| | **PRISMS and Confirmation of Enrolment (CoE) Issuance, Suspension, Cancellation and Monitoring Procedures** |
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| Document Type | Procedures |
| Administering Entity | Director Admissions, Registrar, Vice President - Administration |
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| Approval Authority | Vice President – Administration |
| Indicative Time of Review | June 27, 2023 |

**1. Purpose and Scope**

a. The purpose of this policy is to ensure that S P Jain School of Global Management has documented policy and procedures regarding the record keeping of international students for the issuance of bona fide confirmation of enrolment (CoE) as required by the Department of Home Affairs and reporting in course enrolment, duration of study and monitoring of compliance of visa conditions and education agent information in PRISMS in order to comply with the ESOS Act 2000 and National Code 2018.

b. This policy applies to international students studying at S P Jain School of Global Management (S P Jain) in Australia under the Australian student visa system administered by the Department of Home Affairs and regulated under the ESOS Framework.

**2. Guiding Principle**

a. This policy is consistent with the Higher Education Standards Framework (Threshold Standards) 2015, Education Services for Overseas Students (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Regulations 2019) and National Code 2018 to:
   i. Create and manage Education-Agents
   ii. Create, update, manage, cancel confirmation of enrolment (CoE)
   iii. Terminate, defer, cancellation, suspension, record Student Course Variations (SCVs)
   iv. Record provider default, student default
   v. Restrict visa transfer period

### 3. Definitions

### a. Confirmation of enrolment (CoE)

The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before the Department of Home Affairs will issue a student visa. The CoE contains information about the provider, agent (if involved), course and duration of study in which the student has enrolled.

### b. Student Course Variations (SCV)

A requirement of the ESOS Act 2000 and The National Code 2018 is that a registered provider must advise 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 you input in PRISMS is sent to Home Affairs for investigation of the student's visa status.

### c. PRISMS

PRISMS is the Provider Registration and International Students Management System (PRISMS) providing Australian education providers with the confirmation of enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

### d. Education Agent

Registered providers must ensure that their education agents (referred also to as Consultant-Advisor) act ethically, honestly and in the best interest of overseas students as well as uphold the reputation of Australia's international education sector.

### 4. Education Agent List and Manage Agent Details

a. Standard 4 of the National Code 2018 requires all registered providers to maintain their education agent's details in the Provider Registration and International Student Management System (PRISMS) for each agent they use and have a written agreement with and maintain as below:
   i. Create list of agents in PRISMS to record the agent involvement in the enrolment process;
   ii. search for agent record(s);
   iii. delete agent record(s), and
   iv. view agent performance reports.

**5. Confirmation of Enrolment (CoE)**

CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before the Department of Home Affairs will issue a student visa.

a. **Create a CoE**:
   i. Add a new CoE only if that student records are not found after a search using student search option;
   ii. Add New Student: Provider's Student Identifier, Student Name, Gender, Date of Birth, Country of Birth, Nationality, Passport Number, Course Location;
   iii. Save or Approve CoE: Proposed Course Start Date, Proposed Course End Date, Provider arranged Overseas Student Health Cover (OSHC), Initial Pre-Paid Tuition Fee, From and To Dates;
   iv. Record English Test Type and Score: Test of English as a Foreign Language (TOEFL), International English Language Testing System (IELTS), other forms of testing which satisfies the Institution (English as prior medium of instruction) or where no scores are required provide explanation through comments such as " English test type not required as student is from an English speaking country", etc.;
   v. Choose Agent or manage agent: CoE administrator will be able to enter the details of Agent involved;
   vi. Student's contact details: student's current and preferred overseas contact;
   vii. CoE Status: Saved, pending, approved, visa granted, expired, studying, reported on, cancelled.

b. **Change the Course for a 'Saved' or 'Pending' CoE**
   Choose the CoE from the 'Saved' and 'Pending' CoEs listed on the homepage for the provider.
   i. Change the Course of this CoE;
   ii. Choose Course/Location

c. **Approve CoE**
   i. CoE (Administrator) access level only;
   ii. Approve CoEs Created by another User: Approving CoEs must be actioned by a user with access type CoE (Administrator) from the current provider; PRISMS display CoE Certificate: View/Print CoE Certificate, Add Another CoE to Student, Printing the CoE Certificate
   iii. Approve CoEs Created by same User: PRISMS display CoE Certificate: View/Print CoE Certificate, Add Another CoE to Student, Printing the CoE Certificate: Once CoE is located display View/Edit CoE, PRISMS will validate the data entered.

**d. Update CoE or Student Details – for an Approved CoE**
   i. CoE (Administrator) access to modify the existing CoE or student details. This is actually performed through the Student Course Variation process and will automatically cancel the original CoE and create a new, replacement CoE with the amended information.
   ii. Reason for Cancellation of CoE' prompt, select the 'Change to CoE/Student Details' option;
   iii. Modify the data for the student or the CoE: Study Summary - change the date of birth, nationality, country of birth, enrolment details, location change,
   iv. Add another CoE.

**e. Manage Payment Details**
   i. Upload payment details for more than one CoE using the payment upload function.

## 6. Student Course Variations (SCVs)

**a. Termination of student studies prior to completing the course**
   i. Use Student Completed Course (Early);
   ii. Student Left Provider (Transferred to Course at another Provider);
   iii. Student Notified Cessation of Studies;
   iv. Provider decision to cease student enrolment;
   - Non-payment of fees;
   - Disciplinary reasons;
   - Student deceased;
   - No longer holding a student visa;
   - Provider unable to deliver course
   v. Non-Compliance with visa conditions;
   vi. Unsatisfactory Attendance;
   vii. Student failed to meet course requirements;
   viii. Non commencement of student studies;

**b. Deferring/suspending student enrolment in Australia**

Deferments/suspensions of CoEs are only permitted for one of the following reasons:

   i. Compassionate and compelling circumstances supported by police or psychologists report (serious illness or injury, where a medical certificate states that the student was unable to attend classes;
   - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
   - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
   - a traumatic experience which could include, involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime.

ii. Deferment, suspension or cancellation of enrolment that may affect the student visa
- Provider initiated decision - 20 days to access internal appeals process
- Student initiated decision - inform the government through PRISMS only after the internal complaints and appeals process is completed

iii. Student Misbehaviour/Misconduct

Report must be completed within 31 days of the date of the deferment or suspension.

c. **Student requests change to existing enrolment**

Reporting process: likely cancellation of that CoE, and optionally allow the user to create a new, replacement CoE with the changed enrolment details.

i. Student requests an 'extension' of their CoE
ii. Change to a course in a different sector
iii. 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
iv. Change to a course in the same sector, no gap created but of a longer study duration
v. No change in proposed start and end date

d. **Student Course Variation (SCV) for CoEs already on PRISMS**

'Provider Students CoE'- Add variation option. If a previous variation has been created within the last six months, an information message will be displayed advising you of this situation. This can be:

i. termination due to non-payment or disciplinary action
ii. Student never commenced studies
iii. Deferment/Suspension - depending on the course end date affected
iv. Student request for change in enrolment
v. Non-compliance to visa conditions

**7. Record a Provider/Student default**

Defaults are categorised as being either a Provider or Student default.

a. **Provider Default:**
i. Providers are required to notify of the default within 3 business days of the default occurring. Providers must do this by recording the provider default in PRISMS.
ii. Providers are required to notify of outcome of discharge of obligations within 7 days of the provider obligation period end date. Providers can do this at the same time as recording the provider default; or they may return to the default later to record the outcome.

**b. Student default:**

Provider required to notify outcome of discharge of obligations within 7 days after the provider obligation period end date, if:

i. the student default occurred due to visa refusal, or
ii. The provider does not have a compliant written agreement

**c. Record Default:**

Review student details to ensure this is the correct CoE which the default is to be applied against default type as being either:

i. Provider
ii. Student (with Visa Refused)
iii. Student (section 47D compliant written agreement)
iv. Student (section 47E non-compliant written agreement)

Record an outcome or Record an intention.

i. Refunded tuition fees
ii. Placed student in course
iii. Place student AND Refunded tuition fees
iv. There was no obligation to be met

Reporting period lapses and no outcome reported.

The Provider Obligation Period will vary for different default types: **Provider defaults: 14 days, Student defaults: 28 days.**

**8. Visa Transfer Restriction Period and Transfer Restricted Enrolments**

Releases under Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 must be recorded in PRISMS by the releasing provider.

i. Transfer restricted enrolments
ii. Restricted transfer period (period starts from visa grant and ends 6 months from their principal course start date)
iii. Refuse a student's transfer request - record release refusal

**9. Monitoring PRISMS and CoE Issuances, Cancellations and Updates (Weekly Review Report)**

**Levels of Access:**

1. **CoE Administrator Access**: Director Admissions, Assigned Asst Registrar

2. **CoE Create Access**: Assigned Admission/Admission Officer, Assigned Manager/Officer/HoC Sydney

| | Activities | Responsible | Review |
|---|---|---|---|
| 1. | **Education - Agent List and Manage Agent Details**<br><br>(for all applicable students) | Director Admissions | Registrar/Assigned Independent Asst Registrar |
| 2. | **Certificate of Enrolment (CoE)**<br><br>a. Create a CoE<br>b. Change the Course for a 'Saved' or 'Pending' CoE<br>c. Approve CoE<br>d. Update CoE or Student Details – for an Approved CoE<br>e. Add another CoE<br>f. Manage Payment Details | Director Admissions/ Assigned Admission/ Admission Officer | Registrar/Assigned Independent Asst Registrar |
| 3. | **Record a Provider/Student default**<br><br>a. Provider Default - notify of the default (3 days), notify of outcome of discharge of obligations (7 days)<br>b. Student Default - discharge of obligations (7 days)<br>c. Report period lapses - Provider Obligation Period (Provider default - 7 days, Student defaults -28 days) | Director Admissions | Registrar/Assigned Independent Asst Registrar |
| 4. | **Student Course Variations (SCVs)**<br><br>a. Termination of student studies prior to completing the course<br>b. Deferring/suspending student enrolment in Australia (Within 31 days)<br>c. Student requests change to existing enrolment<br>d. Student Course Variation (SCV) for CoEs already on PRISMS | Director Admissions | Registrar/Assigned Independent Asst Registrar |

**Related Documents**
a. Australian Department of Education and Training https://education.gov.au/
b. Commonwealth Register of Institutions and Courses for Overseas Students http://cricos.education.gov.au/
c. Critical Incident Policy
d. Department of Home Affairs http://www.homeaffairs.gov.au/
e. Education Agent Policy and Procedures
f. ESOS Registration Charges Act
g. ESOS Regulations 2019
h. Guide for Providers of Education and Training Services to Overseas Students https://www.dese.gov.au/esos-framework
i. International Student Refund Policy
j. Legislation: ESOS Act 2000
k. National Code of Practice for Registration Authorities of Education and Training to Overseas Students https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx
l. Postgraduate Admission and Selection Policy
m. PRISMS Help Team in Department of Education and Training
n. PRISMS:  https://prisms.education.gov.au
o. Provider Transfer Policy and Processes
p. Student Grievance and Mediation Policy and Procedures
q. Student Performance Data Policy and Procedures
r. Student Progression, Exclusion and Course Completion Policy
s. Students at Risk Policy
t. Undergraduate (including Diploma) Admission and Selection Policy