRISMS User Guide (May 2018), where a student requests an ‘extension’ to their CoE because the student or AVETA has identified that the student will not be able to complete their course of study by the Proposed Course End Date indicated on the CoE, AVETA’s CEO will find the CoE concerned and select the SCV report option in PRISMS, titled ‘Student requests change to existing enrolment.’
- vi. The student will be informed by AVETA’s Administration Department of the changes to their CoE via phone, AVETA student email, or post and will be provided with a copy of the new CoE.

<p>e) Breach of visa condition</p> <ul style="list-style-type: none"> i. Any breach by an accepted student of a prescribed student visa condition should be reported via PRISMS as soon as practicable after the breach occurs. ii. If a student has breached a prescribed condition of a student visa, it is the responsibility of AVETA to send a written notice to the student. 	<p>f) Reporting on breach of visa condition</p> <ul style="list-style-type: none"> i. AVETA will monitor International student's course progress according to the procedure outlined in the Course Progress Policy and Risk Intervention Procedure ii. In the case of reportable unsatisfactory course progress, the Enrolment Officer will notify the CEO of the breach of a student visa condition by filling out an AVETA PRISMS Report Form, which must be authorised by the CEO. x. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager v. The CEO will authorise the cancellation of the student's enrolment, as appropriate, and the Enrolment Officer will inform Department of Home Affairs via PRISMS within 5 working days. vi. The Enrolment Officer will notify the student in writing of the cancellation of their CoE within 5 working days
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7.0 COMPLAINTS AND APPEALS

Students can appeal or complain about a decision made by AVETA to report or cancel in accordance with the Complaints and Appeals Policy.