

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) MANUAL



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1 PURPOSE

- 1.1 This manual outlines how CQUniversity will monitor and comply with the Education Services for Overseas Students (ESOS) legislative framework.

2 SCOPE

- 2.1 This manual applies to CQUniversity employees, partner organisations and education agents who must comply with the ESOS legislative framework.

3 MANUAL

Background

- 3.1 The ESOS legislative framework comprises of the:
- [Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)
 - [Education Services for Overseas Students Regulations 2019](#) (Cwlth)
 - [Education Services for Overseas Students \(Registration Charges\) Act 1997](#) (Cwlth)
 - [Education Services for Overseas Students Legislation Amendment \(Tuition Protection Service and Other Measures\) Act 2012](#) (Cwlth)
 - [Education Services for Overseas Students \(TPS Levies\) Act 2012](#) (Cwlth)
 - [ELICOS Standards 2018](#) (Cwlth)
 - [Migration Act 1958](#) (Cwlth)
 - [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code) (Cwlth)
 - [National Vocational Education and Training Regulator Act 2011](#) (Cwlth), and
 - [Tertiary Education Quality and Standards Agency \(TEQSA\) Act 2011](#) (Cwlth).
- 3.2 The [Department of Education, Skills and Employment](#) regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the ESOS legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition and care of students remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers.
- 3.3 As ESOS agencies, (created under the *ESOS Act 2000*), the [Tertiary Education Quality Standards Agency](#) (TEQSA) and [Australian Skills Quality Authority](#) (ASQA) have authority over the registration of courses and providers, and monitoring providers' compliance.
- 3.4 TEQSA is the national regulator and designated authority for the Higher Education sector and has responsibility for the following:
- Higher Education providers registered under the *TEQSA Act 2011*
 - English Language Intensive Courses for Overseas Students (ELICOS) providers if they have an entry arrangement with at least one registered Higher Education provider, and
 - foundation program providers.
- 3.5 ASQA is the national regulator for the vocational education and training (VET) sector. ASQA seeks to make sure the sector's quality is maintained through the effective regulation of providers and accredited courses.

- 3.6 The *ESOS Act 2000* protects the emerging export industry of education and as a consumer protection for the rights of international students. It ensures the accountability of providers (including CQUniversity) through the registration of providers and courses, monitoring services and facilities available to students. It also ensures that students are accepted into courses in which they have a good chance of successful completion. The *ESOS Act 2000* therefore protects the education industry and protects the rights of international students.
- 3.7 The *Migration Act 1958* ensures international students are involved in full time study, that their main purpose of being in Australia is to study, and that they have a goal of completing their course in the minimum time.
- 3.8 The *ESOS Act 2000* requires providers to register as providers of courses to overseas students through the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and maintain student records such as enrolment, release outcomes, changes enrolment and visa status, registered agents, and academic progression, through the Provider Registration of International Students Management System (PRISMS).
- 3.9 The University's [Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students](#) outlines student academic requirements for undergraduate and postgraduate students. This information can be used by University advisors to ensure international students' needs can be met and provide the best opportunity for students to complete their course of study successfully.
- 3.10 The student and their School must ensure the best opportunity for the student to complete their studies within the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration of the course, which does not place the student at risk in terms of visa cancellation prior to completion of their studies.

Annual registration charge

- 3.11 Under Section 23 of the *ESOS Act 2000*, as a CRICOS registered provider, CQUniversity must pay an annual registration charge by the last business day of February of the year. Failure to comply will result in automatic suspension of CQUniversity's CRICOS registration.
- 3.12 Suspension is removed (Section 90(2) of the *ESOS Act 2000*) when the provider has paid the:
- amount owing
 - associated late payment penalty, and
 - associated reinstatement fee.

Tuition protection service

- 3.13 The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education provider is unable to fully deliver their course of study. The TPS ensures that international students can either:
- complete their studies in another course or with another education provider, or
 - receive a refund of their unspent tuition fees.
- 3.14 All CRICOS registered providers, including public providers who were previously exempt, must contribute annually to the TPS according to the risk they present to students and the sector.

Tuition protection service levy

- 3.15 TPS levy contributions consist of:
- administrative fee – per provider and per enrolment
 - base fee – per provider and per enrolment
 - risk rated fee – public providers do not have to pay the risk fee as they are considered to present an extremely low risk of closure, and

- special tuition protection fee – initially set at zero, however, the TPS Director may impose a levy during periods of market buoyancy to bolster the overseas student tuition fund against future periods of market instability.

3.16 The TPS Director will invoice the University annually. Levy monies contribute to the overseas student tuition fund, which is used to facilitate the refund of fees and placement of students in the event of a provider default.

Non-payment of tuition protection service levy

3.17 Non-payment of the TPS levy will result in an automatic suspension of a provider's CRICOS registration, which will prevent the provider from accepting any international students.

4 PRISMS REPORTING

4.1 The Provider Registration International Students Management System (PRISMS) is the system used by CRICOS registered providers, such as CQUniversity, to submit electronic confirmation of enrolments (eCoE), list contracted education agents, run risk management reports, course amendments and completions/variations in student's study patterns. PRISMS is managed by the Department of Education, Skills and Employment and the [Department of Home Affairs](#). An individual's eCoEs are linked to their student visa application and accessed as part of the assessment for a student's Australian Student Visa application.

4.2 Users of PRISMS must register to gain access to the system. The provider's Registered Signatory Delegate (RSD), as nominated by the Principal Executive Officer, which is the Vice-President (Global Development) for CQUniversity, will approve or reject the request.

4.3 Each applicant must request approval from their Supervisor and Director. The Director will provide their recommendation with evidence of why the user must have access to the system to the Manager International Compliance for further recommendation of approval to the Principal Executive Officer prior to the user registering for access. Once approved, the applicant will be notified that they should submit their request for access. Each user must select the RSD to review their request in PRISMS.

4.4 Once the applicant has completed the PRISMS training module and submitted their application for access, the RSD will receive the request from PRISMS and approve the applicant.

Student course variations

4.5 Under the *ESOS Act 2000* (sections 19 and 20) and the National Code 2018, the University must advise the Department of Home Affairs, via PRISMS, of any change to an accepted student's enrolment, or an accepted student's failure to meet visa conditions. The information inputted in PRISMS will be sent to the Department of Home Affairs for investigation of the student's visa status.

4.6 There are several options to give information about accepted students. In PRISMS they are known as Student Course Variations (SCVs). Only users with the access type eCoE Administrator will be able to create or search for a SCV. The system will determine the actual SCV to send to the Department of Home Affairs based on the information entered by the provider.

4.7 The PRISMS Reporting Process ([Appendix A](#)) has been compiled to ensure a consistent and timely approach for PRISMS reporting.

4.8 Whenever reporting on a student in PRISMS, comments must be added to reflect the specifics of the student circumstance further to that identified by the Student Course Variation (SCV) used. This also applies when creating an eCOE, for example a shorter duration is explained using comments stating that the student has been granted eight credit exemptions based on prior study.

PRISMS provider user guide

Please refer to this [guide](#) for specific instructions. For ease of access below is a summary of common reports that need SCV's generated.

VET courses

- 4.9 The [Student Participation Policy and Procedure \(VET\)](#) has been implemented as required by ASQA and in accordance with 8.11 and 8.12 of the National Code.
- 4.10 Students must attend at least 80 per cent of the scheduled course contact hours for each CRICOS registered course in which they are enrolled.
- 4.11 If a student's attendance is less than 80 per cent, the University may choose to not report a breach if:
- the student's attendance is at least 70 per cent
 - the student is maintaining satisfactory academic performance, and
 - this is consistent with the University's policy documents.
- 4.12 Where a student has been assessed as not achieving satisfactory course progress or attendance, the University must notify the student of its intention to report the student. The written notice must inform the student that he or she is able to access the University's complaints and appeals processes and that the student has 20 working days in which to do so.
- 4.13 If the student accesses the University's complaints and appeals process and this results in a decision that supports the University, the University must report, through PRISMS, that the student is not achieving satisfactory course progress or attendance as soon as practicable. The University will not report until the complaints and appeals process is completed and the outcome supports the University, or the student has not accessed the provider's complaints and appeals process within 20 days of being notified of the provider's intention to report.

ELICOS courses (including accredited and non-award courses)

- 4.14 As per the [ELICOS Course Attendance Policy and Procedure](#), the University will record student attendance to ELICOS courses, and require a minimum attendance of 80 per cent.
- 4.15 If a student's attendance is less than 80 per cent, the University may decide not to report a breach if:
- there is documentary evidence demonstrating that compassionate or compelling circumstances apply, or
 - the decision is consistent with the University's policy documents with processes to determine the point at which a student has failed to meet satisfactory attendance requirements.

Higher education courses (including higher education non-award and study abroad courses)

- 4.16 The University must monitor course progress according to their policy documents, and must identify, notify and assist students at risk of not meeting course progress where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting those requirements.
- 4.17 For a full explanation on the requirements for monitoring course progress and attendance, reporting and the use of the SCV options, refer to the National Code 2018 and the [PRISMS Provider User Guide](#).

Student failed to meet course requirements

- 4.18 The University must notify, through PRISMS, students not achieving satisfactory progress after the appeals process (if relevant) is finalised and upholds the University's decision to report.

Non-commencement of student studies

- 4.19 This SCV reason is used only when a student does not, has not or will not commence their course when expected. This report must be completed within 31 days after the expected commencement date as nominated on the eCoE. Under 18 students must be reported within 14 days.

Deferring/suspending student enrolment

- 4.20 This SCV reason is used when a student wishes to defer, suspend or postpone their studies:
- on compassionate or compelling circumstances, or
 - where the University initiates the deferment/suspension for student misbehaviour.
- 4.21 The Department of Home Affairs will investigate the student's deferment. The student's visa may be cancelled if their reason for deferring is unacceptable, or the eCoE status may be returned to its previous status. If the student's deferment has not affected their course end date no further action is required.

Student requests change to existing enrolment

- 4.22 The University will find the eCoE that the student wishes to change the enrolment details for, and create a new, replacement eCoE with the changed enrolment details – all within the one operation.
- 4.23 Enrolment changes covered under this reason are:

Student requests an 'extension' of their eCOE

- 4.24 The student or the University has identified that the student will not be able to complete their course of study by the proposed course end date indicated on the eCoE. Extensions are only permitted for compassionate or compelling circumstances or where the University has implemented its intervention strategy, in accordance with Standard 8.16 of the National Code 2018.

Change to a course at a different provider

- 4.25 When a student requests a change to a course, the University will advise the student that they will need to contact the Department of Home Affairs, as there could be a change to the student's visa requirements.
- 4.26 To process this request, the University will locate (or open) the eCoE concerned and select the SCV report option 'Student left provider – transferred to course at another provider'. Termination and last study dates must also be provided.

Change to a course in the same sector, possible gap created at either the start or end of the course OR the study period is shorter

- 4.27 The 'gap' referred to relates to any difference created between the course start and end dates of the new eCoE when compared with the course start and end dates of the original eCoE. For example, if the original eCoE course start date is 15/07/2019 and the course start date on the new, replacement eCoE is 14/08/2019, then a 'gap' has been created. Similarly, if the course end date of the original eCoE was 30/11/2019 and the course end date of the new, replacement eCoE is 30/10/2019, then again, a 'gap' has been created.
- 4.28 PRISMS will automatically identify situations where the student is either just changing some details in regard to their start or end date of their original eCoE enrolment, or changing some enrolment details as well as changing to a different course that is in the same sector as the original course.

Change to a course in the same sector, no gap created but of a longer study duration

- 4.29 PRISMS will automatically identify these situations based on the data entered when both creating the SCV report and the new, replacement eCoE. The 'no gap' referred to is when, for example, the new, replacement eCoE has the same course commencement date as the original eCoE, but the course end date of the new, replacement eCoE is after that on the original eCoE. In this situation, there is no gap – or period not covered when comparing the two eCoEs.

Not an extension and not one of the above situations

- 4.30 During the process of entering details of the change in enrolment for the student, PRISMS will automatically identify the situation where the change to the enrolment is not an extension and is not one of the previously identified situations. An example may be where there is no change to the proposed course start date or proposed course end date, but the student has changed to a different course in the same sector. In this case, the University must advise the Department of Home Affairs of the change in enrolment via the SCV process.

5 LEGISLATIVE REQUIREMENTS

CRICOS registration requirements

- 5.1 Registration on CRICOS is the formal approval of an education provider by TEQSA to provide education or training to international students. Both the provider and the courses offered to overseas students must be registered on CRICOS.
- 5.2 The *ESOS Act 2000* outlines registration of providers and courses on CRICOS. TEQSA is now the designated ESOS Agency for higher education providers registered under the *TEQSA Act 2011*, and ASQA is the agency for vocational education providers. CQUniversity is audited by both agencies, but English Language courses are registered through TEQSA.
- 5.3 TEQSA assesses applications for inclusion on CRICOS and may approve that a provider be registered on CRICOS. Only CRICOS-registered providers can provide courses to overseas students who have Australian student visas.
- 5.4 In addition, to become registered to deliver courses to overseas students an institution needs to have the courses it wishes to deliver to overseas students on its scope of CRICOS-registration. The period of CRICOS registration will be determined by TEQSA at the time of registration.
- 5.5 The application and fees associated with the following can be found at on the [TEQSA CRICOS registration webpage](#):
- initial CRICOS registration
 - CRICOS re-registration
 - notification/approval requirements for CRICOS registered providers
 - adding one or more courses of study on CRICOS
 - withdraw one or more courses of study from CRICOS or cancel CRICOS registration
 - other changes to CRICOS registration.

Relevant legislative sections

- 5.6 [ESOS Act 2000](#)

Part 2

Division 2 – Offence for providing or promoting a course without a registered provider - refer to section 8

Division 3 – Registration of providers

Subdivision A - Application for registration - refer to sections 9, 10 and 10A

Subdivision B – Conditions of registration - refer to sections 10B and 10C

Subdivision C – Renewal of registration - refer to sections 10D, 10E, 10F and 10G

Subdivision D – Changes to registration - refer to sections 10H, 10J, 10K, 10L and 10M

Subdivision E – Other registration provisions - refer to sections 11, 11A, 11B, 11C, 12, 13 and 14
 Division 4 – The Register - refer to sections 14A and 14B

Part 3 – Obligations on Registered Providers

Division 1 – General Obligations - refer to sections 15, 16, 17, 17A, 18, 19, 20, 21, 21A, 23, 23A, 24 and 26

Division 2 – Tuition fees - refer to sections 27, 28, 29, 30, 31 and 32

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required. This may lead to the University being unable to provide education or training to international students.	Unlikely	Extreme	HIGH

Procedure

5.7 At the time of seeking initial registration as a provider, or when subsequently seeking registration of a course, the University must meet all 11 standards set out in Part B of the [National Code](#). Procedures can be found at the [TEQSA CRICOS registration webpage](#).

5.8 All documentation for CRICOS will be prepared by the Manager International Compliance.

Annual registration charge (ARC)

5.9 Annual registration charges are automatically calculated and generated by the Department of Education, Skills and Employment, checked by the Manager International Compliance, and submitted to the Vice-President (Global Development) for payment. Payments are due February each year.

5.10 Significant data cleansing of PRISMS reports will be completed annually (in October/November) by Student Engagement, Student Central and International Compliance to ensure no overpayment of charges.

On-site inspections/audits

5.11 Where on-site campus inspections are a requirement of CRICOS registration, the Manager International Compliance will:

- liaise with TEQSA and agree on inspection details
- inform the Vice-President (Global Development), International Director and relevant Associate Vice-President/s of inspection details as soon as available, and
- coordinate pre-inspection preparation and be the primary point of contact.

Cancellation or suspension of a course

5.12 The University must consider the strategic implications, and how this may impact the University's CRICOS registration, before deciding to cancel or suspend a course of study. Cancellations for a course of study must be approved by Curriculum Committee. Approval to suspend a course of study may be made by the relevant Dean of School.

5.13 Under CRICOS, suspension of a course will leave the course on the list of CRICOS approved courses, but no new eCoEs will be generated for that course. A course may be suspended if it is not to be supported on campus for a short duration but may later be reinstated. In the phase-out of a course, it may be useful to suspend a course some time prior to cancellation.

- 5.14 Cancellation of a course's CRICOS registration will remove the course from the CRICOS list of approved courses, and there should be no current eCoEs related to that course (i.e. no currently enrolled students, or students who have paid and not yet arrived).
- 5.15 The Curriculum Committee or Dean of School will notify the Manager International Compliance and the Director International of the approval for the cancellation, amendment or suspension of the CRICOS registered course.
- 5.16 The Director International and Manager International Compliance will complete the appropriate TEQSA or ASQA applications.
- 5.17 If the University cancels or suspends a course into which a student has been accepted, the University is liable for penalties related to University default. Refer to TPS legislation for information relating to Provider Default.

Document retention

- 5.18 All documentation of approvals and communications will be stored in the University's relevant records management systems.

Compliance auditing

- 5.19 Responsibility: Director International and Manager International Compliance
- How: Audit CRICOS provider and course (CQUniversity courses) registration documentation and CRICOS course codes
- When: Periodic audit/as required
- Reporting: Vice-President (Global Development).

Registered provider changes

- 5.20 CQUniversity has no defined policy in this area and as such will follow the principles set out in the *ESOS Act 2000* where applicable.

Relevant legislative sections

- 5.21 [ESOS Act 2000](#)

Part 3
Division 1 – General obligations – refer to section 17A.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may change ownership/management	Unlikely	Major	MEDIUM

Procedure

- 5.22 Where the change in ownership or management occurs with a commercial partner, the Vice-President (Global Development), as the Principal Executive Officer, will:
- ascertain the nature of the change and relevant details of ownership or management
 - obtain CQUniversity Council, or other approvals, as appropriate, and
 - communicate changes to TEQSA no later than 10 days after the change is made.

5.23 The Vice-President (Global Development) will submit a report to PRISMS in each of the following operational circumstances:

- relocation of premises, or
- changes to registered provider details.

Documentation retention

5.24 Copies of all correspondence in relation to changes in provider details will be held by the Office of the Vice-President (Global Development) and in the University's relevant records management systems.

Compliance auditing

Responsibility: Vice President (Global Development)

How: Reviews records if necessary

When: Periodically as required.

Enforcement and monitoring

5.25 CQUniversity will ensure its policy documents comply with the ESOS legislation framework, and will provide orderly access by monitoring authorities to all required documentation.

Relevant legislative sections

5.26 [ESOS Act 2000](#)

Part 6

Division 1 – Conditions, suspension and cancellation

Subdivision A - Sanctions for non-compliance etc – refer to sections 83, 84, 85 and 86

Subdivision C - Automatic suspension and cancellation – refer to sections 89, 90 and 92

Subdivision D - Common rules for conditions, suspension and cancellation – refer to sections 93, 94 and 95

Division 2 – Immigration Minister's suspension certificate – refer to sections 97, 98, 100, 101, 102 and 103

Division 3 – Offences – refer to sections 106, 107, 108 and 109

Division 4 – Enforceable undertakings – refer to sections 110A and 110B.

Part 7

Division 1 – Introduction – refer to sections 111 and 112

Division 2 – Notices requiring information and documents

Subdivision A - Production notices – refer to sections 113, 113A, 114 and 115

Subdivision B - Attendance notices – refer to sections 116 and 117

Subdivision C - Common rules for production and attendance notices – refer to sections 118, 120, 121, 122, 122A, 123, 124, 125, 125A, 126, 127, 128, 128A and 129

Division 3 – Monitoring warrants

Subdivision A - Monitoring powers – refer to sections 130, 131, 132, 133, 134, 135 and 136

Subdivision B - Applying for monitoring warrants – refer to sections 137, 138, 139 and 140

Division 4 – Search warrants

Subdivision A - Search powers – refer to sections 141 and 142

Subdivision B - Applying for search warrants – refer to sections 143, 144, 145 and 146

Division 5 - Common rules for monitoring warrants and search warrants

Subdivision A - Common powers etc. under monitoring warrants and search warrants – refer to sections 147, 148, 149, 150, 151, 152, 153, 154 and 155

Subdivision B - Obligations on authorised officers etc. – refer to sections 156, 157, 158, 159, 160, 161, 162 and 163

Subdivision C - Issue of warrants by telephone etc.- refer to sections 164, 165, 166, 167, 168 and 169.

Part 7A

Division 2 – Review of Decisions – refer to sections 169AB, 169AC, 169AD, 169AE, 169AF and 169AG.

Part 8 – refer to sections 170, 170A, 170B, 170C, 171A, 171, 172, 173, 174, 175, 176B, 176C and 177.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required.	Unlikely	Extreme	HIGH

Procedure

- 5.27 The International Directorate (in conjunction with the People and Culture Directorate) will monitor training and auditing of ESOS compliance matters.
- 5.28 In the event that the University is contacted in relation to non-compliance, the matter will be referred immediately to the Vice-President (Global Development), who will form a Response Team to manage the interaction with relevant authorities.

Compliance auditing

- 5.29 Responsibility: Vice-President (Global Development)
How: Reviews records if necessary
When: Periodically as required
Reporting: Vice-Chancellor and President.

The National Code

- 5.30 CQUniversity recognises that the National Code 2018 has authority under the *ESOS Act 2000*.

Relevant legislative sections

- 5.31 [ESOS Act 2000](#)

Part 4

Division 2 – The National Code – refer to sections 33, 34, 38, 40, 41 and 44

Standards for registered providers

- 5.32 The standards for registered providers set out the obligations for registered providers in delivering education and training to overseas students. These standards detail the specific requirements registered providers must meet to comply with their obligations. These obligations need to be met at the point of CRICOS registration and throughout the CRICOS registration period. Obligations and requirements that relate specifically to the registration process for CRICOS purposes are covered under the *ESOS Act 2000*.
- 5.33 Under the *ESOS Act 2000* overseas students are defined as Australian student visa holders.
- 5.34 Employees at CQUniversity will check on the visa status of potential international students to check if they are Australian student visa holders or if they are subject to study or work restrictions, by accessing the Department of Home Affairs' Visa Entitlement Verification Online System (VEVO).
- 5.35 Persons who apply for VEVO access must hold the position of Team Leader or above for their respective unit.
- 5.36 In order to register as a VEVO user, employees must request approval for access from their Supervisor and Director. The Director then provides their recommendation with evidence of why the user must have access to the system to the Manager International Compliance for further recommendation of approval to the Vice-President (Global Development). If interim approval is granted, the user then registers for access to the VEVO on-line system.

- 5.37 The Vice-President (Global Development) will then receive an email request for access from the Department of Home Affairs and the Vice-President will then formally approve or reject the request for access at that stage.

Compliance with the standards for registered providers

- 5.38 The University is assessed for compliance with the National Code 2018 at the point of registration. Compliance of registered providers, other than registered self-accrediting providers, is assessed during the period of registration by TEQSA.
- 5.39 Compliance with the National Code 2018 by registered providers which are self-accrediting (such as the University), is assessed via an independent external audit report. The external audit must include a full inspection of the premises. The external audit must be undertaken during the period of CRICOS registration and within 18 months prior to the renewal of the TEQSA and ASQA re-registration. The results of the audit will be provided to TEQSA and ASQA as the designated authorities.
- 5.40 The designated authorities, or the Department of Education, Skills and Employment, may undertake additional compliance visits to registered self-accrediting providers.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required.	Unlikely	Extreme	HIGH

Procedure

- 5.41 The International Directorate will monitor training (in conjunction with the People and Culture Directorate) and auditing of ESOS compliance matters, and changes to the *ESOS Act 2000* or the National Code 2018.
- 5.42 The Vice-President (Global Development) or nominee will arrange for an external audit within the 18 months prior to the CRICOS renewal period.

Document retention

- 5.43 Update this ESOS Manual as required, but as a minimum a review will be undertaken every three years.

Compliance auditing

- 5.44 Responsibility: Vice-President (Global Development)
 How: Review records if necessary
 When: Periodically as required
 Reporting: Vice-Chancellor and President.

6 STANDARDS FOR REGISTERED PROVIDERS (NATIONAL CODE)

Standard 1 – Marketing and information practices

Policy: [Marketing and Branding Policy and Procedure](#)

- 6.1 This policy and procedure provides guidelines to ensure the University:
- produces high quality, effective and consistent marketing and promotional materials

- marketing and promotional material complies with the *ESOS Act 2000*, National Code 2018, the [Higher Education Standards Framework](#), *TEQSA Act 2011* and other consumer legislation and thus provide sufficient information for students to make an informed choice of course, provider and place of campus, and
- marketing and promotion materials are coordinated and consistent with CQUniversity’s marketing and brand objectives.

Relevant legislative section

[National Code 2018 - Standard 1](#)

6.2 This standard sets out that registered providers must uphold the integrity and reputation of Australia’s education industry by ensuring the marketing of their courses and services is not false or misleading.

Distribution of current marketing information and agency training

6.3 Huescape is the online portal containing brochures and guides. The CQUniversity website has current marketing information available. The website is updated when there are any changes. iStart has a document portal with up to date information and documents that can be accessed by all registered agents. The International Recruitment and International Admissions teams provide updated and current information to agents through email, electronic direct mail (EDM), workshops, webinars, virtual or in-person training, virtual or in-person meetings. All agent visits and agent training are recorded in the Customer Relationship Management System, SugarCRM.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required in the production of accurate marketing and promotional materials which may result in students not being able to make informed decisions.	Unlikely	Major	MEDIUM

Procedure

6.4 CQUniversity, as the registered provider, is responsible for the actions of others acting as its agents in marketing and recruitment, and recruitment agents in provision of information to students.

6.5 Marketing materials are defined as any material (both print and/or electronic) that a prospective international student may have access to prior to enrolment, from which the student might deduce that CQUniversity offers programs to international students. This includes marketing material produced in English and in any other language.

6.6 Agent in this context is the legal definition of an agent – a person or organisation (in or outside Australia) who recruits overseas students and then refers them to education providers. In doing so the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education Agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is, teaching activities).

6.7 All academic or research units and other Divisions and units within the University, as well as all agents and associates that produce marketing materials for students, must ensure their materials adhere to the following guidelines.

- 6.8 Marketing materials must identify the registered provider (Central Queensland University (Australia) – known as CQUniversity) and its CRICOS code.

CRICOS CODE IS: 00219C | National RTO Code 40939

- 6.9 If a CQUniversity course is marketed in detail – for example, if marketing material includes information on units and the structure of the course - the materials must include the course CRICOS number.

International-specific materials

- 6.10 Materials specifically produced for international student marketing and recruitment purposes must align with agreed CQUniversity strategy and comply with the [Writing Style Guideline](#) and [Brand Guideline](#). This includes materials produced by educational service providers/educational partners, including:

- educational institutions with joint activity agreements, and
- other associated provider institutions

- 6.11 Where an educational partner makes specific reference to CQUniversity, the following compliance processes must be adhered to:

1. To obtain the logo for use in materials, the online Logo Request Form must be completed by a CQUniversity employee on behalf of the educational partner for every instance the logo is used. Marketing Services will review the request and, if approved, send the logo to the requester. The online Logo Request Form is available from the [Marketing Resource Centre](#).
2. The educational partner will provide the International Business Development Manager for the relevant region a draft of all materials (e.g. printed advertisements, program brochures, DVD and website amendments) produced for use in the promotion of CQUniversity courses. The International Business Development Manager will submit the draft for review and approval to the International Digital Marketing and Content Manager. If the material is produced in a language other than English, a translation must be attached.
3. If applicable, the International Digital Marketing and Content Manager will distribute the draft to relevant sections within the University for course information accuracy, the [Marketing and Branding Policy and Procedure](#) for compliance with brand guidelines and creative approval, and to International Compliance to ensure compliance with National Code requirements. All sections of the University who have been contacted will return the draft within an agreed timeframe with written approval and comments for required amendments.
4. The educational partner will make the required amendments and re-send the draft to the International Digital Marketing Manager for approval. The final draft will be approved by the Global Brand and Marketing Directorate.
5. No merchandising materials will be produced without formal approval from CQUniversity. All merchandise enquiries must be directed to the CQUniversity Bookshop (www.bookshop.cqu.edu.au)
6. The Global Brand and Marketing Directorate will maintain appropriate records for future auditing purposes (e.g. copy of approved material, copy of approval notification).

Preparing marketing materials

- 6.12 When preparing marketing materials such as the CQUni Handbook, academic course fliers and prospectuses, the Dean, Head of Division or representative will ensure all of the following are either specifically included, or specific web addresses are supplied (as required by Standard 1 and Standard 2 of the National Code 2018):

- CRICOS provider code
- CRICOS course code
- all information is accurate, clear and unambiguous
- general description of course content
- level of qualification to be attained
- course duration

- teaching methods
- assessment methods
- if a course is jointly provided, both providers are named
- modes of study for the course including any compulsory online or work based/integrated training
- recognition of course (ie professional accreditation)
- inclusion of campus/course specific information on facilities, equipment, library and learning resources
- itemised list of all fees payable to the provider
- the minimum level of English required for admission to the course
- the educational qualification/s or work experience required for entry
- unit credit (exemptions) that may or may not apply
- an accurate representation of the local environment, including location of campuses, accommodation options and indicative cost of living
- advice that as a general rule any school dependants accompanying international students to Australia may be required to pay full fees if they are enrolled in either a government or non-government school. Some Australian Government and University scholarship holders are exempt from payment. This exemption may vary from state to state.

Any of the above information, except course and provider codes, can be provided in electronic form; however the link/s must be included.

Promotion of non-approved courses

- 6.13 CQUniversity course/s must not be promoted until they have been accredited/approved through the Curriculum Committee, and the course/s have received CRICOS approval.

Advertising checklist

- 6.14 When preparing marketing materials such as print advertisements, the officer responsible will ensure:
- the CRICOS provider code is included
 - the CRICOS course code is included if a specific course is being promoted
 - all information is accurate, clear and unambiguous
 - the advertisement clearly states the target audience if it is not applicable to international students. For example: "This course is not available to international students"
 - reference is made to the CQUniversity web site for more information and a contact telephone number or email address is provided.
- 6.15 No claims will be made about the course leading to employment or migration outcome. When preparing marketing materials such as print, radio, video or television advertisements, the officer responsible will ensure:
- all scripts are approved by the International Digital Marketing and Content Manager and the Global Brand and Marketing Directorate
 - the CRICOS provider code is included
 - the CRICOS course code is included if a specific course is being promoted
 - all information is accurate, clear and unambiguous
 - the advertisement includes the CQUniversity telephone number, enquiries email or website address to direct prospects to gain more information.

- 6.16 Information or marketing material displayed on the University website will be subject to the *ESOS Act 2000* and National Code 2018. A University web page is any document or image that is:
- hosted on a University owned server or computer
 - served over any domain owned or controlled by the University, or
 - provided by any subsidiary, business partner, or agent of the University.
- 6.17 A marketing page is any University web page that includes any of the following types of information:
- information about courses of study that are made available to students
 - information about services, amenities, or facilities that are or may be made available to students, or
 - information about locations at which the University offers courses or units.
- 6.18 Unauthorised changes will not be made to any web page that includes information given special treatment in the National Code 2018. This information includes:
- fees
 - accrediting bodies
 - course content
 - course duration
 - refund of fees
 - English language proficiency
 - required bridging units
 - attendance requirements
 - prior educational or work experience requirements
 - assessment criteria for intending students
 - grounds on which enrolment may be deferred, suspended or cancelled
 - campus facilities and resources.
- 6.19 This manual does not apply to web pages which:
- are password protected such that only an authorised employee or a current student can access them and have been appropriately adjusted such that they will not be accessed by search engines, or
 - contain only information which may be based on work done at the University, of general community interest and is not specifically linked to units, courses and policies.

Obligations on web publishers

- 6.20 Anyone who publishes a University marketing page, not otherwise excluded must:
- ensure that the information is current, accurate and truthful
 - include the CRICOS provider number in the text of the web page
 - include either as text or as meta tag, the author and last review date of web page
 - Annually review the web page to ensure that the information is still current, accurate and truthful at that point, updating the last review date of the web page, and
 - remove any page when it is no longer current.

- 6.21 In addition to meeting the requirements for publishing a University marketing page, anyone publishing a restricted marketing page must:
- consult with the Global Brand and Marketing Directorate on the appropriateness of any statements made, and
 - link to the relevant CQUniversity website, rather than replicating information.

Implementation

- 6.22 Web publishers will work with the Digital Services Directorate to establish automated monitoring procedures to assure implementation and maintenance of these requirements.
- 6.23 Owners of apparently non-compliant web pages will be notified of required modifications.
- 6.24 Pages that are grossly non-compliant or whose owners do not adjust them in a reasonable time will be subject to removal from CQUniversity servers.

Document retention

- 6.25 The Global Brand and Marketing Directorate will maintain records of approved materials.

Compliance auditing

- 6.26 Responsibility: International Digital Marketing and Content Manager, Global Brand and Marketing Directorate
- How: On-site campus inspections and random sampling of documents and web pages
- When: Audit annually in April/May
- Reporting: Vice-President (Global Development).

Standard 2 – Recruiting an overseas student

- 6.27 **Policy:** [Marketing and Branding Policy and Procedure](#)

This policy and procedure provides guidelines to ensure the University:

- produces high quality, effective and consistent marketing and promotional materials
- marketing and promotional material complies with the *ESOS Act 2000*, the National Code 2018, the Higher Education Standards Framework, *TEQSA Act 2011* and other consumer legislation and thus provide sufficient information for students to make an informed choice of course, provider and place of campus, and
- marketing and promotion materials are coordinated and consistent with CQUniversity's marketing and brand objectives.

- 6.28 **Policy:** [Admission to CQUniversity Coursework Courses Policy and Procedure](#)

This policy and procedure outlines the processes which will be followed in making direct offers of admission and offers of admission to postgraduate coursework and undergraduate courses at CQUniversity.

- 6.29 **Policy:** [English Language Proficiency Requirements Policy and Procedure](#)

The English Language requirements outlined in this policy and procedure are the minimum levels determined by CQUniversity's Academic Board for admission to its various degrees. The University also has approved English Pathways refer to [Appendix A](#) or the [English Language Proficiency Requirements Policy and Procedure](#).

6.30 **Policy:** [Student Refund and Credit Balance Policy and Procedure](#)

This policy and procedure provides guidance to students, employees and others on the circumstances whereby CQUniversity will refund fees or overpayments to international applicants and students who have a credit balance on their account.

6.31 **Policy:** [Code of Conduct](#)

CQUniversity has a Code of Conduct applicable to all employees, which outlines specific protocols related to student admission to ensure that all students are treated with the same respect and subjected to the same policies and standards.

6.32 **Policy:** [Student Accommodation including International Students under 18 Policy and Procedure](#)

The National Code 2018 and the Department of Home Affairs (student visa conditions) require students under the age of 18 to have appropriate accommodation and welfare arrangements. CQUniversity is committed to protecting the safety and well-being of students under 18 at all times. It therefore requires each student under 18 to be placed in the care of a responsible guardian. Designated employees at relevant CQUniversity campuses will ensure that parents are aware of the role and location of the guardian and that regular contact is maintained between the guardian and the student's parents.

6.33 **Policy:** [Articulation Policy and Procedure](#) and [Credit for Prior Learning in Higher Education Policy and Procedure](#)

Qualifications certify the knowledge and skills a person has achieved through study, training, work and life experience. They are a measure of our 'intellectual capital' and are increasingly important to the continuous up-skilling required in all forms of work and in day-to-day life.

The development of structured arrangements to link qualifications across the sectors represents a key process in building closer inter-sectoral relationships.

Qualification linkages enable individual learners to move from one qualification to another in more efficient and effective learning pathways. Course credit provides a mechanism for creating a more open, accessible and relevant post-compulsory education system and a vehicle for implementing lifelong learning.

Course credit may be granted to students who are able to demonstrate appropriate prior learning or experience. In the interests of ensuring students are fully informed, registered providers are to give students a copy of the course credit for their records. Where course credit is granted, the duration in which the student is expected to complete the course must reflect any consequent reduction in the period of study.

CQUniversity must be cognisant of the Higher Education Standards Framework, the Australian Qualifications Framework (AQF) and Qualifications Recognition (managed by the Department of Education, Skills and Employment) or National Academic Recognition Information Centres (NARIC) assessments of course/unit equivalences, in conjunction with the National Code 2018, when granting course credit.

6.34 **Resources**

Applications for credit transfer: Lodged via [iStart](#).

Predefined Credit assessment: Articulation Agreements

Credit transfer units noted: via the Student Management System, StudentOne

PRISMS User Guide (available from [PRISMS website](#))

Relevant legislative section

[National Code 2018 – Standard 2](#)

- 6.35 This standard sets out that registered providers must recruit responsibly by ensuring that students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications and work experience. Students must have enough information to enable them to make informed decisions about studying with their chosen registered provider in Australia.

Procedure

- 6.36 Applicants may apply for course credit upon lodging an Application for Admission. The Offer of Admission provides the applicant with a clear indication of the number of unit credit/s which can be granted upon enrolment in the course:
- 6.37 Students seeking course credit based on recognition of previous studies undertaken must request an assessment at the time of application. Students seeking credit transfers/exemptions are encouraged to apply prior to enrolling in the first term of study:
1. The student will apply for unit credit/s on application with supporting documentation (certified copies or original supporting documentation), indicating the unit/s for which they seek credit.
 2. The assessor will access the articulation agreements and assess unit credit.
 3. When the database does not include the required articulation information, the assessor will consider applications on a case-by-case basis. International qualifications will be reviewed in line with Country Education Profile (CEP) guidelines and/or NARIC database guidelines.
 4. The credit outcome will be forwarded to International Admissions. A new letter of offer will be generated and emailed to the student. The student must confirm acceptance by accepting electronically or signing and returning their Offer Letter Acceptance Contract. Once the student has accepted their revised offer letter, a new/revised eCoE will be generated with the correct duration listed.
 5. The Academic Pathways team will upload approved unit credit/s to the student's academic record on StudentOne and generate a communication to the student for their records.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to students being provided incorrect assessment and information prior to enrolment.	Unlikely	Extreme	HIGH

Procedure

Prospective students

- 6.38 Where a request for information on study options is received from a prospective international student, the student must be provided with:
- the web address of the "International Students" page
 - a hardcopy of the prospectus, or
 - an email with a PDF file of the prospectus, and
 - an email embedded with relevant links on study options on the CQUniversity website.
- 6.39 Students who may not have received a CQUniversity prospectus or equivalent documentation will be given the required information via the CQUniversity Application Form/s, Letters of Offer which include the International Student Contract.

- 6.40 Applications or tuition fees cannot be accepted from applicants for places in courses which are not CRICOS approved.

Application forms

- 6.41 All international student application forms must have a statement that reads:
- *CQUniversity courses are offered to international students in accordance with the [Education Services for Overseas Students \(ESOS\) Act 2000](#) – Students must complete a full-time load each academic year and study on campus in a CRICOS registered course.*
 - *Accreditation is not guaranteed upon completion of a course; refer to specific details in the [CQUni Handbook](#) and the accrediting body.*
 - *Prior to enrolment, it is important that all prospective international students read specific course information, which outlines course and unit content (including modes of study), accreditation, duration, teaching, and assessment methods, facilities, equipment and learning resources utilised. This information is available at <https://handbook.cqu.edu.au/>. Additionally students need to have knowledge of associated fees and required English language proficiency, available at <https://www.cqu.edu.au/international-students>.*

Assessing an application for admission

- 6.42 International Admissions controls the processes of assessment and offering of places. They ensure that all employees responsible for undertaking and preparing Offer of Admission letters have undergone appropriate training. The Manager International Admissions will be consulted if International Admission Officers are in doubt as to the appropriateness of entry qualifications.
- 6.43 Entry requirements for courses are set by the academic employees in the teaching or research unit, and approved through the academic governance approval process. Specific requirements for individual courses can be obtained from the [CQUni Handbook](#).
- 6.44 English language requirements are approved through the Academic Board. International students will be assessed as per the [Admission to CQUniversity Coursework Courses Policy and Procedure](#) and the [English Language Proficiency Requirements Policy and Procedure](#).
- 6.45 Successful applicants will be issued with an Offer of Admission pack, which includes an Offer of Admission letter and an International Student Contract.
- 6.46 Offer of Admission Letters must include:
- name, date of birth and home address of student
 - student reference number
 - name and address of agent (if relevant)
 - name of the course the student is being offered admission into as well as the course's CRICOS code
 - campus of attendance
 - attendance mode
 - commencement date of admit term
 - duration of course as recorded on the CRICOS register
 - modes of study including any compulsory online or work based/integrated learning requirements
 - orientation dates
 - tuition and non-tuition fees payable
 - cost of overseas student health cover
 - any special conditions applicable to the student
 - details of any transfer credit arrangements and the amended course duration

- CRICOS provider number
- information on making tuition fee payments, and
- details of where further information can be located.

6.47 Offer of Admission packs sent to successful applicants must contain the following documents or a hyperlink:

- Offer of Admission letter including the International Student Contract (the Contract includes information on CQUniversity's refund policy, ESOS legislative framework, Department of Home Affairs student visa conditions, complaints and appeals process, acceptance of credit transfers if applicable, and other student responsibilities) and CQUniversity payment details information
- where the student is also undertaking a companion/pathway course with a CQUniversity language centre for course packaging with CQUniversity, relevant course information or a hyperlink must also to be included.

Document retention

6.48 Employee training records will be kept on employee files.

6.49 Documentation of English and course entry requirements are detailed in the [CQUni Handbook](#) on the University website.

Compliance auditing

- 6.50 Responsibility: Deputy Director International Operations and Partnerships; International Business Development Managers; Manager International Admissions
- How: Student file/Letter of offer template audits, admission processes and inspection of staff training records
- When: Audit annually in April/May
- Reporting: International Director.

Standard 3 – Formalisation of enrolment and written agreement

6.51 **Policy:** [Admission to CQUniversity Coursework Programs Policy and Procedure](#)

This policy and procedure outlines the processes which will be followed in making direct offers of admission and offers of admission to postgraduate coursework and undergraduate courses at CQUniversity.

6.52 **Policy:** [Student Refund and Credit Balance Policy and Procedure](#)

This policy and procedure provides guidance to applicants, students, employees and others on the circumstances whereby CQUniversity will refund fees or overpayments to international applicants and students who have a credit balance on their account.

Relevant legislative section

[National Code 2018 – Standard 3](#)

6.53 This standard sets out that registered providers must formalise their enrolment of overseas students through written agreements with overseas students. The written agreement protects the rights and sets out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

CQUniversity tuition fees

6.54 <https://www.cqu.edu.au/student-life/student-finances>

Offer of admission - international student contract/agreement

6.55 The International Student Contract/Agreement must contain at minimum, the following:

- name and mailing address of the student
- student reference number
- outline the course/s the student is being offered admission into, including expected and agreed start date, location, study modes for the course including compulsory online and/or work based/integrated learning requirements
- outline any necessary pre-requisites including English language requirements and any other conditions imposed
- outline requirements to achieve satisfactory course progress, and where applicable, attendance in each study period (now included in the offer letter)
- information on the requirement to accept electronically or sign and return the contract with payment of tuition and overseas student health cover – if applicable
- information regarding refund processes, including amounts payable and details of the specified person/s (other than the student) to whom a refund can be paid in respect of the student
- link to the ESOS legislative framework
- circumstances in which personal information may be shared with the Australian government and designated authorities
- acceptance of any credit transfer offered by CQUniversity
- outline the requirement that the student must notify the University of their current onshore residential address, mobile phone number and email address, emergency contact details, on arrival and, any changes to these details must be notified to the University within seven days of the changes
- acknowledgement to meet the policy documents and rules of CQUniversity
- acknowledgement to ensure correct enrolment, arrival on campus for orientation
- outline the internal and external complaints and appeals processes
- details of length of each study period for the course
- indicate that the student is responsible for keeping a copy of the written agreement, receipts for any tuition and non-tuition payments made
- details of tuition fees (including non-tuition fees) payable for the course, the study periods to which the fees relate, payment options, and that the student may choose of their own volition to pay more than 50% of their tuition fees before course commencement
- explanation of tuition protection service and what happens if the university is not able to offer the course in its entirety, and
- a statement that 'This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies'.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to students being provided inaccurate information prior to and during enrolment.	Unlikely	Major	MEDIUM

Procedure

- 6.56 Applications for admission to a course offered by the University will be assessed in accordance with the Department of Home Affairs requirements for Genuine Student, Genuine Temporary Entrant to Australia, and financial ability to sustain their studies in Australia.
- 6.57 If the student meets these requirements, they will then be assessed in relation to University course entry and English requirements. All applicants will receive written notification of the outcome of their application.
- 6.58 Standard 3 of the National Code 2018 specifically relates to the written agreement between the student and the University.

Acceptance of offer

- 6.59 The Deputy Director International Operations and Partnerships is responsible for the administration of all international student applications and records. Applicants wishing to accept the Offer of Admission must accept electronically, or return the signed International Student Contract with tuition payment.
- 6.60 Where an international student accepts the offer of admission to a course of the University:
1. CQUniversity will receive payment and acceptance (electronically or signed) of the International Student Contract from the student
 2. International Admissions will 'accept' the application record in iStart which flows through to StudentOne to 'admit' the student
 3. International Admissions will generate an eCoE through the PRISMS database. An eCOE cannot be generated without receipt of payment, and electronic acceptance or signed Student Contract
 4. As the Department of Home Affairs is able to access the appropriate areas of the PRISMS database, the University has fulfilled its reporting requirement to the Department of Home Affairs.
- 6.61 Where a student accepts an offer of admission, makes payment, and eCOE is generated but the student requests deferral of commencement of studies:
1. International Admissions will report the non-enrolment to the Department of Home Affairs, through PRISMS, and include the comment that a new offer and an eCOE will be issued for a future study period
 2. Upon receiving the acceptance or signed International Student Contract from the student for the new term commencement date, a revised eCOE will be generated through the PRISMS database.
- 6.62 Where a student accepts an offer of admission, makes payment, and an eCOE is generated but the student fails to arrive and enrol in the stated course:
1. Student Engagement and Student Central will compile a list of students who have been issued with an eCoE but who have not checked-in (arrived in person on campus), after the last day to add units for each study period
 2. Student Central will effect procedures for the withdrawal of enrolment records in StudentOne no later than census date, and the student may then apply for refund

3. International Compliance will report the non-commencement of studies to the Department of Home Affairs, through the PRISMS database, within:
 - 14 days of the agreed start date for under 18 students only, and
 - 31 days of the agreed start date of the course commencement for SCV reporting (applicable to all other circumstances)
4. Student refund details for under 18 students and visa refusals will be reported to TPS, via the PRISMS database, within seven working days after the end of the provider obligation period.

Document retention

- 6.63 A copy of all Offer of Admission letters issued, signed/accepted International Student Contracts, eCOE and any variations will be retained in iStart/PRISMS. Cancellation documents will be filed on the student's electronic file in CQUniversity's record keeping management system, Content Manager.

Compliance auditing

- 6.64 Responsibility: International Director; Deputy Director International Operations and Partnerships; Manager International Admissions; Manager International Compliance; Director, Student Central; Director, Student Engagement
- How: Audit through online or onsite campus inspection and random sampling of records to ensure enrolled students have submitted the accepted/signed International Student Contract. Audit of PRISMS to ensure eCOE's are issued for correct duration.
- When: Audit annually in April/May
- Reporting: Vice-President (Global Development).

Standard 4 – Education agents

- 6.65 CQUniversity has an International Agent Appointment Contract (Agent Agreement) document that forms the basis for all terms and conditions between the University and an agent.

Relevant legislative section

[National Code 2018 - Standard 4](#)

- 6.66 This standard sets out that registered providers must ensure that their education agents act ethically, honestly and in the best interests of overseas students as well as uphold the reputation of Australia's international education sector.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2018</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to an agent (or agents) not accurately representing the University or students.	Unlikely	Extreme	HIGH

Procedure

- 6.67 CQUniversity will only accept student applications from agents identified as contracted, and listed in StudentOne, with an approved and signed contract attached, for all offshore and onshore agents.

- 6.68 Agent Management strategy, principles and processes are documented in CQUniversity's International Directorate Share drive and all Agent Management Activities and interactions are recorded in SugarCRM.
- 6.69 iStart enables onshore and offshore agents to view details on the application lodgement process.
- 6.70 CQUniversity will supply contracted agents with approved promotional information and documents each year and engage with the agents to provide training in ESOS responsibilities, CQUniversity products, campus location details, and any relevant changes to legislation.
- 6.71 Where it is alleged an agent is engaged in false or misleading advertising or recruitment practices or is in breach of contract:
1. Any breach identified by the International Directorate, or through external complaints, will be logged through SugarCRM. If there is suspicion of misconduct the Director International must be notified immediately, prior to further investigation.
 2. The International Business Development Manager will investigate the claim and send a detailed non-conformance report, with relevant evidence/documentation, to the Director International. This must be done as quickly as possible, respecting the confidentiality of the allegation, and be based on established facts.
 3. The Director International will assess each claim on an individual basis. If the agent is found to be negligent or acting in a fraudulent manner CQUniversity will cancel the agent's contract and notify the agent in writing of this decision.
 4. The Director International will:
 - action recording of the agent on StudentOne and SugarCRM as a banned agent, if applicable
 - notify TEQSA of the breach, and
 - notify the International Business Development Manager and Manager International Admissions of this decision.
 5. The International Business Development Manager will advise the Recruitment team of the decision.
 6. CQUniversity will not accept any applications from an agent whose contract has been cancelled.

Document retention

- 6.72 Offshore and onshore contracted agent files and related documentation will be stored electronically in StudentOne by the International Directorate.
- 6.73 All correspondence with cancelled agents will be sent via SugarCRM and stored electronically in StudentOne.
- 6.74 Agent commission invoices will be verified/authorised in the Agent Commission Portal.
- 6.75 All interactions with contracted agents will be recorded in the SugarCRM.

Compliance auditing

- 6.76 Responsibility: Director International; Deputy Director International Operations and Partnerships; Manager International Compliance.
- How: Inspection of agent contracts, compliance documentation
- When: Audit annually in April/May
- Reporting: Vice-President (Global Development)

Standard 5 – Younger overseas students

- 6.77 **Policy:** [Student Accommodation including International Students under 18 Policy and Procedure](#)

CQUniversity is committed to protecting the safety and well-being of students under 18 at all times. It therefore requires each student under 18 to be placed in the care of a responsible guardian.

Designated employees at relevant CQUniversity campuses will ensure that parents are aware of the role and location of the guardian and that regular contact is maintained between the guardian and the student's parents.

Reference material

The National Code 2018 and the Department of Home Affairs (student visa conditions) require students under the age of 18 to have appropriate accommodation and welfare arrangements.

Relevant legislative section

[National Code 2018 – Standard 5](#)

- 6.78 This standard sets out that registered providers of overseas students aged under 18 must meet legislative or other regulatory requirements relating to child welfare and protection. Registered providers of overseas students aged under 18 must provide the students with emergency contact information about how to report actual or alleged abuse. Where the registered provider has taken on responsibility for the approval of welfare arrangements for a student who is under 18 years of age (for the purposes of the [Migration Regulations 1994](#) (Cwllth)), the registered provider must ensure the arrangements for the younger students are suitable, ongoing and appropriately managed until the student turns 18 years of age.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to the safety and well-being of under 18 students being jeopardised	Unlikely	Major	MEDIUM

Document retention

- 6.79 Student Engagement will maintain a record of student accommodation and welfare arrangements (including guardian contact details). The International Admissions team will maintain a copy of any Confirmation of Appropriate Accommodation and Welfare (CAAW) letters in PRISMS with a copy on the student application record in the University's International Student Application System, iStart.
- 6.80 Documentation relating to parental authorisations, communications with the parent and/or guardian and the Department of Home Affairs, through PRISMS, will be filed on the student's file in the University's records management system, Content Manager, and in the Student's application record in iStart.

Compliance auditing

- 6.81 Responsibility: Student Engagement, Manager International Admissions, Manager International Compliance
- How: My Simple Enquiries (MSE) in StudentOne to identify international students under the age of 18 years. Content Manager or on-site campus inspection and random sampling of records
- When: Audit annually in April/May
- Reporting: Director Student Engagement

Standard 6 – Overseas student support services

- 6.82 CQUniversity has a range of student support services available to international students including counselling, job placement and career advice.

6.83 **Policy:** [First Year Orientation Policy and Procedure](#)

CQUniversity will provide a structured orientation and transition period for all new students commencing throughout the academic year. This policy and procedure identifies and provides for the needs of incoming students such as through relevant academic and support service orientation programs.

6.84 **Policy:** [Complaints Policy and Procedure](#)

This document outlines CQUniversity's processes for handling student complaints.

6.85 **Policy:** [Academic Appeals Policy and Procedure](#)

This document outlines CQUniversity's processes for handling academic appeals.

6.86 **Policy:** [Student Welfare and Support Policy](#)

CQUniversity is committed to assisting students to persist and achieve in their academic endeavours and succeed in their career ambition. The University considers that welfare and support services are important sources of easing students into tertiary life, helping them adjust to their new living environment and enabling them to achieve their academic goal. This document outlines the welfare and support services at CQUniversity.

6.87 **Policy:** [Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students](#)

CQUniversity understands that its students come from a diversity of educational, cultural, social and economic backgrounds and experiences and with differing motivation and achievement levels. Some students will require assistance comprising personal and academic support and counselling services ('support options') to overcome areas of lack of preparedness, and to achieve positive learning and development outcomes.

CQUniversity values the diverse backgrounds of its students and provides support services to assist students achieve their full potential. At the same time, CQUniversity has an obligation to maintain the credibility of the University and the integrity of its units and courses by maintaining and insisting upon appropriate levels of achievement from its students in their academic study.

6.88 **Policy:** [Student Critical Incident Policy and Procedure](#)

This policy and procedure facilitates the management of a critical incident relating to students on any campus across CQUniversity. This document presents CQUniversity's domestic and international campuses strategy for meeting requests that are made for psychological (and other) support and assistance following a critical incident within the University.

Relevant legislative section

[National Code 2018 – Standard 6](#)

6.89 This standard sets out that registered providers must assist overseas students to adjust to study and life in Australia and have appropriate orientation programs that help overseas students to access the information and services they require.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to students not being provided adequate or appropriate support services.	Unlikely	Extreme	HIGH

Procedure

- 6.90 The Student Engagement team are the designated first point of contact officers for international students when they require assistance to resolve problems (personal or academic), which could impact on their ability to successfully complete their course. Refer to [Appendix B](#) for Student Engagement employee contact details.
- 6.91 In case of an emergency or after hours contacts refer to the [Student Critical Incident Policy and Procedure](#).
- 6.92 Upon accepting an Offer of Admission, students must electronically accept or sign an International Student Contract, to indicate that they have been advised of a range of information relating to undertaking studies in Australia with CQUniversity.
- 6.93 When an international student enrolls with the University the Student Engagement team will provide the student with specific information about:
- date, time and location of orientation program
 - contact information for the nominated first point of contact officers
 - support services to help students adjust to study and life in Australia
 - English language and study assistance programs
 - legal services
 - emergency health services
 - accommodation placement services
 - student counselling services
 - facilities and resources
 - complaints and appeals processes
 - course attendance and progress requirements including study loads
 - how students can access information on employment rights and conditions, how to resolve workplace issues (such as through the Fair Work Ombudsman).
 - all other available services, policies and procedures
 - any additional services which may be offered from time to time, at the point of orientation.
- 6.94 Each international student will be informed of orientation activities and their importance and be encouraged to participate in the orientation program prior to commencing studies, as well as being provided with orientation materials in either electronic or print-based form.

Document retention

- 6.95 The University Life team will maintain a record of student attendance at orientation programs and copies of orientation packs.

- 6.96 Students must sign a Student Contract/Agreement, which will be stored in iStart.
- 6.97 Training records to reflect ESOS training for employees who interact directly with international students, will be held on the employee file by the People and Culture Directorate.

Compliance auditing

- 6.98 Responsibility: Director Student Engagement; Manager International Admissions; Senior Coordinators Student Engagement; Manager International Compliance
- How: Onsite campus inspection and random sampling of records
- When: Audit annually in August/September
- Reporting: International Director.

Standard 7 – Overseas student transfers

- 6.99 Policy: [Overseas Student Transfer Policy and Procedure](#)

Under the National Code 2018, the University must not enrol transferring students within the first six months from the commencement of the student's principal course, except in limited circumstances. This policy and procedure outlines the circumstances under which the University will allow both the enrolment of transferring students and the release of students from the University to another provider.

Students applying for release must submit an appropriately documented Request for Release Form (available online) to the Student Engagement team. A retention/exit interview will be conducted with the student prior to the application being assessed by International Compliance. Requests for Release Forms and accompanying documentation will be stored in Content Manager. Associated notes (including full details of retention/exit interviews) will be stored in SugarCRM.

Relevant legislative section

[National Code 2018 – Standard 7](#)

- 6.100 This standard sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except in certain circumstances.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to students being provided with inaccurate information relating to provider transfer.	Unlikely	Major	MEDIUM

Compliance auditing

- 6.101 Responsibility: Senior Coordinators Student Engagement; Manager International Compliance
- How: Review of online or onsite campus inspection and random sampling of records
- When: Audit annually in April/May
- Reporting: Director International.

Standard 8 – Overseas student visa requirements

- 6.102 **Policy:** [Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students Research Higher Degree Course Rules Policy and Procedure](#)

The University must inform international students of the requirements to achieve satisfactory course progress requirements. Course progress must be monitored and recorded, and an intervention strategy be put in place to assist any international student not making satisfactory course progress. This policy and procedure applies to all international CQUniversity students other than those enrolled in bridging courses and ELICOS courses.

- 6.103 **Policy:** [Monitoring ELICOS Course Progress - Unsatisfactory Academic Progress Policy and Procedure](#)

CQUniversity has a documented policy and process for monitoring and recording both attendance and course progress for international students. An intervention strategy must be put in place to assist any international student at risk of not making satisfactory course progress. This policy and procedure applies to all ELICOS students.

- 6.104 **Policy:** [ELICOS Course Attendance Policy and Procedure](#)

CQUniversity has a documented policy and procedure for monitoring and recording attendance of international students in ELICOS courses. The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. An intervention strategy must be put in place to assist any international student at risk of not attending at least 80 per cent of the course contact hours. This policy and procedure establishes the processes for monitoring ELICOS course attendance.

- 6.105 **Policy:** [Full-Time Student – Duration of Study Policy and Procedure](#)

CQUniversity is required to ensure that an international student's study duration is noted on their eCoE. Each course registered on CRICOS identifies the duration required to complete the qualification. All international students must study full time. A full-time student status is determined by the study load undertaken in each study period over an academic year. The University is only able to extend the duration of an international student's enrolment in certain circumstances and advise them of the potential impacts on their student visa.

The academic requirements for research students are available in the [CQUni Handbook](#) under 'The Rules for the Degree of Doctor of Philosophy'.

Forms

- 6.106 Under Enrolment Request Form

Courses delivered exclusively by online or distance cannot be delivered to overseas students onshore on a student visa.

No more than one third of the units (or equivalent) in a course can be delivered online to a higher education or VET student onshore. Students must maintain a minimum full-time face to face enrolment load i.e. no more than one online unit per term unless the student is enrolled in a non-compulsory enrolment term, or, the student is completing the final unit of their course. Online learning is only permitted for ELICOS students where the online learning supplements the minimum face to face teaching requirements. Students are expected to enrol in four units per term in a compulsory enrolment term. If a student wishes to have a reduced study load, they can complete an Under Enrolment Request Form and submit to the Course Advice Team.

Relevant legislative section

[National Code 2018 – Standard 8](#)

- 6.107 This standard sets out that registered providers must safeguard the integrity of Australia’s migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. Standard 8 sets flexible provisions to allow online learning while maintaining appropriate standards for overseas students to comply with student visa conditions.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to a higher than anticipated number of students failing and breaching visa requirements.	Unlikely	Extreme	HIGH

Procedure

- 6.108 The University follows the principles set out in the National Code 2018, which exempts Universities from record keeping for the purposes of monitoring attendance. (Note: With the exception of registered courses provided through the CQUniversity English Language Centre and VET).
- 6.109 There is an informal requirement (in accordance with the National Code 2018) for the University to maintain some indication of a student’s attendance record to ensure support mechanisms, including intervention programs, are initiated as may be required and as a duty of care towards the welfare of students.
- 6.110 It is a requirement of the *ESOS Act 2000*, Department of Home Affairs and National Code 2018 that all international students complete their studies within the duration of their course (and eCoE) as registered on CRICOS.

Undergraduate and postgraduate coursework courses

- 6.111 Academic employees who are in direct contact with international students will remain vigilant as to the attendance of international students in their lectures or tutorials. Employees who become aware of a case of non-attendance or discontinuation of studies by an international student will advise either Senior Coordinators Student Engagement for higher education and VET students, or the Deputy Director International CQUEnglish for an ELICOS student.
- 6.112 When Student Engagement or the Deputy Director International CQUEnglish is advised of the situation where an international student may not be attending classes, attempts must be made to confirm a student’s attendance. The National Code does not require the recording of attendance for higher education or VET students; however, non-attendance is often a first indication of lack of academic progress.
- 6.113 *Process – Higher Education and VET*
1. Student Engagement will be notified of student not attending class, and will require evidence of non-attendance eg: lecturer/tutor lists, assignment submissions and/or supervisor reports
 2. Student Engagement will attempt to contact the student and verify their attendance/discontinuation. This may be in writing, telephone or face-to-face
 3. The student will be counselled on the non-attendance
 4. Where an employee interviews the student, a record of this will be kept in SugarCRM
 5. A monitoring program will be initiated to link in with academic progression requirements.

6.114 *Process – ELICOS*

The English Language Centres will maintain formal attendance records for international students enrolled in registered courses. Refer to the [ELICOS Course Attendance Policy and Procedure](#).

Document retention

- 6.115 Interview records will be retained in SugarCRM, and written communication to students will be retained on the student file in Content Manager. Copies of the Department of Home Affairs attendance requests and replies will be retained on the student file in Content Manager. Attendance records for ELICOS students will be maintained by the class teacher.
- 6.116 Under Enrolment Request Form will be retained on the student file. A copy of the correspondence advising the student of the requirement to enrol in the non-compulsory study period will be retained in SugarCRM.
- 6.117 A copy of the eCoE which reflects variation to duration (increase or decrease in expected duration).

Compliance auditing

- 6.118 Responsibility: Deputy Director International CQUEnglish; English Language Centres (all campuses); Student Engagement; Student Central; Manager International Compliance
- How: Higher education and VET - Report on student's enrolment status in September of each year. PRISMS reports will ensure eCoE course durations are correct.
ELICOS - Review attendance reports, counselling and academic support records.
- When: Audit annually in April/May
- Reporting: Deputy Director International CQUEnglish; Director Student Engagement; Director Student Central.

Standard 9 - Deferring, suspending or cancelling the student's enrolment

- 6.119 **Policy:** [Leave of Absence Policy and Procedure](#)
- 6.120 **Policy:** [Required Leave of Absence Policy and Procedure](#)
- 6.121 **Policy:** [Student Academic Integrity Policy and Procedure](#)
- 6.122 **Procedure:** [Deferral of Admission Procedure](#)
- 6.123 Under the *ESOS Act 2000*, if an overseas student is onshore and has enrolled in a course at a CQUniversity campus located in Australia, the registered provider must not allow them to defer commencement of their studies, or suspend their studies, except on the grounds of illness evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement.
- 6.124 If a student defers or suspends their studies on any other grounds, the registered provider must report the student to the Department of Home Affairs, via PRISMS, as not complying with visa conditions.
- 6.125 Students wishing to apply for deferment of commencement of studies may login to [iStart](#) and select the Accepted Deferral Requested status. The International Admissions Officer will assess the request, and if appropriate, a new application and offer letter will be generated and sent to the student. Once the student accepts the new offer, the student data will be sent to StudentOne with the new admit term.
- 6.126 **Forms**
- [Leave of Absence Request](#)
 - PRISMS User Guide is available on the [PRISMS website](#).

Relevant legislative section

[National Code 2018 – Standard 9](#)

- 6.127 This standard sets out that registered providers must appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in PRISMS.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to provide education or training to international students.	Unlikely	Extreme	HIGH

Procedure

Leave of absence – student initiated

- 6.128 Leave of absence can only be granted for one study period at a time and for a maximum of 12 months during the total duration of the student's course. Successful applications will be applied to a student's record for the whole study period and not a portion. International students also need to be aware that the duration of their course may be extended and a new eCOE issued to extend the student visa as a result of taking deferral of studies.
- 6.129 Where a student seeks a leave of absence or to suspend their studies prior to census date in a study period, the student will be interviewed by the Student Engagement team. The application will be approved by Student Engagement at their campus of enrolment in the following circumstances:
- illness, evidenced by a medical certificate (registered medical practitioner), or
 - compassionate or compelling circumstances beyond the control of the student and which prevents them from attending class (e.g. bereavement of spouse or parent), with documented evidence.
- 6.130 International students who seek a leave of absence or suspension of their studies on medical grounds may have their student visa cancelled by the Department of Home Affairs and an alternative visa issued. This will be at the discretion of the Department of Home Affairs.
- 6.131 Where Student Engagement approves a request for leave of absence or to suspend their studies:
1. the student will submit a completed [Leave of Absence Request Form](#), with all supporting documents, to Student Engagement
 2. Student Engagement (or nominee) will assess the application in accordance with University policy, and either:
 - if the application is denied – record the basis of application and outcome in SugarCRM, and generate a letter advising the student of the reasons for the unsuccessful outcome and details of appeal process, or
 - if the application is approved – record the successful outcome of the application in SugarCRM with the reason 'Leave of Absence'. The return to study date will be entered at this time as advised by the student
 3. Once assessed, Student Engagement will:
 - provide the student with a letter confirming the decision including the basis upon which approval has been granted and the date the decision is to take effect
 - inform the student in writing that the period of leave from studies may affect his/her visa status. Note: even though the University has approved the application the Department of Home Affairs may not accept the reasons provided and may proceed to cancel the student's visa, and

- inform the student that information concerning the leave of absence will be transmitted to the Department of Home Affairs and the Department of Education, Skills and Employment, via the PRISMS database
4. A copy of the letter with full documentation will be stored on the student's file in Content Manager
 5. The dates, and reason, of the student's approved leave of absence will be recorded in PRISMS.
- 6.132 Prior to the student returning to Australia and recommencing studies, the student must contact the Australia High Commission to ensure their student visa is current. Upon returning from an approved leave of absence, the University will confirm the eCOE status in PRISMS ensuring it is current for the required duration.

Suspending or cancelling a student's enrolment

- 6.133 A student's enrolment may be suspended or cancelled due to (but not limited to):
- misbehaviour by the student
 - failure to pay an amount required as stated in the written agreement, or
 - a breach of course progress or attendance requirements.

Plagiarism/academic or behavioural misconduct

- 6.134 CQUniversity does not tolerate intellectual dishonesty. Where it is alleged that a student has acted in a manner which constitutes student academic or behavioural misconduct the University will notify the student, in writing, outlining:
- the allegations
 - advice on the investigative process which will be implemented
 - where applicable, date/s and venue details of meetings or hearings
 - details of support services available to the student, and
 - details of the University contact person for any related enquiries.
- 6.135 Following the investigative process the student will be notified of the decision in writing and of further avenues of appeal available to them. Where a student is currently enrolled, the period of suspension/expulsion may commence upon completion of the current study period subject to all appeals being finalised.
- 6.136 In occurrences where a student is to be suspended, excluded or expelled from enrolment with CQUniversity for either academic misconduct or behavioural misconduct as defined in the [Student Academic Integrity Policy and Procedure](#) or the [Student Behavioural Misconduct Procedure](#), the Department of Home Affairs and Department of Education, Skills and Employment will be notified via the PRISMS database.
- 6.137 Upon all internal processes being exhausted, including the appeals processes, the Director Student Central and International Compliance team will be advised of the University's decision to suspend/exclude/expel the student. The Director Student Central and Director Governance will ensure:
- Student Central records details of the suspension/exclusion/expulsion in the 'Service Indicator' StudentOne panel
 - provide the student with a letter advising them of the reason for the suspension/exclusion/expulsion, the date the penalty is to take effect, and in the case of suspension or exclusion the period of suspension/exclusion. This letter will be sent from the office of the Director Governance
 - inform the student that information concerning the suspension/exclusion/expulsion from studies will be transmitted to the Department of Home Affairs and Department of Education, Skills and Employment, via the PRISMS database
 - a copy of the letter is placed on the student's file in Content Manager

- inform International Compliance to report the date/s and reason/s of the student's suspension/exclusion/expulsion in PRISMS.

Document retention

- 6.138 All documents will be retained on student file in Content Manager, i.e. application form, supporting documents, copy of the written notification of outcome sent to the student, eCoE variation.

Compliance auditing

- 6.139 Responsibility: Director Student Engagement; Director Student Central; Director Governance; Manager International Admissions; Manager International Compliance
- How: Review student files in Content Manager to ensure required documentation is stored in the file. Audit PRISMS and review reports.
- When: Audit annually in August/September
- Reporting: Director Student Engagement and Director Student Central.

Standard 10 – Complaints and Appeals

- 6.140 Policy: [Complaints Policy and Procedure](#)
- 6.141 Policy: [Review of Grade Procedure](#)
- 6.142 Policy: [Academic Appeals Policy and Procedure](#)

Relevant legislative section

[National Code 2018 – Standard 10](#)

- 6.143 This standard sets out that registered providers must ensure their overseas students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to the inaccurate assessment of appeal outcomes.	Unlikely	Extreme	HIGH

Procedure

- 6.144 Academic appeals are generally in relation to assessment matters (e.g. plagiarism allegations, review of grade, examination), teaching standards and exclusion from courses. Procedures are clearly set out in the [Academic Appeals Policy and Procedure](#).
- 6.145 Council established an independent Academic Appeals Committee, as a sub-committee of the Academic Board, to hear and determine appeals from students of the University on academic matters. The Academic Appeals Committee is the final appeal body for students of the University on these matters. There is no further right of internal appeal. The membership and functions of the Appeals Committee are detailed in the [Academic Appeals Committee Terms of Reference](#).

External appeals

- 6.146 If an issue still remains unresolved after an appeals processes has been exhausted, the student must be advised of their right to access the external appeals process (i.e. independent arbitration) at minimal or no cost to the student. Alternatively, students may lodge complaints with an appropriate external body. Such external bodies include the [Australian Human Rights Commission](#), the relevant State Equal Opportunity Commission (in relation to discrimination and sexual harassment), or the [Queensland Ombudsman](#) (in relation to the application of policies and procedures, administrative processes and international student complaints in relation to the *ESOS Act*).

Document retention

- 6.147 All records pertaining to the student will be filed on the student's file in Content Manager.

Compliance auditing

- 6.148 Responsibility: Director Governance; Educational Quality and Integrity Directorate
- How: Review student files in Content Manager to ensure required documentation is stored in the student file
- When: Audit annually in August/September
- Reporting: Director Governance.

Standard 11 – Additional registration requirements

- 6.149 Requirements of Standard 11 are covered by CQUniversity's compliance with the quality assurance framework.

Relevant legislative section

[National Code 2018 – Standard 11](#)

- 6.150 This standard sets out that registered providers must continue to meet the requirements for CRICOS registration and ensures the ESOS agency for the registered provider approves, and has up to date information on, specific aspects of the registered provider's operations and any registered courses.

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to the University being unable to provide education or training to international students.	Unlikely	Extreme	HIGH

Course registration

- 6.151 Approval must be sought from the ESOS agency to register a course. Registrations must include:
- course duration, including holiday breaks
 - modes of study, including online, distance or work-based training
 - number of overseas students enrolled, within the limit or maximum number approved by the ESOS agency for each location, and
 - arrangements with other education providers, including partners.

- 6.152 In seeking approval, the University must demonstrate any matters requested by the ESOS agency, including:
- expected course duration does not exceed the time required to complete the course on the basis of full-time study
 - expected duration includes any holiday breaks or any work-based training
 - any work-based training is necessary for the student to gain the qualification
 - course is not delivered entirely by online or distance learning
 - provider and any partner they engage to deliver the course has adequate employees and education resources, and
 - the maximum number of overseas students proposed for the location reflects the appropriateness of employees, resources and facilities for the delivery of the course.
- 6.153 Proposed changes to a courses registration must be submitted to the ESOS agency at least 30 days prior to the changes taking effect.
- 6.154 Self-accrediting providers (such as the University) must undertake an independent external audit during their period of CRICOS registration, within 18 months prior to the renewal of that registration.

Document retention

- 6.155 All external audit records will be retained by the International Directorate. Course registration (including withdrawals/suspensions) are stored in the TEQSA Portal.

Compliance auditing

- 6.156 Responsibility: Director International; Deputy Director International Operations and Partnerships; Manager International Compliance
- How: Random sampling of records
- When: Audit annually in August/September
- Reporting: Vice-President (Global Development).

7 TUITION PROTECTION SERVICE

- 7.1 CQUniversity will ensure its policy documents comply with the ESOS framework legislation, and will provide orderly access to monitoring authorities of all required documentation.

Relevant legislative section

[ESOS Act 2000](#)

- 7.2 Part 5 – Tuition protection service

[Tuition Protection Service](#)

Risk rating

Risk Identification	Risk Analysis		
	Likelihood	Consequence	Overall Risk Rating
There is the risk that the University may fail to comply with the <i>ESOS Act 2000</i> and subordinate regulations because of a lack of awareness of the obligations required which may lead to student dissatisfaction and students moving to another provider.	Unlikely	Extreme	HIGH

Procedure

Reducing risk of provider default

7.3 The TPS has been established to assist international students whose education providers become unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider, or
- receive a refund of their unspent tuition fees.

7.4 In the unlikely event that CQUniversity is:

- unable to deliver a course that has been paid for, or
- cannot meet the obligation to offer an alternative course that the student accepts or pays a refund of any unspent prepaid tuition fees

The TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

Actions when provider defaults

7.5 A provider defaults if:

- the provider fails to start providing a course to a student at the enrolment location on the agreed starting day, or after the course starts but before it is completed
- it ceases to provide to students at the enrolment location, or
- the student has not withdrawn from the course before the default day.

7.6 The University must notify International Compliance, who will then notify the Secretary (Department of Education, Skills and Employment) and the TPS Director of the default within three working days of the default occurring. Affected students must also be notified in writing.

7.7 The University has 14 working days to discharge its obligations i.e. to offer the students a place in a suitable alternate course or, where the student does not accept a place in an alternate course or no alternate course is available, offer a refund of unexpended tuition fees.

Actions when student defaults

7.8 Where under 18 students do not commence their course on the agreed starting date or, where a student's visa has been rejected, the University must notify the regulator (TPS Director) within 14 days of the default i.e. the commencement date on the TPS framework. All CRICOS providers have a statutory obligation to report to the TPS Director and the Secretary about provider and certain student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements ensure students are looked after following a default in a timely way.

7.9 Each year the TPS Director will set key components of the TPS levy to be paid by providers, following the advice and recommendation of the TPS Advisory Board. The TPS Director will issue an annual TPS Levy Invoice to the University for payment by the due date. The TPS Levy comprises an administrative fee, base fee, risk rates premium and special tuition protection components. The risk rated premium component is an analysis of the data available from the PRISMS.

7.10 If CQUniversity does not pay the invoice by the due date the University will be breaching the *ESOS Act 2000*. Under Part 6, Division 1 of the Act, the Minister may take action against the registered provider, including (section 90 of the *ESOS Act 2000*) automatic suspension for non-payment of the Levy.

Refunds

7.11 In addition to the above, the University must provide a refund to students within four weeks of receiving a completed written refund request from the student, unless the student default was caused by a visa refusal, in which case the University is obligated to provide a refund four weeks from the default day.

TPS levy

- 7.12 Changes to the *ESOS Act 2000* have further strengthened protections for international students through the introduction of the TPS. In the unlikely event CQUniversity is unable to deliver a course that the student has paid for and does not meet their obligations to either offer the student an alternative course that the student may accept, or pay the student a refund of their unspent prepaid tuition fees (this is called a provider's default obligations), the TPS will assist the student in finding an alternative course or to secure a refund if a suitable alternative is not found.

Document retention

- 7.13 All documents relating to student defaults will be retained on student files in Content Manager.
- 7.14 All documents relating to provider default will be retained by the Tertiary Education Division and CQUniversity's Academic Information Management System (AIMS).

COMPLIANCE AUDITING

- 7.15 Responsibility: International Compliance Manager; Tertiary Education Division
How: PRISMS/AIMS
When: In accordance with TPS legislation
Reporting: Vice-President (Global Development).

8 RESPONSIBILITIES

Compliance, monitoring and review

- 8.1 Internal audits of the National Code standards will be managed by the Manager Internal Audit, who will present the audits to the Audit, Risk and Finance Committee. Audits are undertaken annually.
- 8.2 In accordance with the [National Code 2018](#), the University must appoint an external auditor to undertake an ESOS audit at all Australian campuses of CQUniversity, within the 18 months prior to CRICOS re-registration. This report will be provided to TEQSA.
- 8.3 The Director International is responsible for implementing, monitoring, reviewing and ensuring compliance with this manual.
- 8.4 This manual will be reviewed, at minimum, every three years (subject to legislative changes).

Reporting

- 8.5 CQUniversity has no specific reporting requirements, but will comply with any reporting requirements outlined in the [National Code 2018](#) and [ESOS Act 2000](#) (Part 3, Division 1, Section 19 (1) and (2)).

Records management

- 8.6 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 8.7 University records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#). Before disposing of any records, approval must be sought through the Records Management Office (email records@cqu.edu.au).

9 DEFINITIONS

- 9.1 Terms not defined in this document may be in the University [glossary](#).

Terms and definitions

Australian Skills Quality Authority (ASQA): Australia's regulatory and quality agency for vocational education and training. ASQA's primary aim is register training providers and accredit VET courses to ensure that nationally approved standards are met. ASQA is a designated ESOS Agency and has responsibility for decision-making in relation to the ESOS suite of legislation, including CRICOS registration and compliance monitoring.

Country education profiles: the Department of Education, Skills and Employment manages the [Qualifications Recognition Policy](#) and provides an online qualifications recognition tool designed to help organisations understand overseas higher education and post-secondary technical and VET qualifications.

Electronic confirmation of enrolment (eCoE): confirms a student's place in a course on the PRISMS database. Completed by CQUniversity employees who have PRISMS access approval, on applicant's acceptance of offer and payment of required fees. Enables an applicant to apply for a student visa.

International student (for the purposes of ESOS legislation): a non-resident of Australia or New Zealand studying in Australia on a student visa. International students on a student visa studying in Australia may only enrol in full-time courses that are registered with the government and display a CRICOS Code. International students in Australia on a range of other visas have different conditions on their visas, and these are available on the Department of Home Affairs website. In most cases these international students are able to enrol in distance education and online courses, part time and with other flexibilities not available to those on a student visa.

iStart: The International Student Application Online Management system provided by Studylink. This system is used to process all applications, generate offer letters and acceptance information for international students applying to CQUniversity. Data from iStart feeds through to the University's main Student Management system, StudentOne, at point of application and acceptance status, through a systems integration.

Monitoring academic progress (MAP): refers to policy documents describing how the University identifies and engages with students who are not achieving satisfactory academic progress and therefore may be at risk of and not achieving academic goals.

National Code of Practice (The National Code): a document developed under the ESOS framework legislation that provides nationally consistent standards for CRICOS registration and for the conduct of CRICOS-registered providers. Consistent with the *ESOS Act 2000* and considered part of the ESOS legislation.

Provider Registration International Students Management System (PRISMS): a provider registration system used by CRICOS registered providers to submit eCoEs, list registered education agents, risk management reports, course amendments and completions/variations in students' study patterns. PRISMS is also accessible by Australian Immigration Officers.

Registered provider: an education institution registered under CRICOS as having appropriate physical resources, staffing and courses, and appropriate systems and processes to meet standards of compliance with ESOS legislation. Each registered provider is allocated a unique CRICOS provider code.

StudentOne: CQUniversity's corporate student management system. Application and enrolment data for all student records are recorded on this system.

Tertiary Education Quality and Standards Agency (TEQSA): Australia's regulatory and quality agency for higher education. TEQSA's primary aim is to ensure that students receive a high quality education at any Australian higher education provider. TEQSA is a designated ESOS Agency and has responsibility for decision-making in relation to the ESOS suite of legislation, including CRICOS registration and compliance monitoring.

Visa Entitlement Verification Online System (VEVO): the Department of Home Affairs system that allows education providers to check visa details and conditions. VEVO provides details relating to a current in-effect visa: which visa, the expiry date, the must not arrive after date, the period of stay and any conditions, and current location of student – either onshore in Australia or offshore.

10 RELATED LEGISLATION AND DOCUMENTS

[Academic Appeals Committee Terms of Reference](#)
[Academic Appeals Policy and Procedure](#)
[Admission to CQUniversity Coursework Courses Policy and Procedure](#)
[Articulation Policy and Procedure](#)
[Australian Skills Quality Authority \(ASQA\)](#)
[Brand Guideline](#)
[CQUni Handbook](#)
[CQUniversity international student information](#)
[CQUniversity student finances information](#)
[Code of Conduct](#)
[Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#)
[Complaints Policy and Procedure](#)
[Credit for Prior Learning in Higher Education Policy and Procedure](#)
[Deferral of Admission Procedure](#)
[Department of Education, Skills and Employment](#)
[Department of Home Affairs](#)
[Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)
[Education Services for Overseas Students Regulations 2019](#) (Cwlth)
[Education Services for Overseas Students \(Registration Charges\) Act 1997](#) (Cwlth)
[Education Services for Overseas Students Legislation Amendment \(Tuition Protection Service and Other Measures\) Act 2012](#) (Cwlth)
[Education Services for Overseas Students \(TPS Levies\) Act 2012](#) (Cwlth)
[ELICOS Course Attendance Policy and Procedure](#)
[ELICOS Standards 2018](#) (Cwlth)
[English Language Proficiency Requirements Policy and Procedure](#)
[First Year Orientation Policy and Procedure](#)
[Full-Time Student – Duration of Study Policy and Procedure](#)
[Higher Education Standards Framework \(Threshold Standards\) 2015](#) (Cwlth)
[International Education Online](#)
[Leave of Absence Policy and Procedure](#)
[Marketing and Branding Policy and Procedure](#)
[Migration Act 1958](#) (Cwlth)
[Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students](#)
[Monitoring ELICOS Course Progress - Unsatisfactory Academic Progress Policy and Procedure](#)
[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (National Code) (Cwlth)
[National Vocational Education and Training Regulator Act 2011](#) (Cwlth)
[Overseas Student Transfer Policy and Procedure](#)
[PRISMS Provider User Guide](#)
[Provider Registration and International Student Management System \(PRISMS\)](#)

[Required Leave of Absence Policy and Procedure](#)
[Review of Grade Procedure](#)
[Student Academic Integrity Policy and Procedure](#)
[Student Accommodation including International Students under 18 Policy and Procedure](#)
[Student Behavioural Misconduct Procedure](#)
[Student Critical Incident Policy and Procedure](#)
[Student Participation Policy and Procedure \(VET\)](#)
[Student Refund and Credit Balance Policy and Procedure](#)
[Student Welfare and Support Policy](#)
[Tertiary Education Quality and Standards Agency \(TEQSA\) Act 2011](#) (CwIth)
[Tertiary Education Quality Standards Agency \(TEQSA\)](#)
[Writing Style Guideline](#)

Contacts

[Department of Home Affairs Office and Contact Details](#)

PRISMS Help Desk:

Telephone: 61 2 6240 7647

Facsimile: 61 2 6123 7558

Email: prisms@education.gov.au

11 FEEDBACK

- 11.1 Questions from internal employees relating to this manual can be directed to the Director International or International Compliance Manager via internationalcompliance@cqu.edu.au.
- 11.2 Feedback about this document can be emailed to policy@cqu.edu.au.

12 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	Vice-President (Global Development)
Advisory Committee	N/A
Administrator	Director International
Next Review Date	13/11/2023

Approval and Amendment History	Details
Original Approval Authority and Date	Department of Immigration and Citizenship Management Committee 02/09/2010
Amendment Authority and Date	Vice-Chancellor and President 02/09/2014; Links updated 29/07/2015; Vice Chancellor and President 14/12/2016; Vice-Chancellor and President 7/03/2018; Senior Deputy Vice-Chancellor (International and Services) 1/11/2018; Senior Deputy Vice-Chancellor (International and Services) 29/11/2018; Senior Deputy Vice-Chancellor (International and Services) 14/06/2019; Vice-President (Global Development) 13/11/2020; Editorial amendment 04/03/2021; Vice-President (Global Development) 07/04/2021.
Notes	

13 APPENDICES

Appendix A: Institutions with an arrangement for graduates to gain direct entry into CQUniversity courses

- 13.1 A full list of arrangements can be found at <https://www.cqu.edu.au/international-students/english-and-pathways/external-providers>.
- 13.2 While agreements are in place with graduates of the providers listed at the link above to gain direct entry to CQUniversity, in practice the University has moved from a single joint badged letter of offer. Instead, each institution provides their own letter of offer. A CQUniversity conditional offer, will be based on successful completion of the external provider course.
- 13.3 The University has a small number of institutions, called International Business Partners with whom course packaged offers will be made. The agreements are stored in the Articulations Database and listed on the [CQUniversity website](#).
- 13.4 CQUniversity will continue to monitor its legal responsibilities and the strategic benefits of packaged courses.

Appendix B: Student Engagement employees

- 13.5 The following employees are the first point of contact for international students who require assistance to resolve any problems which could impede successful completion of their course as per the National Code.
- 13.6 In case of emergencies any employee who is aware of a death, an immediate threat to the life of a person or serious threat to property must contact 000 and report to the relevant emergency service. A report must also be made to the University Secretary.
- 13.7 In all other instances, contact is to be made with the Director Student Engagement or nominee (or CQUniversity Security if unavailable).

CAMPUS

Senior Coordinator Student Engagement Metro

Senior Coordinator Student Engagement Regional

CONTACT INFORMATION

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Appendix C – PRISMS reporting

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Acceptance of offer of admission	International Admissions	Create eCoE	Within 24 hours	Upon receipt of the International Student Contract, all relevant conditions being met and payment received. Process as per <i>ESOS Act 2000</i> 19(1)(a) and (b).
Student did not commence study	International Compliance Student Central to ensure non-commencements are recorded in StudentOne.	Report student with SCV reason: <i>'Non-Commencement of Studies'</i>	Within *31 days from agreed start date i.e. course start date on eCoE	This is used to report new students who have not commenced study and have not arrived to 'check in' and complete the enrolment process. Run the StudentOne Enrolment Report and the 'Check in' report: <ul style="list-style-type: none"> • check all cross institutional students and approved leave of absence students have been processed, and • actioned/withdrawn in StudentOne no later than census date of the relevant study period.
Credit Transfer awarded after visa has been granted	Course Advice Team forward credit transfer list to Student Engagement for eCoE amendments once credit transfers have been processed.	Report student with SCV reason: <i>'Student requests change to existing enrolment'</i> with comment on eCoE: <i>'Exemptions/credit transfer from previous study. Duration shortened accordingly'</i>	Within 14 days of credit transfer being granted	Upon acceptance of the credit exemptions, check duration recorded on current eCoE and amend if necessary.

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Student requests course withdrawal (NOT to be used for students who transfer provider)	International Compliance Student Engagement to ensure withdrawals are actioned in StudentOne (with appropriate withdrawal reasons).	Report student with SCV reason: <i>'Termination of studies prior to completing course'</i> with reason detail reflecting the withdrawal reason as entered in Student One/cancellation form.	Within *31 days of withdrawal	Used for students who request to cancel/withdraw from their course. Students who elect to withdraw by completing a cancellation form are reported with the appropriate SCV reason detail determined by the reasons recorded in StudentOne or on the cancellation form. <ul style="list-style-type: none"> Use the reason details of <i>'Student notified cessation of studies'</i> and add appropriate comments in PRISMS. Ensure date of termination and last date of studies is entered into PRISMS.
Student did not re-enrol	International Compliance Student Central to ensure withdrawals are actioned in StudentOne.	The SCV reason detail <i>'provider decision to cease student enrolment'</i> is not used in these circumstances.	Within *31 days from agreed start date i.e. relevant term start date	Students who did not re-enrol or withdraw in a compulsory term are reported using the SCV reason detail <i>'Student notified cessation of studies'</i> with appropriate withdrawal reason comments in PRISMS. <ul style="list-style-type: none"> Ensure date of termination and last date of studies is entered into PRISMS.
New student requests deferral of commencement (admissions only)	International Admissions. All requests to be sent to International Admissions for processing no later than census date of the commencing term.	Report student with SCV reason: <i>'Non-commencement of studies'</i> NOT to be used for existing students requesting leave of absence.	Within *31 days of agreed start date i.e. course start date on eCoE	Requests to defer commencement require a new Offer letter, Student Agreement and eCoE. When reporting the student add in comments section that student has deferred and the new Term value. Create a new eCoE only after the new agreement has been signed. Deferment requests must be received prior to census date of the commencing term.
Prior to enrolling and 'check in' Student requests release to change to another provider. Currently enrolled students request no later than census of the enrolled term.	International Compliance Student Engagement interviews student, and if forms are correct and reasons are appropriate, creates SugarCRM case, assigns to International Compliance and sends documents for assessment.	Report release decision in PRISMS.	Within *14 days of release decision	All release decisions will be recorded in PRISMS and SugarCRM. Students granted release will be advised via email and cancelled from CQUniversity accordingly. Comments with new provider name and course are to be entered in PRISMS. Unsuccessful release requests will be advised with decision reasons. Report release refusals at the end of the designated appeal period.

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Student has not made satisfactory academic progression	At the end of the appeal period the Academic Progression Officer sends list of students recommended for cancellation to International Compliance.	Report student with SCV reason: <i>'Unsatisfactory course progress'</i>	Within *31 days of decision to cancel	Students are not reported until all avenues of appeal are exhausted.
ELICOS student has not met satisfactory attendance	CQUniversity Director of Studies notifies students of Notice of Intent to Report. At end of appeal period CQUniversity Director of Studies notify International Compliance of students to be cancelled.	Report student with SCV reason: <i>'Non-compliance with student visa conditions'</i> with reason detail of <i>'Unsatisfactory Attendance'</i>	Within *31 days of decision to cancel	Students are not reported until all avenues of appeal are exhausted.
Provider withdraws course from University	Academic Board confirms decision to withdraw course. List of affected students notified to International Admissions, Student Engagement and International Compliance.	Provider default actioned in PRISMS. Report students as TPS Provider Default.	Within *3 working days of decision Within 14 working days	Section 46B of the ESOS Act requires notification to the Secretary and the TPS Director within 3 days of the default occurring. Report student as being placed in a new course same provider, placed in a course elsewhere, OR, no new studies – refunded fees.

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Continuing student has applied for deferment of studies (leave of absence)	Student Engagement to assess and action in StudentOne all leave of absence requests by census date. Requests received after census date must be actioned under withdrawal without academic penalty and/or removal of financial liability guidelines.	Report student with SCV reason: <i>'Deferring/Suspending student enrolment'</i> with reason detail of <i>'Compassionate or compelling circumstances'</i>	Within *31 days of decision	If the approved period of leave will mean an extension to the end date of the eCoE, it must be reported and a replacement eCoE created with comments indicating the from and to dates for the period of leave. If the approved period of leave does not require a eCoE extension, the leave must still be reported.
Student applied to change course with CQUniversity	International Admissions actions online request.	Report student with SCV reason: <i>'Student requests change to existing enrolment'</i> with reason detail of <i>'Change the course for this CoE'</i>	Within *31 days of decision	Students must be assessed for entry into the new course. Any credit transfers are to be entered into StudentOne. The original eCoE is reported on and a new eCoE created with the duration reflecting any credit transfers granted and accepted by the student.
Student request for an extension to their study duration and requiring a new eCoE	Student Engagement to assess and make recommendation. Course Advice confirm and provide an updated study plan with how many units/terms the student will need to do to complete. Student Engagement then extends the COE.	Report student with SCV reason: <i>'Student requests change to existing enrolment'</i> . See comments for required SCV sub level reasons.	ASAP	This is used to extend the end date of eCoE's for students who have been granted a leave of absence, or who have failed grades and are on Monitoring Academic Progress (MAP) only . Students on MAP should have the SCV reason <i>'Implemented intervention strategy'</i> . SCV reason of <i>'Compassionate or compelling circumstances'</i> can only be used where the student has 'demonstrable evidence' of compassionate or compelling circumstances. The new eCoE start date will be one day after the end date of the original eCoE.

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Student applied for a Campus Transfer to an interstate CQUniversity campus	Student Engagement to ensure location and exam centres changed in StudentOne	Change the location on the eCoE	ASAP	Change the study location on the eCoE for approved students. No new eCoE is required.
Student has successfully completed their studies at CQUniversity	Student Central generates Australian Higher Education Graduation (AHEGS) Statements. Student Central generate completion letter. International Compliance to report on eCoEs.	Report student with SCV reason: <i>'Termination of studies prior to completing the course'</i> with reason detail of <i>'Student completed course early'</i> . To be used only where the student has completed more than four weeks prior to the end date on the eCoE.	Within *31 days after conferral	AHEGS Statements are distributed upon graduation. When generating completion letters for graduating students use the summary list from the batch process to identify students to be reported. Manual conferrals are to be reported as part of the manual completion letter process.
Student gained Permanent Residency , or Australian Citizenship or visa status other than a student visa	Student provides evidence to Student Central and International Compliance.	Report student with SCV reason: <i>'Termination of studies prior to completing the course'</i> with reason details of <i>'Provider decision to cease enrolment'</i> with SCV sub level reason of <i>'No longer holding a student visa'</i> .	Within *31 days of status change	Students who provide proof of Permanent Residency (PR) or Australian Citizenship are reported in PRISMS and continue studies as a domestic student of CQUniversity (dependant on the date PR or citizenship is granted) i.e. where granted prior to census date of the relevant enrolled term. International Compliance will check on eCoE and report as required.

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE *#	COMMENTS
Address details in PRISMS when doing any SCV, new or extension eCoE, release request or leave of absence	Student Engagement, Student Central, International Admissions, International Compliance	Check/amend address in StudentOne.	As part of all processes above	When reporting regardless of the SCV selected, address details must be checked and amended where necessary.
PRISMS address uploads	Student Engagement, Student Central, International Compliance	Check/amend addresses in Student One	Within 31 days of address changes	Monthly address uploads to PRISMS to ensure any and all address changes are captured. Student Engagement team should request international students provide updated address and contact details at a minimum of every six months.
Refund request received from student who did not commence study nor completed enrolment (new students only) Refund request received from student whose student visa was denied, or student is under 18	International Compliance receives applications, checks and forwards to Student Engagement for raising of administration fee, then to Student Fees for processing. As above.	TPS Default to be recorded in PRISMS once refund actioned	Upon receipt of refund request. Within 7 days of refund being paid	International Compliance creates refund case in SugarCRM. This is used to record the date the completed refund request has been received. Continuing/enrolled student refund requests are actioned by Student Engagement on relevant campus. TPS requires refund reporting for all new student visa refusals and where students are under the age of 18.
Money refunded into nominated account (for all refunds and defaults)	Student Central, International Compliance	Where a TPS default exists, International Compliance to record refund in PRISMS.	Within 7 days of refund being paid for TPS defaults only.	Used to record the actual refund details for TPS defaults. The default outcome is recorded, the date and amount of refund entered into PRISMS. All refunds are to be paid to the person (or entity) specified in the student agreement (student contract) in accordance with 47D (3a and b) of the <i>ESOS Act 2000</i> .

EVENT	AREA	PRISMS PROCESSOR	ACTION DATE **	COMMENTS
Student is suspended or excluded for academic or behavioural misconduct	Governance/Academic Appeals forwards details to International Compliance at the end of the internal appeal period.	<p>If the student is to be excluded report with SCV reason of: <i>'Termination of studies prior to completing the course'</i> with reason detail of <i>'Provider decision to cease enrolment'</i> with SCV sub level reason of <i>'Disciplinary reasons'</i></p> <p>If the student is to be suspended for a specified period, report student with SCV reason of <i>'Deferring/suspending student enrolment'</i> with SCV sub level reason of <i>'Student misbehaviour'</i></p>	Within *31 days of decision to suspend or cancel	<p>Used when reporting a student for suspension for a nominated period of time, or for students excluded from CQUniversity.</p> <p>All avenues of internal appeal must be exhausted prior to reporting the student in PRISMS.</p>
Data Cleansing	Student Central, International Compliance.	Action appropriately in StudentOne with reasons	No later than census date of relevant term	<p>Undertake data cleansing of all corporate systems including PRISMS. Check:</p> <ul style="list-style-type: none"> • Active enrolled students have valid eCoE • Valid eCoE but no enrolment in compulsory terms • Active enrolled students have a valid Visa – check for Expiry Date within term • PRISMS course cost comparison • PRISMS course variation (duration).

ACTION DATE **

ASAP = PRISMS action is to be undertaken as soon as practicable. The PRISMS step is the final step of the process for each listed event.

*31 days = PRISMS SCV action is to be undertaken within 31 days as per Section 19 of the *ESOS Act 2000*.

*14 days = PRISMS SCV action is to be undertaken within 14 days as per Section 19 of the *ESOS Act 2000*.

7 days = PRISMS SCV/TPS action is to be undertaken within 7 days as per Section 19 of the *ESOS Act 2000*.

*3 days = PRISMS TPS action is to be undertaken with 3 days of the event occurring (TPS Director Reporting).

It is compulsory for every new CQUniversity user of PRISMS to complete the inbuilt training in PRISMS, part of which refers employees to the PRISMS Provider User Guide.